



Planet Soccer Wraparound club
Sandfield Primary School
Parents' Handbook

ABOUT THE CLUB....

Planet Soccer Wraparound club is registered with Ofsted (Registration No 2754096) and is based in Sandfield Primary School, Guildford. The club is open from 3.15pm until 6.00pm weekdays, during term time. We also offer holiday care from 8.00am to 6.00pm. We are based at Sandfield Primary School in their school hall. We also have use of the playground for outside games and the kitchen area to prepare and eat snacks.

Our Mission.....

Our mission is to create a premium, Ofsted registered Wrap Around Care facility, providing high quality out-of-school-hours care for the parents of children who attend Sandfield Primary School.

The after school and holiday sessions will provide a range of stimulating and creative activities in a safe, secure and fun environment, providing an outstanding service for busy parents

What we offer.....

Children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including arts and craft, board games, construction, physical play/sports, and reading.

What we provide.....

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

Admissions...

Only children attending Sandfield Primary School are eligible to attend the after-school club. Children from other schools may attend the holiday care.

All places are subject to availability. The wrap around care provision is limited to 40 spaces on a first come, first served basis, which can be booked online up until 10:30am on the morning of the session.

All staff will be made aware of the details of any new child attending the session. Children's attendance will be recorded in a register, with an adult being required to physically sign them out.

We require a completed set of registration forms on our booking system for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Our staff.....

Parents can have peace of mind knowing their children are in safe hands. All staff are fully trained in safeguarding and there will always be a 12 hour paediatric first aider onsite, and all our staff are DBS checked. Our staff have a dedicated approach in ensuring that your child learns, has fun, and is safe and well looked after.

Our Club is staffed by a manager Calum Roots deputy manager Jay Lawson, and two playworkers. Our aim is to provide a smooth transition between school and club. There will always be at least two members of staff each day. Joe Sebo is the company director, if you need to contact him for any reason, please do so on the number in our contacts page which can be found at the end of this document.

Staff also have designated roles:

Joe Sebo: Special Education Needs Co-ordinator

Calum Roots: Equalities and Inclusion Co-ordinator, Health and Safety Officer

Calum Roots and Jay Lawson: Fire Safety Officer, First Aid Co-ordinator

Calum Roots and Joe Sebo: Child Protection Officer

Joe Sebo: Data Protection Lead

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the manager (contact details are at the back of this Handbook).

Food & Drink...

Children will be provided with food and drink daily. Healthy snacks include toast, crumpets, vegetable sticks, fresh fruit and water. The menu will be displayed each week and we will be open to suggestions from children and parents.

If your child has any allergies or dietary requirements, please ensure that these are added on to the booking form online. Please feel free to discuss any special food requirements your child may have with the after school club manager.

Staff are seated with the children during meal times and encourage a “family” type atmosphere. All staff hold a current Basic Food Hygiene certificate and all food and drink complies with dietary and religious requirements. Fresh fruit and drinking water is available to children at all times.



After school wrap around club...

Year groups: Year 1- year 6

Half session (for 1 hour ten minutes or attend after club)

Time: 3.15pm-4.25pm

Price: 7.50 per session

Time: 4.25pm - 6.00pm

Price: £8 per session

Full session

Time: 3.15 pm - 6.00 pm

Price: £13 per session

Siblings automatically receive a 10% discount when booking online!

The after-school club reflects how important the school consider a healthy lifestyle to be, and therefore the activities are set up to engage the children's mind, body and soul.

The club will provide a relaxed environment to support children's learning and individual interests. Activities will be designed to be engaging and challenging for the ages and abilities of each child



OUR POLICIES AND PROCEDURES...

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

Payment of fees...

Fees are payable in advance by cash or cheque, online using our Bookwhen booking system, Tax-Free Childcare or childcare vouchers.

Please contact us directly to see what childcare voucher schemes we use. Cheques should be made payable to “Planet Soccer Clubs Ltd”.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

Changes to days and cancelling your place....

You must give us one month’s notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact us. We try to accommodate such changes wherever possible.

Temporary changes.....

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending, please cancel your booking through our Bookwhen booking system. If it is short notice, please contact the office on 01483 363190



Induction....

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in. Please contact the Manager to arrange this.

During your child's first session, time will be set aside for an induction. The induction will include running through Club's rules and routines (including meal times, collection, children's meetings), and introducing your child the staff and other children.

Arrivals and departures.....

Sandfield staff will bring children in KS 1 to the hall and KS 2 children will make their way by themselves. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

The club finishes at 6.00pm, if you are delayed for any reason, please telephone the Club (07840506550) to let us know. A late payment fee of £5 every 5 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred. Please note, Sandfield Primary School closes at 6:15, we are unable to be on site any later than this, after this time, children will be accompanied by a member of staff waiting at the front gate for collection.

If your child remains uncollected after 6.15pm and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Safeguarding and Child protection.....

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Missing or uncollected children...

In the unlikely event that a child goes missing, the following procedure will be undertaken:

1. Senior school staff will be informed of the missing child.
2. Afterschool supervisors will search the inside of the building and delegate an

outside search of the building to another member of staff.

Holiday camps...

The ultimate solution for working parents - our holiday camps offer a full range of activities to entertain your children whatever their interests. We provide a safe, affordable, friendly and fun environment to keep children entertained all day long on site!

Giving children the chance to try a little bit of everything. activities include, football, athletics, dodgeball, tennis, tag rugby, basketball, table tennis, gymnastics, netball, handball, arts & crafts, team building games, outdoor adventure and dance.

Time: 8.30am – 4.30 pm

Cost: £30

Extended day 8am-6pm

Cost £40

Children required to bring packed lunch



BEHAVIOUR (CHILDREN)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy can be found on our website:

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Equal opportunities.....

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.

Children with special educational needs and disabilities (SEND)....

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

For more details on equal opportunities and special needs, see our **Equalities Policy**

First aid

Every precaution is taken to always ensure the safety of the children at all times, and the club is fully insured.

All incidents are dealt with by a qualified first aider and will be recorded in the wrap around care accident book.

Incidents will be accurately reported to the parents/carer upon collection and signed by a member of the after school club staff.

Accident records will give details of time, date and nature of the accident, details of the child involved, type and location of the injury, action taken, and by whom.

We are unable to care for children who are unwell. If your child becomes unwell whilst at the club, we will contact you and ask you to make arrangements for them to be collected. If a child is sent home during school hours, the after school club will be informed of their absence by a member of the school admin/office staff.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to the Club for 48 hours after the illness has ceased.

For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Parent consent to administer medication form** in advance. See our **Administering Medication Policy** for more details.



PLEDGE TO PARENTS.....

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.



Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

Privacy Notice

We respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone or email so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices). We use Bookwhen, their privacy policy can be viewed here [Bookwhen | Privacy Policy & GDPR Information](#)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

CONTACT INFORMATION

Planet Soccer Wraparound care club
Sandfield Primary School
Stoke Road
Guildford GU1 4DT
01483 566586

Club number: 07840506550 (Please leave a voice message if there is no reply. This phone will only be switched on between club hours)

Ofsted Registration No: 2754096

Club Staff

Company Director: Josef Sebo

Manager: Calum Roots

Deputy: Jay Lawson

Playworkers: Kayla McCrae
Elliot Mitchell

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231