



Parents Membership Handbook

➤ Introduction

Northleaze After School Play (NAP) Club is a non-profit making organisation managed by volunteer parents and employing appropriately qualified staff. NAP Club provides a breakfast club, after school club and INSET day club. **It is not run by Northleaze Primary School.**

Our aim is: to provide parents of children at Northleaze Primary School and Nursery with efficient and good quality childcare service, before school, after school and on certain school closure days. All fees and charges are to support the running of the Club and any profits are utilised to improve your child's experience.

Our mission is: to provide a childcare service that is responsive to parents needs through providing a safe and stimulating environment which helps develop a child's social, physical, intellectual, creative and emotional skills.

The Club is based in a fully equipped hall within Northleaze Primary School and provides:

- a) Breakfast Club from 7.45am to 8.50am Monday to Friday
- b) After School Club from 3.15pm to 6.00pm Monday to Friday
- c) INSET day clubs as and when needed, depending on Staff availability and participant uptake. Details are provided beforehand.

The Club is registered to OFSTED for the provision of all three services and we meet all OFSTED's requirements. Our OFSTED registration number is EY331549.

Children are looked after by experienced staff on a maximum ratio for children under the age of 8 years of one adult to eight children, so that each child can receive special attention whilst with NAP Club.

A variety of indoor and outdoor activities are provided, including toys, games, sports, arts and crafts, and much more to help nurture your child's social, physical, intellectual, creative and emotional development in a safe and friendly environment. There is also a "chill out" area for those who need a rest.

Breakfast is provided at Breakfast Club and drinks; fruit and other snacks are provided at After School Club and INSET day club.

The Club abides by and openly promotes the Children Act of 1989 to ensure your child is safe and well looked after for the entire duration of their time at the Club. Copies of all policies and procedures are available for parents on request and on the NAP Club website at www.northleaze.n-somerset.sch.uk under Parents' Information.

To contact NAP Club, phone **07949848972** during the hours 7.45am-8.50am and 3.00pm-6.00pm.

*“As a working parent, NAP Club has been invaluable to me.
It’s great to know that my child is in good hands, meaning that I can do my best at work.”*

➤ **How to Register**

Every child that intends to use NAP Club must be registered with the Club in advance to attending any session.

NAP Club uses an online booking system called Ipal. You may already be aware of this system for out of school activities. The link for registration is:

www.northleazeafterschoolplayclub.ipalbookings.com

It takes approximately 5 minutes to complete the online registration. You will need a valid email address to complete the process. The registration section contains information required by us in order to provide a professional and safe environment for your child to play in. This includes parental/guardian contact details. Any relevant medical details must also be provided. If any information should change during the course of your membership, including any changes to contact details or medical status, please update your account and make us aware of this change as soon as possible.

You are advised to register at the start of the new school year so that you can then book your child into any session of NAP Club.

Acceptance of the registration enters you into an agreement with NAP Club where you help us by encouraging your child to abide by our regulations, as laid out in this document. This will help make sure everybody knows what is expected of them.

➤ **How to Book**

Bookings can be made online via Ipal www.northleazeafterschoolplayclub.ipalbookings.com up to 7 days prior to a place being required. We have provision for a maximum 60 children afterschool 3.15pm until 6pm and 45 children at breakfast club 7.45am until 8.50am, allocated on a first come first-served basis. The system will lock parents out on a stated date, meaning after the stated date bookings can only be made or changed at the discretion of the Play Leader and in their absence, the Deputy Play Leader. To secure your child’s place, make sure you book them in as early as possible.

We understand that you do not always know when you may need our childcare services and places may be available at late notice, but only if there is available space.

Cancellations to bookings can be made online two weeks before stated date and a refund will be given. Changes to bookings can be made by the parent/guardian up until the stated cut-off date.

Emergency changes to bookings i.e. those that arise during the day for after school care ONLY on that day should be notified to the **school office** on 01275 540077 between the hours of 9.00am and 3.00pm to ensure that the teachers are aware of where pupils should be after school.

All places, whenever booked are **payable in advance**. Payments should be made via iPal. You can also make payments with childcare vouchers.

Any under or over payments will show on your account on Ipal.

In the event that you disagree with any surcharges that have been levied, please notify the NAP Club Committee in writing immediately at napclubcommittee@gmail.com . The matter will be considered at the next committee meeting. **Surcharges are not a matter for negotiation with the Play Leader or Play Workers.**

When your child arrives for a session, they will be booked in and registered by us in accordance with our records and safety policy.

If children are attending any after school activities before NAP Club on any evening, please let staff know that they will be arriving late for the session. Bookings for any sessions that a child may arrive late for in this way are subject to the same booking and charging arrangements as standard sessions, as places need to be kept open and are therefore not available for another child. If the after-school activity did not run for any reason children would join the NAP Club session straight from school.

We will only release children to the registered people you have told us are cleared to collect them. For their safety and your peace of mind, they will not be released to any other adult. If someone different is picking them up at the end of the session, wherever possible, this should be notified in writing in advance.

When your child is collected, they will need to be signed and timed out by the authorised collecting person. If you wish an older sibling to collect your child, you will need to complete a special form to authorise this.

Club fees are on your booking forms on Ipal.

Inset Day charges may vary; details will be forwarded to you via email. We seek to provide value for money at all sessions.

We realise that you pick your children up when it is convenient to you.

We usually review the fees on an annual basis but we will give a minimum of one month's notice to all our users before implementing any increase. Fees for Inset Club sessions will be advised when booking forms are released.

➤ **Child Care Vouchers**

We are also able to accept Child Care Vouchers in part or full payment of fees. If your employer is able to provide them for you, please speak to the Play Leader so that we can ensure that we are registered with the relevant Voucher provider.

➤ **Cancellation of Booked Sessions**

In order for the club to run as effectively as possible we must be aware of cancellations as soon as possible. This is because staff arrangements need to be organised well in advance of sessions and staff are then committed to attending. There will be no credit for cancellations or swapping days less than two weeks before the required date.

However, for reasons of safety, the staff need to know at all times exactly which children will be attending each session. Therefore, it is important that you inform staff if your child will not be attending (e.g. cancelled, off sick, going to a friend's house, etc). We need to avoid a situation where staff are looking for a child who is not in fact on the school premises. This can be done by calling in or telephoning the NAP Main telephone number: 07949848972 (during the hours 7.30-8.50am and 3.00-6.00pm.)

Any continuous failure to inform NAP Club of a child's withdrawal from pre-booked sessions may result in a surcharge and/or a review of the family's eligibility for NAP Club membership.

➤ **Refunds and Balances**

When your child permanently leaves NAP Club (including moving to a different educational setting or transitioning to secondary education), any outstanding fees must be settled before departure.

If there is a credit balance on your iPal account, you may request a refund by emailing napclubcommittee@gmail.com. Refunds will normally be made by bank transfer.

To discourage the accumulation of large balances, NAP Club will refund account credit up to a maximum of £500 per child. Any remaining balance above this amount will not be refunded.

Where payments were made using childcare vouchers or similar salary-sacrifice schemes, it is the responsibility of the parent/carer to notify HMRC and/or their employer of any refunded sums and to account for any tax or National Insurance due.

➤ **Session time and late collection of your child/ren**

NAP Club currently provides childcare cover from 3.15pm to 6pm (Nursery Children 3.15pm, Key Stage One 3.20pm, Key Stage Two 3.25pm.) Please note that due to insurance restrictions and government legislation, NAP Club is not insured to keep your child after 6pm.

If you collect your child after 6pm, the Committee reserve the right to impose a surcharge equal to the amount of additional cost incurred in paying staff to remain after 6pm. The staff finish work at 6pm, and it is not fair to keep them from their own lives in order to continue the safeguarding of your child. The alternative is that your child is left alone, which is a situation the Club will not allow to happen.

➤ **Sickness/Accident/Injury**

In the unfortunate event of your child falling ill, please do not send them to NAP Club, but do notify the Club of your child's absence.

If they are not in school and therefore unable to attend NAP Club, again, please notify the Club of their absence.

If your child becomes ill during a Club session, every attempt will be made to contact one of the people listed in your emergency contacts to arrange collection of the sick child. The child will be cared for until collected, and in the case of a minor accident, First Aid will be administered – there is always at least one first aider at the Club. In the case of a more serious accident or illness, the emergency services will also be called, with first aid administered as appropriate whilst waiting for their arrival, please see our Policies and Procedures on our website

www.northleaze.n-somerset.sch.uk under Parents' Information, NAP, Registration, Booking and Policies.

In the case of more serious accidents, every attempt will be made to contact the parent/guardian to advise or discuss with them the course of action to be taken.

Please note the registration form contains an AUTHORISATION giving the Play Leader permission to act "in loco parentis". If the parent/guardian cannot be contacted in time, the Play Leader will invoke that authority to take action to gain appropriate medical treatment for the child.

All accidents and emergencies are entered in the Accident Book, which must be signed when you collect your child.

Staff need to be informed of any allergies or medical conditions (e.g. food allergies, asthma, etc) that your child may have to ensure they receive adequate care in the event of an emergency.

If your child requires a prescription medicine to be administered at the Club, please discuss this with the Club Play Leader in advance. A form will need to be completed.

➤ **Child Protection & Safeguarding**

The Club is committed to safeguarding the children in our care and has a policy and associated procedures for Safeguarding, which are kept under review to ensure that they remain up to date with current legislation and best practise. This forms parts of the Operating Procedure of the Club and is always available on site. Copies for parents/carers will be provided on request. If you have any other concerns about Safeguarding or any element of Child Protection, please contact the Chair of the NAP Committee in confidence – details can be found through the NAP section of the school website.

We now have a Domestic Abuse Champion in our team.

➤ **Complaints**

If you are unhappy with any part of the service we provide at NAP Club, please speak to the Play Leader. We are committed to providing the best possible service to our families and would like to hear any comments you may have. If you are not happy with the answer or response you receive from the Play Leader, please feel free to contact the NAP Club Committee – contact details will be made available upon request. The Committee will then listen to your complaint and take appropriate action. A copy of the NAP Complaints Procedure is available upon request.

If you are still unhappy with the result, you may contact OFSTED. They are the regulating body for all after school clubs, and they will investigate your complaint through their official procedures. The OFSTED contact details are:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD
Telephone: 0300 123 1231

➤ **General Information**

- To add a child to a session go to iPal 7 days in advance. Cancellations on iPal can be made two weeks in advance if a child is not attending. Changes on the day should be notified to telephone number: 07949848972 during the hours 7.30-8.50am and 3.00-6.00pm. Any changes requested are at the discretion of the Play Leader and surcharges may be incurred.
- Emergency changes to bookings i.e. those that arise during the day for after school care ONLY on that day should be notified to the **school office** on 01275 540077 between the hours of 9.00-3.00pm to ensure that the teachers are aware of where pupils should be after school.
- The afterschool club only provide a cold snack (sandwich) for your child between 3.30pm-4.00pm, although fruit and water is available throughout the evening. Children are welcome to bring in packed tea if needed.
- To avoid any potential upsets, we would ask that children do not bring their own toys to the Club, and they just use those provided by the Club. Any toys brought into school should remain in their bags.
- Please ensure your child brings appropriate clothing for the weather and season.
- The safety and wellbeing of children, staff and volunteers is our highest priority. For ongoing disruptive behaviour that does not place others at immediate risk, the Club will normally follow a staged approach. This may include informal discussion with parents/carers followed by up to two written warnings, after which the Committee will review whether continued attendance at NAP Club is appropriate. Where a child's behaviour is violent, threatening, or places others at risk of harm, the NAP Club Committee reserves the right to suspend or exclude a child immediately, without prior warnings. In such circumstances, parents/carers may be required to collect their child immediately. All incidents will be recorded and reviewed in line with the Club's Behaviour Management and Safeguarding Policies.
- Please ensure that NAP Club Staff are notified of any matter or condition, which may affect your child and which we should know to ensure your child is safe and happy at NAP Club.
- Please support your NAP Club and ensure its continuity by supporting and abiding by the points laid out in this booklet. Thank you for your assistance.

➤ **What the Parents/Guardians think**

From time to time we also issue a questionnaire for parents/carers (although we welcome comments and feedback whenever appropriate!) Here are a few quotes from our most recent parent survey:

"Such a wonderful family feel. I know my children are well cared for."

"I think it's a great service with lovely staff"

"The staff are amazing! And super friendly. The communication is great and my child loves after school club so much that when they can't go they get very upset. We are very lucky to

have such a wonderful team and superb after school facility. Thank you for everything you do to make my child feel safe and happy."

"The staff are caring and great. Thank you for looking after our children so well."

"Very good value for money. Often flexible with last minute changes"

"We think you are brilliant, thank you!"

"Lovely carers, good communication, interesting activities."

"We really appreciate all the hard work everyone puts in."

"I think it is an excellent provision and am really grateful for it. Thank you for all your hard work."

"The staff at NAP are absolutely fantastic. They genuinely care about the children and treat them like one of their own and do everything they can to make sure they are happy. I just want to say a massive thank you to all the team for being so wonderful."

"The staff are brilliant and our children feel safe, welcomed and cared for."

"Good communication and children are very happy going despite being new to the school."

"The NAP club provision is very well run and co-ordinated. It is good value and the staff ensure the children are safe and well cared for. For a parent, that is exactly what you would wish for."

"We are really pleased with the NAP provision, a big thank you to Kath, Sam and the rest of the team!"

➤ **And finally...The NAP Club Committee**

NAP Club is run by a committee of parents who value the continuation of the Club, all on a voluntary basis – not by Northleaze School. Without the Committee, NAP Club would not operate. We need new volunteers and would encourage you to join us. This will give you a better insight into how NAP Club operates and allow you to make your own views known and help shape the future of NAP Club. The Committee meets once a term. Please contact any member of NAP Club staff for details. But also feel free to just turn up to any of the meetings. Look out for our section in the school newsletter or check out the NAP Club section on the Northleaze School website.

Details of Committee members are on the NAP Club Website.

WELCOME TO NAP CLUB!