

A Policy for Hillborough Care Club



Hillborough Infant and Nursery School

Owned and Written by	Business and Resources Manager and Care Club Leader	Date July 2022
Approved by	Governing Body	Date July 2022
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This policy has been updated to reflect the General Data Protection Regulation (GDPR) and Data Protection Act 2018, and it supersedes the HM Government Information Sharing Guidance for Practitioners and Managers published in March 2015.		

This policy is subject to change according to the most recent Government COVID-19 guidance to ensure the safety of children and staff of the Care Club provision.

Please read the COVID-19 Addendum for further information.

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General Information

Hillborough Care Club offers an out of school hours' childcare provision during term time for children aged four to eleven years; in a safe and happy environment supervised by qualified, experienced staff.

Activities are arranged by the Care Club Leader and Assistants. A quiet area is set aside where children are able to read, rest or do homework. When weather permits outdoor activities are available.

The Care Club offers a limited number of places and is held in the nursery unit during the following times:

Before School	*(35 places)	7.45 a.m. - 8.50 a.m.
After School	*(35 places)	3.30 p.m. - 5.30 p.m.

***COVID-19 protocol – places have been limited.**

The Care Club is available during term time and is closed on Teacher Training Days and Bank Holidays.

This policy outlines the services that children, parents/guardians and the community can expect from the Care Club, and the values that inform our work.

A copy of this policy is provided to all parents and guardians of children attending the Care Club and is also available on the school website.

Who Can Join?

The Care Club is open to children on roll at either Hillborough Infant or Hillborough Junior School.

All places are subject to availability and we are committed to providing a fair and open admission system that offers a competitively priced and good value service, however careful consideration will be given to admission requests for a child that requires one to one or specialist support during normal school hours.

Aims

At the Care Club our aims are to:

- Provide high quality out-of-school hours' childcare;
- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely;
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals;
- Encourage children to have a positive attitude and respect for both themselves and other people;
- Promote a positive relationship with parents/guardians and work in partnership with them to provide high quality play and care for their children;
- Offer inclusive services that are accessible to all children at Hillborough Infant and Nursery and Hillborough Junior School;
- Undergo regular monitoring and evaluation of our services to ensure that the Care Club continues to meet the needs of children and parents/guardians.

Our Care Club is committed to meeting the needs of parents and guardians by:

- Listening and responding to their views and concerns;
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and program of activities;
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our Care Club is committed to providing:

- Care and activities that put the needs and safety of children first;
- Activities that promote each child's social, physical, and moral development;
- Access to a variety of facilities and equipment under safe and supervised conditions;
- A staff team that is experienced, well trained and properly supported;
- Services that meet the conditions of the Children's Act 1989 and all other relevant childcare legislation, wherever they apply;
- An environment where no child is bullied or suffers discrimination in any form.

Admission process

When a parent or guardian contacts the Care Club enquiring about a place for their child, they will be provided with all of the relevant information including this policy. If a place is available the parent/guardian and, where possible, the child will be invited to visit the Care Club and speak to the Care Club Leader. If the parent/guardian wishes to enroll their child they will be asked to complete the Registration form, sign the Agreement (Appendix A) and pay a non-refundable registration fee for each child.

Parents and guardians will also be asked to complete and sign the Collection Permission form. Once the place has been confirmed, the parent or guardian concerned will be contacted to arrange a date for the child's first session at the Care Club.

Waiting List

To ensure that admission to the Care Club are offered on a fair basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry, there is currently not a place available, the Care Club's waiting list procedure will be activated on the parent or guardian's behalf;
- Parents or guardians will be required to complete a form indicating the days they require the child to attend. The details of this request will be placed on the waiting list, in the order they are submitted;
- The waiting list will be kept and used on a 'first come first served' basis;
- The Care Club Leader will advise the parent or guardian of how long before a place becomes available. This information will be an estimate only, and will not constitute a binding guarantee;
- If the parent or guardian accepts a place for their child, they will be asked to complete a Registration form and sign the Agreement.
- If the parent or guardian no longer requires a place, they will be removed from the waiting list.

Registration Process

Prior to a child's commencement at the Care Club, parents/guardians must:

- Complete a Registration form (Appendix A) for each child attending the Care Club;
- Sign the Agreement (Appendix A) to adhere to this policy;
- Pay a non-refundable registration fee of £10.00 per child.

The parent or guardian signing the Agreement is known as the 'contracting parent'.

If a child has not used the Care Club service for twelve months and there have been changes to the Care Club policy, before the service can be used again the child's parent/guardian will be:

- Given the updated Care Club policy;
- Required to review and update the data provided on their Registration form;
- Required to sign the updated Agreement.

All Care Club staff are made aware of the details of a new child.

Staff Recruitment

The Care Club complies fully with the Local Authority's Safer Recruitment process and all applicants are made aware through the job advert and interview that a satisfactory Disclosure and Barring Service (DBS) check will be required and disclosure will be requested in the event of an individual being offered a position at the Care Club.

GDPR

The School is registered with the Information Commissioners Office under the Data Protection Act 2018 for holding personal data and has a duty to protect this information and keep it up to date.

Please read our Privacy Notice at <http://www.hillboroughinfants.co.uk> to find out the information we collect on the Registration Form, why we collect it and who we share the information with.

Data Retention

Parents and guardians are advised to check their online account history and statement monthly and notify the Care Club Leader as soon as possible of any queries regarding booked sessions, attendance and payments. The following paper documents will be retained for twelve months following the end of the academic year and then permanently disposed:

- Signing in and out sheets - used if the electronic signing in system is not in operation. The data is transferred to the online account;
- Daily registers – are shared with the class teachers and Care Club Assistants for purpose of collecting children booked to attend the Care Club only.

Equal Opportunities

All reasonable steps are taken to promote and practice equal opportunities with regard to race, religion, age, disability or sexual orientation. All aspects of play and provision reflect a wide range of cultures. All books, jigsaws, stories and pictures will be selected to show people of all cultures and will avoid racial or sexist stereotyping. All family compositions will be considered and respected. All lifestyles will be depicted in a positive way. Equipment and play activities will be adapted, if possible, to enable the participation of children with disabilities and learning difficulties.

Children may need to be encouraged to be non-sexist in their choice of activities. Racist and sexist attitudes or remarks will be discussed with the child and the parent/guardian and recorded in the school's Racist Incident Book.

Children developing English as an additional language or children who have a learning disability will be supported and encouraged.

Behaviour

Our aim is to work with the children to enable them to develop self-discipline and self-esteem in an environment of mutual respect and encouragement.

All staff in the Care Club will ensure that the rules are applied consistently, so that children have the security of knowing what to expect.

Whilst attending Club children are expected to:

- Use socially acceptable behaviour;
- Respect one another, accepting differences of race, gender, ability, age and religion;
- Choose and participate in a variety of activities;
- Ask for help if needed;
- Enjoy their time at the Club.

Positive behaviour is encouraged by:

- Staff acting as positive role models;
- Praising appropriate behaviour;
- Sticker rewards;
- Informing parents about individual achievements;

Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner;
- In the first instance, if necessary, the child will be temporarily removed from the activity or where appropriate by a period of "time out" with staff;
- Staff will explain why the behaviour displayed is deemed inappropriate;
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation;
- Staff will inform parents/guardians what took place and how it was dealt with.

Dealing with persistent inappropriate behaviour:

- The first instance of inappropriate behaviour will initially be dealt with by following the steps detailed in the section 'Dealing with inappropriate behaviour'.
- If children continue to misbehave the following steps will apply:
 - Step 1 - they will be given a verbal warning by the Care Club Leader, the details will be noted in our Behaviour Record Book;
 - Step 2 – if their behaviour does not improve they will be given a second warning by the Business and Resources Manager, this will count as a yellow card;
 - Step 3 - if their behaviour does not improve, they will be given a third warning by another member of the Senior Leadership Team, this will count as a red card and the warning will be followed up with a formal letter from the Headteacher;
- If behaviour concerns persist following Step 3, the provision may be withdrawn for a temporary period initially and will only be permanently withdrawn as a last resort in the case of serious and/or unacceptable behaviour leading to the compromise of a healthy and safe environment for pupils, staff and visitors. The temporary and permanent suspension will be followed up with a letter from the Headteacher.

All behaviour incidents will be recorded in detail in the Behaviour Record Book.

The Care Club team will endeavour to keep parent/guardians informed of any behaviour concerns. When a child is collected at the end of their session, if there have been any behaviour issues recorded in the Behaviour Record Book, it will always be made clear to the parent or guardian what took place and how it was dealt with.

Health and Safety

Risk assessments will be carried out by the Headteacher in conjunction with the Business and Resources Manager and Care Club Leader.

All staff will observe hygiene practices aimed at prevention and control of all infectious illnesses. Members of staff who prepare food, will complete an annual basic Food Hygiene training and follow specific guidelines on food and hygiene. (See Preparing Food – Appendix A)

Special Education Needs and Disability

It is the parent/guardians' responsibility to inform and update the Care Club of any special condition or concerns by disclosure on the Registration/update form.

Careful consideration will be given to admission requests for a child that requires one to one or specialist support during normal school hours.

The SENDCo will conduct an initial assessment by:

- Contacting parents/guardians to obtain a detailed understanding of their child's need;
- Consulting with class teacher (from both schools);
- Liaising with the SENDCo at Hillborough Junior School.

If necessary, a supervised pre-visit with parent and SENDCo will be arranged through mutual agreement and form part of the assessment.

First Aid, Health and Medical Matters

All accidents will be accurately reported to the parent/guardian upon collection, recorded in the Care Club accident book and signed by a member of Care Club staff.

Accident records must give details of;

- Time;
- Date;
- Nature of the accident;
- Details of the child involved;
- Type and location of the injury;
- Action taken, treatment administered and by whom.

When the Care Club is in operation, there will always be two members of staff present. A member of staff trained in First Aid will be present at all times.

In the case of a minor injury, basic "first aid" will be given. In the case of an accident requiring more than basic "first aid", every effort will be made to contact the parent/guardian of the sick or injured child as soon as possible to discuss the course of action. However, if the sickness or injury is severe enough an ambulance will be summoned and where possible the child will be accompanied to hospital by a member of staff.

Illness

Children who are ill should not attend the Care Club. In the event of vomiting or diarrhea. They must be kept away for 48 hours after the last bout of vomiting or diarrhea.

If your child is taken ill whilst at the Care Club we will contact you to collect your child as soon as possible. Likewise, if your child is off School they cannot attend the Care Club the same day.

If a child is sent home during school hours, it is the parents/guardian's responsibility to inform the Care Club of their child's absence.

Administering Medication

If the parent or guardian wants their child to be given medicine by a member of staff during the times the Care Club operates, they must give permission by completing and signing the 'Administering Medication Form' (Appendix B). This form is in addition to any forms that may have been completed at Hillborough Infant and Nursery School or Hillborough Junior School.

Only prescribed medication will be accepted that clearly demonstrates:

- It has been dispensed by a pharmacy/hospital;
- Is clearly labelled with a pharmacy/hospital label;
- States the child's name, dosage and any instructions.

If possible and capable, the child will administer the medicine, if not a member of staff will administer it. All administered medication will be recorded and all medicines will be kept out of reach of the children and stored according to labelled instruction.

Sun Protection

Too much exposure to ultraviolet (UV) radiation from the sun causes sunburn, skin damage and increases the risk of skin cancer. Particular care is taken when UV levels are at their peak. The school's Sun Protection Policy is considered when planning all outdoor events.

The availability of shade is considered when planning all outdoor activities. Children are encouraged to use available areas of shade when outside. Children who do not have appropriate hats or outdoor clothing are asked to play in the shade.

Children are required to wear clothing that covers as much skin as possible. This includes t-shirts with long sleeves. Please note that vests and sleeveless tops and dresses do not offer enough protection and are therefore not recommended. It is permitted for both staff and pupils to wear sunglasses outside, but if they choose to wear them, they must not run around for health and safety reasons.

Sunscreen is advisable for both staff and pupils. Sunscreen should be applied on the child by the parents or guardian in the morning before the pupils arrive at the Care Club. 'Once a Day Sunscreen' is recommended, as this will provide protection throughout the day. Sunscreen will not be administered by staff at the Care Club.

Staff act as role models by:

- Wearing sun protective hats, clothing and sunglasses when outside;
- Applying 'Once a Day' sunscreen;
- Seeking shade whenever possible.

Child Protection

At Hillborough Infant and Nursery School and the Care Club, we are committed to safeguarding and child protection in line with the statutory guidance.

As required, all staff have read and understood Keeping Children Safe in Education (including Part One) and Working Together to Safeguard Children.

At the Care Club we intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We will endeavour to promote children's awareness of their own personal safety.

It will be made clear to applicants for posts at the Care Club that the position is exempt from the provisions of Rehabilitation of Offenders Act 1974. All appointments will be subject to a probationary period and will not be confirmed unless the Headteacher is confident that the applicant can be safely entrusted with children. Staff members will not be left alone for long periods with individual children. Staff members who need to take a child aside, i.e. for 'time out' for inappropriate behaviour will always be in the view of another adult.

All staff at the Care Club have Disclosure Barring Service (DBS) checks carried out. This information is only available to the Senior Leadership Team.

The Care Club operates within Local Authority guidelines. All individuals working with children have a duty and responsibility to report any allegations and concerns of a child protection nature, which comes to their attention. Significant changes in a child's behaviour or physical appearance will be investigated. Normally parents will be the first point of reference, and every effort will be made to be open and honest at the onset, unless it is felt that the child's safety would be compromised. All concerns will be referred to the Designated Safeguarding Lead at each school.

All parents/guardians will have been asked to give the Care Club written notice if they do not wish their child's name or photograph to be displayed in printed or electronic media.

Hillborough Care Club Internet Use

(Please refer to the School's E-Safety/Internet and Email Acceptable Use Policy).

The internet use rules are designed to ensure that the Care Club children can benefit from learning about the internet and can share in its benefits without compromising their privacy or safety.

Fees

The Care Club understands that the cost of registered childcare may seem expensive to a parent or guardian, however to ensure continued high standards and sustainability of the Care Club, parents' must respect its policy with regard to fees.

The level of fees as detailed below is set by the Governing Body via the Charging and Remissions policy and is reviewed annually.

- Before School (7.45 am – 8.50 am) £4.00 per session
- Breakfast (Before School) £0.70 per child
- After School (3.30 pm – 4.30 pm) £4.00 per session
- After School (3.30 pm – 5.30 pm) £8.00 per session

For children with siblings attending the Care Club, the following discounts will apply:

Second child	20%
Third child	25%

Parent/guardians must book and pay for all sessions in advance. All bookings must be paid for at the time of booking your sessions, and may be paid by;

- Our online booking and payment system (ParentMail – Accounts)
- Childcare vouchers;
- Tax Free Childcare scheme;
- Student Financial Assistant towards childcare cost.

Cash and cheque payments will not be accepted.

Bookings will only be accepted through our online booking facility (ParentMail – Accounts)

Payments made by childcare vouchers, Tax Free Childcare scheme and Student Financial Assistance will be accepted, providing the Care Club Leader has been informed and all of the necessary paperwork/information has been provided to the Care Club leader in advance. Please inform the Care Club Leader of the name of your employer's childcare voucher scheme or Student Finance provider, or your Tax Free Childcare reference number so we can allocate payments to your child's account. The Care Club Leader will endeavor to return the completed Student Finance application and/or audit forms within five working days from receipt.

If payment is made by childcare vouchers or from your Tax Free Childcare account, funds must be transferred before booking your sessions and only funds sufficient to cover your bookings must be transferred to avoid an accumulation of surplus funds.

Where payment is made by the Student Finance provider, it is the parent/guardian's responsibility to keep the provider informed of any changes to booking requirements. The parent/guardian must provide a schedule of agreed sessions that will be funded by the provider and is responsible for the payment of all other booked sessions.

Please read the section relating to refund of fees paid by childcare vouchers, Tax Free Childcare scheme and Student Financial Assistant.

A statement and payment history is available through your ParentMail account.

All sessions must be booked in advance and paid for in advance. Emergency on the day bookings will be only be accepted providing there are places available. As fees are paid in advance at the time of booking sessions, payment is due for all contracted sessions even if your child is unable to attend their booked session. We reserve the right to cancel booked sessions if fees remain outstanding. Parents/guardians will be given advance notice if we decide to cancel a booked session.

The parent completing the registration form and Agreement is known as the 'contracting parent' and is responsible for payment of all fees. Please contact the school's main office if a separate SCOPAY account is required for an estranged parent or legal guardian.

If a parent is experiencing difficulty with payment of their fees, they should contact the school's main office staff and speak to the Club Leader as soon as possible. Our staff will treat all matters confidentially and arrange for discussions in private.

Parents and guardians are encouraged to check their account statement showing history of sessions attended and payments recorded and notify the Care Club Leaders as soon as possible of any queries.

If payment for an outstanding debt is not received by the due date this will result in the Debt Recovery procedure being instigated and may lead to a parent losing their childcare place.

Refunds

A request for the refund of surplus funds must be made in writing within four weeks before a child leaves or stops using the Care Club service permanently. If the service continues to be used for a sibling, any outstanding balance will be settled before a refund is processed. A BACS payment will be issued to the contracting parent only.

Please be advised that the school is required to follow HMRC's guidelines and is unable to return any funds directly to the parent/guardian if payment was made by childcare vouchers or from a parent's/guardian's Tax Free Childcare account.

As per HMRC guidance and the Terms and Conditions of your employer's childcare voucher scheme provider, all requests for refunds must be administered by your employer.

To find out more information please go to <https://www.gov.uk/tax-free-childcare> or <https://www.childcarechoices.gov.uk>.

The fees and charges are reviewed annually and may be subject to change. Parents and guardians will be notified in advance of any changes to fees and charges.

Refreshments

The Care Club will provide a healthy drink or water and a light snack during the sessions.

Absences and Cancellations

We do not give refunds or credits if a child is absent for any reason; the pre-booked session charge will still apply in the following circumstances:

- For occasional day's illness, cancelled sessions, absences;
- When children attend extra-curricular Clubs as these sessions cannot be used by others;
- A charge will still apply if a two-hour session is pre-booked and child is collected within the first hour.

If a child is going to be absent from a pre-booked session for any reason, it is the parent/guardian's responsibility to notify the school's main office by 2.00 p.m. so our daily registers are kept up to date.

Closure

In the event of closure, parents and guardians will be notified as soon as possible. Please note that fees will still be payable if clubs are forced to close. Extended school services are not liable for failure to perform their obligations if such failure is as a result of Acts of God or Force Majeure including, but not limited to, snow, fire, flood, earthquake, storm, hurricane, infectious diseases, epidemics, pandemics or other natural disasters that are beyond the reasonable control of the parties.

Recovery of Outstanding Fees

All sessions must be booked and paid in advance however an outstanding balance may arise due to changes in the booked session and actual use or when an ad-hoc emergency booking is not paid for. In such circumstances, the following Debt Recovery process will be followed:

- The Care Leader will send a reminder letter to the parent or guardian in writing and request payment at the earliest possible opportunity;
- If no communication is made between parent/guardian and the Care Club Leader after fourteen days a First Formal reminder will be sent in writing by the Care Club Leader;
- A Second Formal reminder will be sent by the Business and Resource Manager, after fourteen days, advising of the outstanding balance and informing parents or guardians that continued late payment may result in the Care Club service being withdrawn until the debt is settled;
- A Final Formal debt reminder letter will be sent by the Headteacher, after fourteen days, advising parents or guardians that the Care Club service has been withdrawn and that the matter will be referred to the Local Authority's Legal Department;
- If the debts are irrecoverable the parent/guardian will be permanently banned from using the Care Club until the debt is repaid in full.

Procedures

Arrivals and Departures

Hillborough Care Club aims to give a warm friendly welcome to each child on arrival and ensure that they depart safely to a nominated adult at the end of each session.

It is the responsibility of the Care Club Leader to ensure that an accurate record is kept of all children attending the Care Club, and that the arrival and departure to and from the premises is accurately recorded.

At the Before School Club, the parent/guardian will immediately record the child's arrival and attendance on the school's electronic sign in system. The departure time will be recorded by a Care Club staff.

At the After School Club, children will be signed in by the adult that escorted the children and the parent/guardian will be responsible for recording the departure time.

The signing in and out system will be available in an accessible location on the premises at all times and records of daily attendance will be kept for at least twelve months.

Routines

Morning session (breakfast club)– booked children must arrive by 8.30 a.m.

- | | |
|------------------|---|
| 7.45 – 8.30 a.m. | Parents/guardians bring their children to Before School Club |
| 7.45 – 8.10 a.m. | Breakfast provided for children who have been booked to receive breakfast. Parents may verbally instruct a member of Care staff when they bring their child in; |
| 8.15 a.m. | Breakfast service ends. Breakfast will not be provided if a parent is running late for any circumstances; |
| 8.15 – 8.30 a.m. | Tidy up time / quiet time in zoned areas; |
| 8.30 – 8.40 a.m. | Children collect their coats and bags and are escorted to the agreed handover place; |
| 8.45 a.m. | Children are transferred to their designated staff. |

Afternoon session (afterschool club)

3.30 – 3.45 p.m.	Booked children are escorted to the Care Club and signed in by a member of the Care Club staff;
3.45 – 4.00 p.m.	Children will be offered a healthy drink or water and a light snack;
4.00 – 5.00 p.m.	Children can choose from a range of play and planned activities, both indoors and outdoors (weather permitting);
5.00 – 5.30 p.m.	Tidy up / quiet time in carpet area;
5.30 p.m.	Care Club closes.

Escorting Children between School and the Care Club

Infant children who are booked to attend the Care Club will be escorted to and from the Care Club by a member of the Care Club or infant school staff.

Junior children who are booked to attend the Care Club will be escorted by a member of the Care Club or infant school staff from the breakfast club and will be escorted by a junior staff member to the afterschool club.

If a child is absent from the Care Club, staff will check to see if they attended school that day with the class teacher or the school's administrative team.

If the whereabouts of a child is not clear, staff will immediately inform the designated contact and the parents or guardians.

Collections

If the child is to be collected by someone other than the parent or guardian, the adult nominated must be one of those named on the Collection Permission form. This form must be updated annually in September. A new form must be requested and submitted if the list of nominated adults needs to be updated.

If an emergency occurs, and the parent or guardian gives permission for an adult to collect who is not named on the Collection Permission form, a member of staff from the Care Club or school's main office must be notified as soon as possible. In the event that the school or the Care Club has not been informed and someone other than an adult named on the Collection Permission form arrives to collect a child from the Care Club, the parent or guardian will be contacted immediately.

Only responsible persons aged 16 years and over and with suitable identification, or are known to the Care Club staff will be allowed to collect children. No child will be allowed to leave the Care Club unaccompanied.

If the parent or guardian or alternative nominated adult is going to be late to collect the child, staff must be informed as soon as possible. If the designated adult is late collecting the child without prior warning, the provision of the 'Late or Uncollected Children' procedure will be activated.

Late or Uncollected Children

In the event of a child not being collected by 5.30 pm, phone calls will be made to the child's parent or guardian and other emergency contacts named on the Registration form. If we are unable to make contact with any of the above by 6.15 pm Luton Social Services or the Police will be contacted and advice sought.

After 5.30 pm we reserve the right to make a late collection charge as follows:

- £5.00 per child – up to 15 minutes late (up to and including 5.45 p.m.)
- £10.00 per child – up to 30 minutes late (up to and including 6.00 p.m.)

Persistent offenders may jeopardise their child's place in the Care Club.

Complaints Procedure

Hillborough Care Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents or guardians. We always aim to provide high quality services for everyone, and to work in partnership with parents or guardians.

The Care Club is committed to open and regular dialogue. Parents and guardians are encouraged to communicate with the Care staff on a regular basis and welcomes any comments on its service.

This Complaints Procedure is detailed in this policy and is available upon request.

Parents and guardians are encouraged to communicate with staff so that any issues can be resolved immediately. Most problems can be solved on an informal basis. Where issues cannot be resolved in this way the complaints procedure will be followed.

Under normal circumstances, the Care Club Leader will be responsible for managing complaints about the service. All complaints made to staff will be recorded in detail in the Incident Record Book.

If a complaint is made against a member of staff, the Deputy Headteacher will conduct the investigation.

Stage One

If a parent/guardian has a complaint about some aspect of the Club's activity, it will often be possible to resolve the problem informally by speaking to the individual concerned and/or to the Club Leader. In the first instance, parents/guardians are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Club Leader should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents or guardians should put their complaint in detail and in writing to the Headteacher. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Headteacher will acknowledge receipt of the complaint as soon as possible – within five working days at least – and fully investigate the matter within fifteen working days. If there is any delay, the Headteacher will advise the parent or guardians of this and offer an explanation. The Headteacher will be responsible for providing a formal response to the complaint.

If the Headteacher has good reason to believe that the situation has child protection implications, then the Safeguarding Policy will be followed. If any party of Care Club team are involved in the complaint, and the Headteacher has good reason to believe that a criminal offence has been committed, then the police will be contacted.

If the complaint is still unresolved, the complainant should be referred to the Chair of Governors at Hillborough Infant and Nursery School. All complaints received will be kept in a Complaints Record file by the Senior Leadership Team.

Making a Complaint to Ofsted

Any parent or guardian can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Review and Monitoring

This policy will be reviewed every three years by the Governing Body.

Related Policies:

- Keeping Children Safe in Education (including Part One)
- Working Together to Safeguard Children
- Child Protection
- Safer Recruitment
- Code of Conduct
- Equal Opportunities
- Health and Safety
- Data Protection
- Sun Protection
- Administration of Medication

CARE CLUB REGISTRATION FORM AND AGREEMENT

Personal Information: To be completed by parent/guardian.

Legal Surname:		Legal Forename:	
Legal Middle name:		Gender:	
Date of Birth:		Daytime Phone:	
Home Phone:		Post Code:	
Address:		Email address: Required as we use ParentMail for communicating	

Please give details of all persons who have parental responsibility and anyone else you wish to be contacted in an emergency. Place them in the order that you wish for them to be contacted in an emergency.

	Full Name	Relationship to child e.g. Mother / Father	Address (if different from child's)	Daytime numbers	Lives with child
1.				H: W: M:	Y/N
2.				H: W: M:	Y/N
3.				H: W: M:	Y/N

Please tick box if the following applies:

A child who is a 'looked after child': <ul style="list-style-type: none"> • In care of a local authority, or • Being provided with accommodation by a Local Authority in the exercise of their Social Services functions (section 22(1) of the Children Act 1989). 	
A child who was previously 'looked after' but has become subject to an adoption, child arrangements or special guardianship order.	
A child who has a current court order in place relating to persons with parental responsibility.	

Please provide details of the children in your family:

Name of Sibling	Age	School Attending
		Hillborough Infant/ Hillborough Junior
		Hillborough Infant/ Hillborough Junior
		Hillborough Infant/ Hillborough Junior

Medical Information:

Family Doctor:					
Surgery Address:				Surgery Phone:	
Has your child had the 'three year check'?	Y / N		Has your child been immunised?	Y / N	
Has your child been admitted to hospital in the past year?	Y / N	For how long?		For what reason?	
Allergies:					
Any other medical concerns and details:					
Any other information we should know: e.g. SEN, EAL					

Please ensure the information above is correct and that you inform the school of any changes as soon as possible.

AGREEMENT:

The school is registered under the Data Protection Act 2018 for holding personal data and has a duty to protect this information and keep it up to date.

If you would like more information about the information we collect on the Registration form, why we collect it and who we share the information with how we keep your data safe, please see our main Privacy statement at <http://www.hillboroughinfants.co.uk>

I understand that if I have not used the Care Club service for twelve months or longer and there have been changes to the Care Club policy, I will be required to sign the updated Agreement before the service can be used again.

I have read and agree to abide with the Care Club Policy (version July 2022) and by completing the Registration form and returning a signed Agreement, parents/guardians agree to support and abide by the behaviour rules.

I understand that failure to adhere to the Care Club policy may result in the withdrawal of the Care Club service.

Signed:	Name:	Date:

CARE CLUB ADMINISTERING MEDICATION FORM

Parents/guardians are advised that only medication prescribed by a medical professional and dispensed by a pharmacy or hospital will be accepted.

The prescribed medication must be:

- Dispensed by a pharmacy/hospital;
- Clearly labelled with a pharmacy/hospital label;
- States the child's name, dosage and any instructions.

Members of staff at the Club will not be able to administer medication to your child if you do not complete and return this form.

Child's Name:

Date of Birth:

Name/Type of Medication:

Dosage:

Start of Prescription:

End of Prescription:

Time medication is to be given:

Doctor's Name:

Doctor's Address:

Doctor's Telephone Number:

Any other relevant medical information (i.e.: Allergies, family medical history etc.):

Parents/Guardians Name:

Address:

Emergency Contact Names and Telephone Numbers:

(1) _____

(2) _____

(3) _____

I hereby consent to the First Aider, or a delegated member of staff, administering the above medication according to the details given here and any other relevant medical advice.

Signature of Parent or Guardian:

Name of Parent or Guardian:

Date:

If you have any questions or comments, please get in touch with the Care Club Leader.

CARE CLUB GUIDELINES ON PREPARING FOOD

When preparing food, remember to do the following:

- Always wash your hands before preparing food;
- Prepare raw and ready-to-eat food separately;
- Always use a different knife for raw food (such as meat) and ready-to-eat food (such as fruit and salad);
- Always use a different chopping board for raw food (such as meat) and ready-to-eat food (such as fruit and salad).

General guidelines on hygiene in the kitchen/food serving area:

- Keep cloths, tea towels and hand towels clean and change them frequently;
- Always use an anti-bacterial surface cleaning solution for all work surfaces in the kitchen;
- Ensure plastic cups that children use for drinking, are washed thoroughly in the dishwasher.

Guidelines on cooking food

Cooking food properly kills harmful bacteria. It's important to do the following:

- Always check that food is piping hot all the way through before serving it, even if you have followed a recipe or cooking instructions on packaging;
- Don't reheat food more than once.

Chilling food

Some foods need to be kept chilled to keep them safe, for example food with a 'use by' date, food that you have cooked and will not serve immediately, or other ready-to-eat food such as prepared salads and sandwiches.

Always remember to:

- Put food that needs to be chilled in the fridge straight away;
- All refrigerated food must be labelled with start date, end date.
- Cool cooked food as quickly as possible and then put it in the fridge.
- Do not overload the fridge. This can stop cold air from circulating, which could allow foods to get too warm.