



HATCH RIDE AFTER SCHOOL CLUB CONDITIONS OF CLUB USE

Version 2.00 (adapted from V.16 historic ASC policy document)

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INTRODUCTION TO OUR WAYS OF WORKING

Hatch Ride After School Club (ASC) is voluntarily-run by a committee formed of Hatch Ride parents, ASC senior staff, and Hatch Ride school representatives. The childcare provision itself is delivered by paid staff, recruited and trained in line with the policies outlined in this document.

The club is run on a not-for-profit basis for the good of Hatch Ride School, to ensure Hatch Ride parents are able to access quality, affordable wraparound care throughout the school term. While the club remains financially sustainable, we will always aim to avoid price increases to parents and will donate surplus profits to Hatch Ride School.

We would draw parents/carers' attention to the full Conditions of Club Use policies, including our expectations around making bookings and payments and our cancellation procedures. The ASC also publishes formal documents on its policies and procedures which can be found on our website.

The club has grown significantly and now regularly operates at maximum capacity. This has reduced flexibility for Ad Hoc bookings and has also substantially added to the administrative burden on the volunteer committee, the majority of whom are working parents.

Parents/carers' consideration and respect for adhering to ASC policies on booking and payment is necessary for the club to be able to continue running in its current form. The Club has adopted these conditions of club use to ensure fair usage for all parents and will apply strictly apply these policies whenever necessary.

ADMISSIONS

Parents / carers need to complete a registration form and return to the Club Manager together with a registration fee. Each child must be registered individually. The one-off non-refundable registration fee is £5 per child. If you are interested in registering your child, please contact us:

Visit the After School Club	@ Hatch Ride School, Main Hall
Call the Club Manager	07901 885130
Email us	club@hatchrideasc.co.uk

BOOKINGS

Our ASC is now very busy and a number of sessions are full. To use the club all children must be registered with us.

We accept the following types of booking:

1. Advanced Bookings

Bookings submitted in advance through the [online system](#), Scopay, when the booking window is open at the end of each half-term for the following half-term. New bookings will only be accepted if all debt in the system on your account has been cleared. Bookings operate on a first come first served basis only, there is no waiting list or priority for regular users of the club. If you miss the advance booking window you will be subject to Ad Hoc fees for any available sessions thereafter.

2. Ad Hoc Bookings (updated 22/10/19)

Booking of additional sessions once the booking window has been closed.

Ad Hoc bookings are available to book through the online booking system, [Scopay](#), where you will be able to view up-to-date session availability. Bookings for a session will close the day before the session required.

Payment is through the booking system, Scopay, (it is not possible to pay for an Ad Hoc session through Childcare Vouchers or BACS).

In exceptional circumstances, and where the session is not already fully booked, it may be possible to provide a place with less than 24 hours' notice, however this must be by prearranged with the club manager or deputy. Parents should contact the club manager on the number above ahead of the session and not turn up with their child / direct their child to the session straight from school without having first had confirmation there is space.

All families registered with the club will be emailed when the online system opens for bookings towards the end of each half-term for the half-term following.

We rely on parents applying a 'fair use' approach to the booking system. The club is there to provide affordable childcare to everyone and only functions because of the volunteer work of the Committee, this volunteer work is significantly increased when established processes are not followed.

PAYMENTS

Regular bookings, made when the advance booking window is open, can be paid for by childcare vouchers or through the online system (not by BACS transfer). All payments must be cleared before the start of the half-term.

If paying by Childcare Vouchers, please email: payments@hatchrideasc.co.uk

Please confirm the voucher and provide the following details:

- payer name
- child's name
- date
- amount of the payment you have made so it can be tracked.

The club will not accept payment made in part (or excess) via monthly voucher payments or direct debits.

If parents do not have the required fees available in childcare vouchers at the start of the half-term, the deficit should be made up via online payment within the booking system.

Please note your regular session could be given away if you do not pay in full for next half-terms sessions by the date the booking window closes. Your child's place is only secure once the ASC receive your full payment.

If for any reason you are not able to make full payment by the date stated on the booking form, please email the ASC: payments@hatchrideasc.co.uk using 'Regarding Payment' in the subject matter so the committee can assess your circumstances and where possible jointly agree a resolution.

SESSION CHARGES

Session charges are published on our website.

Refunds will not be provided by ASC for non-attendance of booked sessions.

EXCHANGES AND CANCELLATIONS

Exchanges and cancellations are not permitted under any circumstances.

HOURS OF OPERATION

The club hours of operation are published on our website.

CLUB CAPACITY

Club	Capacity
Breakfast Club	30 children, except Wednesday which is 15*
After School Club	40 children

* Uses the old Pendennis Preschool space

ILLNESS

If your child is taken ill whilst at the club, staff will contact the parent / carer immediately. Collection of children from the club will be in line with our collection policy.

If a child becomes ill during the school day and the school requests that they be collected the child will not be admitted to After School Club.

Our staff and children's wellbeing are paramount.

COLLECTION

Depending upon the time you arrive to pick your child up, the children will normally be in the ASC room, the main hall or (subject to weather) on the playing field. You will need to enter the school via the hall entrance or ASC classroom door:

- If collecting pre-4.30pm please approach the classroom door and do not walk through the school.
- If collection after 4.30pm please ring the bell on the school hall door.
- In the case of school events using the hall space collection will be from the classroom.

Children will only be released into the care of a designated signatory unless otherwise notified by a parent or guardian.

For health and safety reasons parents/carers are required to sign their child/children out of the club in the registration folder.

Emergency contacts can collect your child from the ASC in the event of an emergency and or a parent is unable to collect their child/children from the club. Where parents are authorising a non-designated signatory to collect a child please use a unique password that the After School Club can ask for from the person collecting the child.

The safety of the children in our care is paramount. Parents and carers should **not** return to the club once their child is signed out (e.g. use of toilet facilities) as club staff cannot guarantee their safety and supervision.

LATE COLLECTIONS

The club is not insured for childcare purposes after advertised session times. It is our policy that children who are collected late are charged a late collection fee. The charge is the cost of an additional session at the club or the staff's overtime costs, whichever is appropriate. Continued late collections may lead to withdrawal of facilities at the club.

Parents will be expected to sign a collection form noting the time of collection. We will keep records of all instances on file.

UNCOLLECTED CHILD

A child/children will be cared for by the After School Club staff for up to 30 minutes after closure whilst continuing to attempt to contact the parents/carers and emergency contacts using the numbers provided. If unsuccessful the After School Club has a duty to contact social care. We will take advice from social care and continue to try to contact the parents/carers until successful.

Two staff are required to care for the child/children at the After School Club until either the child/children are collected by parents, emergency contacts or social care. It is essential that parents ensure the contact details for parents and emergency contacts are up to date.

The After School Club reserves the rights to withdraw facilities at the club if persistent late collection occurs.

CHILD NOT BOOKED INTO A SESSION

If a child who regularly uses the ASC arrives for a session but is not booked into it, the session supervisor, in conjunction with the school, will contact the parents and/or emergency contacts. The supervisor will confirm if there is any space in the club to take the child for that session and that an Ad Hoc fee payment will be required when the child is collected from the session.

Where the session is fully booked then school will inform the parent or emergency contact that they must collect the child immediately and the child will remain the responsibility of the school and not the ASC in the intervening period of time. If parents can't be contacted, then the care of the child continues to be arranged/agreed with the school.

It will significantly help the club during this registration process if parents could confirm in writing to club@hatchrideasc.co.uk if their child will be going to a School Club session before attending After School Club on any given day. School does not directly inform After School Club of bookings made. This is a parent responsibility.

COMPLAINTS PROCEDURE FOR PARENTS AND STAFF

If a parent has a complaint it will be dealt with in one of the following ways:

A Complaint about another Child

Inform a member of staff. They will then be aware of the problem and do their best to resolve it. If the member of staff is unable to resolve the complaint then they must inform the manager who will address the concern, informing the other parent if necessary.

A Complaint about the Premises

Inform a member of staff or the Supervisor. If the complaint can be rectified by them, they will take responsibility for this. If it cannot be rectified by a member of staff it will be reported to the committee.

A Complaint about a Member of Staff

Inform the Supervisor (or Committee chair if the complaint is regarding the Supervisor) who will observe the member of staff concerned. If the problem continues it will be discussed confidentially between the manager and the staff member and if the problem persists then the committee will be informed and appropriate action will be taken, as appropriate.

If the complaint was of an issue where it was felt children could be at risk the staff member would be sent home on full pay until the complaint was investigated and an appropriate conclusion achieved.

In all cases complaints can be made either verbally or in writing and a record of those complaints will be kept. If parents are dissatisfied with the outcome for their complaint, they can take their grievance to OFSTED who will then investigate the problem, details below:

Contact Type	Details
Telephone number	0300 123 1231
Address	The National Business Centre, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

PARENTS, CARERS AND VISITOR CONDUCT

We believe all staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the club is contrary to our aims and values. The ASC policy on parents, carers and visitor conduct is fully aligned to and replicates the published Hatch Ride Parents, Carers and Visitors Conduct Policy and is [available here](#).

NAMED CLUB ROLES

ASC Roles, correct as at October 2019

ROLE	NAME
ASC Club Manager	Debby Brown
Assistant ASC Club Manager	Lotty McCreadie
Committee Chair Person	Roberta Brooks
Committee Vice Chair	Kirsty Cruxton
Designated Safeguarding Committee Member	Kirsty Cruxton
Designated HR Committee Member	Elaina Harvey
Committee Treasurer	Kat Breach
Committee Sub-Treasurer	Ian Hayward
Committee Secretary	Lyndsay Hughes
Parent Reps	Felicity Clements Tom Gordon Yorgos Voukas
IT and Technology Support/Consultant	Liz Whiting
Specialist HR Support	Andrew Murray

SCHOOL ROLES

Correct as at October 2019

Role	Name
Head Teacher and Safeguarding Lead	Ms Jo Sparrowhawk
Deputy Head	Mrs Bev Herkes
Business Manager	Rob Sales