



HANDBOOK

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The Ark Mission Statement

The Ark After School Club strives to provide high quality child care. We hope to do this within a relaxed but stimulating environment, that promotes belonging, friendship and creativity. We understand that the children in our care are unique individuals, who can expect to be respected and nurtured.

Our Aims and Objectives

Our club will always aim to comply with the Children's Act 1989, the Children's Act 2006, The Early Years Foundation Stage (EYFS) 2008 and all other relevant legislation.

As well as these, the Ark aims to:

- Offer an inclusive service, accessible to all the children from St. Bede Primary School.
- Ensure that each child feels happy, safe and secure – allowing them to play, learn and develop freely in a play-centred environment.
- Ensure that play and safety is our priority.
- Encourage the children to take responsibility for themselves, their things and their actions.
- Promote leadership and team work, to develop a sense of belonging and to promote a positive self esteem.
- Encourage the children to develop positive attitudes and respect for themselves, each other and the staff – in an environment free from bullying and discrimination.
- Provide activities that reflect the children's interests and diversity, and that celebrate the diversity of their community.
- Work with families and outside agencies to enhance our provision.
- Provide a setting that is committed to safeguarding children.
- Communicate effectively with families and the school, to keep everyone updated about changes to the club's administration and to listen and respond to their views, thoughts and concerns.

What We Offer

The Ark After School Club provides after-school care for up to 24 children, aged 4-11 years (Reception to Year 6). It is open from 3.20 pm to 6 pm Monday-Thursday, during term time, and serves children from St Bede C of E Primary School – where it is based.

The club aims to provide a safe and secure environment for children, with a relaxed and homely atmosphere. The club aims to provide a wide range of activities; incorporating outside play, craft, board games, reading, imaginary play, construction, sport and themed/seasonal activities. During their time at the club, the children will be encouraged to participate in activities of their choice and will be provided with a light snack and drink.

Contacts

Ark Play Leader – Kellie Southam: 07749 625017
2.45pm-6pm, Monday-Thursday (voicemail at other times).

Administration Manager – Imogen Taylor: 01256 892640 / 07709 058744

Management Committee

Director / Treasurer:	Ali Duthie	01962 620451
Director:	Jo Neate	01962 870442
Members:	Jane Fish	07972 153562
	Catherine Porter	01962 852069
	Caroline Owen Wintersgill	01962 820189

Ofsted

Website: www.ofsted.gov.uk

Telephone: 0300 123 4234

Address: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

The Ark's Ofsted Reference number: EY281515

Address: The Ark, c/o St Bede C of E Primary School, Gordon Road, Winchester SO23 7DD

The Organisation

The Ark is a limited company, is registered with Ofsted and has been operating since 20th April 2004. The Management Committee is made up of volunteer parents and, though limited, all profits made are re-invested into the club. If you are interested in joining the Committee, please contact the Administration Manager or a Committee member for more details.

Staffing

The Ark employs an Administration Manager, Play Leader, a Deputy Play Leader and part-time Play Workers. Staff are experienced and qualified in keeping with National Care Standards and are required to undergo continual training and development. We ensure a ratio of one member of staff per eight children attending the club and recruit additional staff as required. We also have a bank of contingency staff we can call on for sickness or emergency cover. All staff and Committee members are police checked through the Criminal Records Bureau and approved by Ofsted.

If the Play Leader is absent, the Deputy will assume Leader responsibility and a CRB-approved member of staff, from our 'bank', will be asked to stand in. Failing that, parents will be contacted to make alternative arrangements for their children.



Premises

The Ark hires its premises from St Bede Primary School. The school hall, playground and a number of classrooms have been approved for use. The Ark will be based in a different classroom each week, on a rotation basis. Details can be found on the noticeboard – on the wall of the main entrance to the school site. There is also a noticeboard in the designated classroom, which displays information about The Ark and Ofsted.

Times

The Ark is open Monday-Thursday evenings during term time. After-school Ark sessions start at 3.20pm, when the St Bede School day finishes, and it closes at 6.00pm. Parents are required to collect their children promptly at the end of the day and any late collections will result in a charge (see fees below).

Fees

The Ark is a non-profit making enterprise and is entirely self-funding; we aim to keep our fees to a minimum, whilst still raising enough income to cover our running costs.

The cost per child is £11.50 per session, which includes a light snack and any activity materials. If more than one child per family attends, the cost is reduced to £10.50 per child.

Fees are payable in advance by cash, cheque, childcare voucher, or bank transfer. They are payable for all sessions, including when your child is sick or on holiday – regardless of the amount of notice given. Bank holidays and other school closure days will not be charged for. We are unable to offer refunds or credits if your child does not attend particular sessions. In exceptional cases, however, such as long term illness – please contact the Management Committee to arrange terms. Although we would prefer fees to be paid on a half-termly basis, alternative arrangements will be considered if requested. Non-payment for more than 30 days from the invoice date, without first contacting the Play Leader or the Administration Manager to discuss the reason, will result in a late payment fee of £10. Subsequent non-payment may result in your place being terminated. Cheques should be made payable to The Ark After School Club. We would prefer not to receive payments in cash, but if you do please give payment to an Ark staff member, not the school office, and ensure you receive a receipt.

Late Collection Fees: We require all parents or carers to pick up their children by 6pm. If a child is picked up after 6pm this will incur a 'late pick-up' charge. This charge will be £5 for every 10 minutes, or part thereof, after 6pm. This is necessary because we incur additional staff costs if the club is late closing. A telephone call is always appreciated but we will still have to apply the charge.



Admission Policy and Procedures

The Ark will accept children from Reception to Year 6.

For all new Ark users, a Registration Contract must be completed before a child can attend. Registration Contracts can be collected from St Bede CoE Primary School Reception or requested from the Ark Play Leader (see contacts on page 2).

Children can be booked into the club for 1 to 4 sessions a week and attendance can be either 'regular' or 'occasional'. Active Ark Committee members of more than six months will have priority allocation (see section on Organisation on details of the Committee). Thereafter, The Ark will operate a policy of admitting children in the following order of preference:

1. Regular user.
2. Siblings of above.
3. Chronological order of application.

Should you be unable to secure your child a place for the day you would like, your child will be placed on The Ark waiting list. You will be contacted by the Play Leader if a place becomes available.

Regular Ark Users

Where regular days are required, a booking form needs to be completed specifying the days you wish your child to attend. Regular User Booking Forms can be collected from St Bede CoE Primary School Reception or requested from the Ark Play Leader (see contacts on page 2).

Occasional Ark Users

Children can attend on an 'occasional' basis, but a registration form must be completed. Under this arrangement, the parent / guardian can phone The Ark to request a 'one-off' place for a child, up until 24 hours before the required session. Provision will be based on availability and is obviously not guaranteed. Payment should be made that evening, preferably by cheque – made payable to *The Ark After School Club*.

The Ark cannot take responsibility for personal valuables and we ask parents / carers to ensure that valuables are not brought into the club.

Changes / Cancellation

Changes

Please remember that we need to know if your child (or children) will not be attending a booked session for any reason. Even if you have informed the school, we still need to know; the school does not inform The Ark, as it is a separate organisation. Please call or text the Play Leader to prevent wasted time in looking for a child who is not in school (see Contacts on page 2).

If you know in advance of any days when your child / children will not be attending, during the following week, please try to let the Play Leader know by Thursday at the latest. In the case of illness or emergency, when notice cannot be given, please call as soon as you can.

If a child is not able to attend The Ark, parents must contact the Play Leader on the Ark number to advise of their absence (a text message will suffice). This is vital to the security and safety of all children under our care and supervision. Please do not phone the School Office as they are unable to pass us messages.

We regret that we cannot give credit for changes in booking arrangements, except in cases of long-term illness.

Requests for changes to days should be made to the Play Leader and will be accommodated where possible.

Cancellation

One month's notice of termination in attendance must be given. If less than one month's notice is given, we are unable to refund the sessions not attended.

Collection and Attendance

Reception children attending St Bede Primary School will be collected from their classroom at the end of the school day. Children will register with Ark staff in the library, before being accompanied by a member of staff to the designated classroom.

If children are attending St Bede School's own after school activities they can still be booked into The Ark. The School and The Ark must be advised in writing of this arrangement. Teachers will accompany such children to the club, when the school activity ends. Parents will still have to pay for a full session at The Ark.

Children may only be collected at the end of the session by a nominated adult and the signing out sheet must be completed. Please let us know if you are going to be late collecting your child, by phoning or texting the Play Leader. If a child is not collected by 6.15pm at the latest, the Play Leader will phone the parent, the emergency contact(s) and, if necessary, the police to make appropriate arrangements.

Please remember that we need to know if your child (or children) will not be attending The Ark, for any reason. Even if you have informed the school, we still need to know; the school does not inform The Ark, as it is a separate organisation. Please call or text the Play Leader as soon as you can (see Contacts on page 2).

Please also phone in advance if you change the arrangements for picking up your child / children. In such circumstances we will ask adults, who are not parents / named carers, to provide identification and to quote your pre-arranged password. You will be asked to provide us with a personal password when registering with The Ark for security purposes.

Typical Activities and Snacks

The Ark provides a range of activities, which have been pre-planned to suit the ages of the children attending. Day to day, the activities on offer will consist of a creative area – where children can participate in drawing, painting, junk modelling, cut and stick etc. There will be outdoor recreation (weather permitting) and a quiet area for individual reading, homework or relaxation. There are also opportunities for imaginary play, dressing up, construction, board games and puzzles. There will be a focused activity each day, but children are never forced into participating in an activity that they are not comfortable with.

A healthy light snack of a sandwich, fruit and a biscuit is available any time from 4pm onwards.

The children are involved in selecting and preparing their snack and washing their plates up afterwards. This is not intended to substitute a main meal.

Policies

The Ark has a number of policies to ensure we operate safely and legally, for the benefit of the children. We have included parts of the key policies here, but if you would like a full copy please see The Ark noticeboard or contact the Administration Manager.



Child Protection

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 aim to comply with national child protection procedures and ensure that all staff are appropriately trained.

The Ark's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

The Ark's designated Child Protection Officers are the Play Leader and the Deputy Play Leader. It is the responsibility of the Play Leader to liaise with the CPO of St. Bede Primary School, Louise Fitzpatrick, about any incidents of abuse and neglect. Please see the Safeguarding Children Policy for further information.

If abuse is suspected or disclosed

Where a child makes a disclosure to a member of staff, that member of staff will:

- Reassure the child that they were not to blame and were right to talk to them.
- Listen to the child but not question them.
- Give reassurance that the staff member will take action.
- Record the incident as soon as possible (see below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway.

If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that The Ark is obliged to and the incident will be logged according to our Reporting Incidents and Disclosures procedure.

Logging an incident

All information about the suspected abuse or disclosure will be recorded, as soon as possible, after the event. The record should include:

- Date of the disclosure or of the incident causing concern.
- Date and time at which the record was made.
- Name and date of birth of the child involved.
- A factual report of what happened (if recording a disclosure, it is essential to use the child's own words).
- Name, signature and job title of the person making the record.

The record will be given to The Ark's CPO and they will decide the best course of action. If other staff feel that the incident has not been adequately followed up, they may call Social Care themselves.

Information about how to do this will be given to Playworkers, as well as being on site at all times for their referral.

Equal Opportunities

The club welcomes children from all backgrounds, and is committed to promoting equal opportunities, as stated in our equal opportunities policy.

Special Needs

The Club makes every effort to accommodate and welcome any child with special needs. We work together, with parents / carers and relevant professionals, to meet the child's specific needs.

We endeavour to accommodate all children, of all abilities. Each case will be assessed individually and risk assessed to ensure everyone's safety.

Behaviour

Children are expected to respect each other and staff. We encourage an atmosphere of care and consideration between all members of the club. The Ark has established clear boundaries, routines and procedures, which are communicated to all children according to level of understanding. All Ark staff

manage child behaviour in a way that promotes their welfare and development. Discussion, praise, distraction and reward are the methods used in managing children's behaviour on a day to day basis.

The Ark aims to 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.
- Engaging children in activities.

The Ark will not tolerate:

- Bullying – verbal or physical.
- Aggressive, confrontational or threatening behaviour.
- Behaviour intended to result in conflict.

The primary aim of these procedures is to keep a disruptive child within the club, but behaving in an acceptable manner. Should this prove impossible over a period of time or if the safety of this child or other children can no longer be guaranteed then, as an ultimate sanction, the child will be excluded from the club.

In the case of violence or behaviour that poses an immediate danger, a temporary sanction is reserved in which a child is required to be collected directly.

Specific procedures will be followed, according to our Behaviour Policy, if behaviour is considered unacceptable.

Incident Stage

- Unacceptable behaviour will be challenged by staff, as soon as possible, in a non-violent, non-confrontational and fair manner.
- Serious or persistently recurring unacceptable behaviour must be recorded in an Incident Log. This is for the benefit of workers' awareness and to assist in dealing with such behaviour consistently, fairly and fully.
- Incidents will also be reported to parents or guardians, as part of the routine exchange of information about their children.

Concern Stage

- A record of persistent unacceptable behaviour will be made in the Incident Log. Such records and this policy are available to parents.
- The parents or guardians of the child should be informed by the Play Leader and a co-operative plan for behavioural improvement sought. This plan should be documented.
- The execution of this plan should be monitored and reviewed if the Play Leader considers a change both productive and necessary.
- Should lack of progress impede the effective running of the Club, the temporary sanction requiring immediate collection of the child may be used.

Referral Stage

- Persistent unacceptable behaviour, that has not been resolved or changed by the above procedures and which affects the safety of other children, must be referred to the Management Committee.

Sanction Stage

- The Management Committee is expected to consider the exclusion of children thus referred. Their parents will be invited to participate in the meeting.

It is hoped that most incidents can be worked through and resolved, with all parties, quickly and fairly.



Accidents, First Aid and Safety

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. The Play Leader and other staff are trained in First Aid. A First Aid kit is kept in The Ark at all times. We operate an accident procedure such that all incidents are logged on an Accident Record Sheet and parents/guardians are informed on arrival and asked to initial the form.

Fire drills are carried out regularly.

Medication

If your child has special health requirements, please complete an 'Individual Healthcare Plan' (this can be obtained from the Playleader). This must be completed and returned before your child begins at The Ark, so we can ensure we provide the best possible care for your child. Please also let the Play Leader know if your child is taking prescribed medicine. Staff at The Ark will only administer medication with prior discussion and written agreement, with a parent or guardian, using the 'Administering Medication Form'. Staff giving medication will be witnessed by another staff member and staff will not administer medication against the will of the child. On arrival parents must initial the Medication Form to acknowledge what medicine has been given to their child.

If a child needs an inhaler or epi-pen it must be named and handed to staff for safe storage. The use of inhalers and epi-pens will be recorded by staff in the Accident Book. We ask parents of children who require epi-pens to supply us with two, in the event that one doesn't work.

We would be grateful if children could be kept at home during illness. If a child falls ill during the session, parents / guardians will be contacted and asked to collect their child early.

Complaints Procedure

We value your opinions; we welcome suggestions and constructive criticism to help us maintain high quality provision. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Ark Play Leader, Administration Manager or a member of the Management Committee. Your concerns will be dealt with sensitively and confidentially. If your concerns cannot be dealt with by talking to the staff, then you are able to follow the complaints procedure, as set out in the Policy Manual. At any time you are able to raise serious concerns directly with Ofsted (the Office for Standards in Education), through their website (www.Ofsted.gov.uk) or by telephoning them on 08456 40 40 40 – quoting The Ark's unique number: EY281515.

The Ark holds a complaints record. This is available to parents by asking the Play Leader, Administration Manager or Management Committee.

Emergency Evacuation Procedure

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. The evacuation procedure that has been developed for The Ark, works within the procedure set out by St Bede Primary School and specifies the exact procedure for the children and staff. More information can be found in The Ark Policy Manual – Emergency Evacuation / Closure Procedure.

On hearing the alarm

- **STOP** what you are doing. The designated staff member will take the register and mobile phone and direct the children to the nearest and safest exit to the schools playground. Leave everything else. When the children are safely outside, the designated staff member will check that the children's toilets are empty.
- The children should be directed to walk calmly and quietly in single file to the assembly point at the Bedery Gate.
- The children should line up and respond YES to their name, as the register is called by a staff member (preferably the Play Leader or Deputy Play Leader).
- If the emergency services have not yet been alerted, by the school staff on site, the most senior staff member will now do so.

- In the event that the assembly point becomes unsafe, the most senior staff member will lead the children, single file, via the safest route to St Peters Car Park, Gordon Road. Other staff members should place themselves at the end and middle of the line to ensure the children stay together. The register will be called again at the new assembly point.
- All adults and children are to remain at the assembly point until they are told it is safe to return to the building by the emergency services.

Staff roles during an evacuation

- If there are staff members inside and outside, the staff member inside will be the designated person. This person must ensure that they have the register, mobile phone and emergency bag (containing torch, high visibility vests, thermal blankets and First Aid kit).
- When the children have been handed over with the mobile phone and register, to the staff member outside, the designated person will check the children's toilets before rejoining the group at the Bedery Gate.
- The outside person will be responsible for ensuring that all the children are lined up, in a calm and orderly way, at the Bedery.
- When everyone is quiet, the outside person should begin the register.
- If a third staff member is present, it will be their job to ensure that the youngest children know what they need to be doing and to reassure the children of their safety. Volunteers and Committee members will help keep the children calm and reassured.
- If any person is missing from the register, the emergency services will be informed immediately.
- The Play Leader will contact parents to collect their children. If the register is not available, the Play Leader will use the emergency contacts list in the mobile phone or, alternatively, a list kept off site by a committee member.
- All children will be supervised until they are safely collected.
- If after every attempt, parent or carers cannot be contacted, the club will follow its Uncollected Child Procedure.

Confidentiality Policy

At The Ark we respect the privacy of the children attending the club and their parents or carers, whilst delivering high quality play care. Our aim is to ensure that all those using and working at The Ark can do so with confidence.

We will respect confidentiality in the following ways

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and activity management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents will not be passed on to other adults without permission.
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and not be shared within the club, except with the designated Child Protection Officer and the Play Leader.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work placements are advised of our confidentiality policy and are required to respect it.



Registration Contract

Regular and Casual Users

The following information will be held in the strictest confidence and in compliance with the Data Protection Act 1998.

Full Name of Child

Preferred Name

Date of Birth

Home Address/s

Parent / guardian

Parent / guardian

Address (if different from above)

Address (if different from above)

Home telephone

Home telephone

Mobile

Mobile

Workplace telephone

Workplace telephone

Email

Email

Can we contact you using ParentMail®? (Y / N)

Can we contact you using ParentMail®? (Y / N)

Please be assured that ParentMail is registered with the Data Protection Registrar and **guarantees** that all information you provide will be kept private and will not be passed on to any other organisation.

Please asterisk at least one number on which you are contactable in case of an emergency during Ark hours.

Child's year and teacher

For emergencies, please provide **2 local** contacts who are authorised to collect and care for your child in the event that we cannot contact you:

Name

Name

Address

Address

Telephone

Telephone

Mobile

Mobile

If you are using childcare vouchers to pay for the Ark, please state which provider you have registered with

Child's doctor

Contact number

Date of last tetanus injection

Please state whether The Ark staff can administer plasters in cases of minor injury (Y / N).

Does your child have any medical problems, allergies or special requirements? (Y / N).

If you have answered 'yes', please complete an 'Individual Healthcare Plan' and if necessary an 'Administering Medication Form'. *(If your child has an allergy please ensure we have an Inhaler / Epi-pen or medication at The Ark as we do not have access to those held by St Bede).*

Does your child have any special educational needs, disabilities or behavioural issues which require additional care or supervision? (Y / N). If yes, please give details in writing to the Play Leader.

Does your child have a SENCO (Special Education Needs Co-ordinator) at St Bede? (Y / N). If yes, please state details

Does your child have any special dietary needs? (Y / N). If yes, please state details

Please provide details of any cultural or religious needs

Security password (*a memorable word*). This should be told to a member of staff if another person collects your child

Is there anyone who should not have contact with your child

If you would like your child to attend on a 'Regular' basis, please complete a separate Booking Form showing the after-school sessions you require

Please tick the box if you require 'occasional' use of The Ark only

I have read and agree to the terms and conditions of the club as outlined in the club handbook and detailed in The Ark Policy Manual.

I consent to any emergency medical treatment necessary during the running of The Ark and authorise staff to sign any form of consent required by medical staff, if a delay in getting my signature could endanger the child's health or safety.

I consent to my child being taken on visits to local amenities, such as the play park and recreation field. The Ark will follow procedures as laid down in the Policy Manual.

Signed

Date

PLEASE PROVIDE ANY ADDITIONAL INFORMATION THAT YOU FEEL WE SHOULD BE AWARE OF IN WRITING TO THE PLAY LEADER.

Regular User Booking Form

Child / childrens' name/s

Parent's name

Date

Please complete the following table and tick the appropriate ranking.

Priority Ranking	Please tick
1. Maintain the same booking schedule for this child into next term? (i.e no change)	
2. Add this child onto the same schedule as another sibling who is a current user of The Ark (e.g. a Reception child starting in September attending with an older sibling)	
3. Change the schedule for this child (e.g change from Monday, Tuesday, Wednesday to Wednesday, Thursday)	
4. Become a new regular user of The Ark?	

Please state the days you wish your child to attend, even if they are the same as this term and tick the appropriate boxes.

Monday	Tuesday	Wednesday	Thursday	Please tick

Please give the date you wish the booking to start

If you have any queries please contact the Play Leader on The Ark number: **07749 625017**



Photograph Permission Form

The use of photographs is an important developmental tool which is widely used in play and educational settings for recording, sharing and displaying activities that your children have undertaken. At The Ark we take the issue of child protection very seriously and we would never knowingly publish an image of your child without your consent.

As the parent or carer of the child named below, I grant permission for images of my son or daughter to be used for the following purposes:

- Electronic and printed information, displays and exhibitions at the Club.
- Website for Club.
- Promotional material for the Club.
- To accompany staff or student coursework.
- Observation and assessment.
- Club records of my child.
- Local newspaper or magazine.
- National newspaper or magazine.

I understand that personal details or names of any child in a photograph will never be given in such a way that would allow them to be individually identified.

I understand that this image will NOT be used for anything which we think may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child or their parent or carer.

I understand that there will be no payment for my child's participation.

Child's name

Parent / carer's name

Date

Parent / carer's signature





St Bede C of E Primary School, Gordon Road, Winchester, Hants. SO23 7DD
Telephone: 07749 625017