

POLICIES AND PROCEDURES

Policies and Procedures are always available to view on request at The Bungalow. Please ask staff for details.

- ❖ Mission Statement
- ❖ Behaviour Policy (2 pages)
- ❖ Special Educational Needs Policy
- ❖ Racial Equality Policy
- ❖ Equal Opportunity Policy (5 pages)
- ❖ Child Protection Policy (2 pages)
- ❖ Lost Child Policy
- ❖ Health, Safety & Welfare (4 pages)
- ❖ First Aid Policy (2 pages)
- ❖ Internet Safety & Security Policy
- ❖ Filtering company's own policies and procedures booklet
- ❖ Bungalow Environment Policy (3 pages)
- ❖ Fire Safety and Arson Policy (2 pages)
- ❖ Fire & Evacuation Procedures
- ❖ Food & Nutrition Policy
- ❖ Sunsafe Policy
- ❖ After School Club Visit Policy
- ❖ Confidentiality Policy (2 pages)
- ❖ Payment Policy
- ❖ Complaints Policy
- ❖ Complaints referral form

THE BUNGALOW



OUR

BREAKFAST & AFTER SCHOOL CLUB



SUMMARY OF POLICIES & PROCEDURES

THE BUNGALOW IS SUPPORTED BY SWINDON BOROUGH
COUNCIL AND DEPARTMENT FOR EDUCATION

ADMISSION POLICY

Parents wishing to use The Bungalows facilities must ensure that they have completed an admissions form. These can be found either in the school office or from staff in The Bungalow. These admission forms are updated regularly. It is the parent's responsibility to inform Bungalow staff if:-

- Contact details change
- The child becomes allergic to something
- The child develops an illness that may affect others in the setting
- Passwords or changes to current passwords
- Changes to home life that may affect the child
- If you have made a cancelation

Parents should inform either school office staff or Bungalow staff when they want their child to attend clubs, so that provision can be made for their child. A cancellation charge will apply if the parent fails to inform staff that they wish to cancel their place.

UNACCEPTABLE BEHAVIOUR

It is important to strike the correct balance between slight misdemeanours and absolutely unacceptable behaviour. Whilst not condoning the former, staff will see fit to deal with the incident at the time in the most appropriate fashion. Procedures are in place to ensure fairness and constituently of the approach. If we have continued unacceptable behaviour we will discuss this with parents and establish an appropriate strategy.

The staff will keep records for each time a child misbehaves in a seriously inappropriate manner. If this behaviour continues, we may decline from offering your child a place.

THE EATING ENVIRONMENT

- Clear rules for behaviour and table manners at the table are established and reinforced by staff. We have a "Good Manners" poster to help children remember what we expect from them at meal times.
- Tables and chairs will be clean and the eating environment will be attractive.
- Children will be offered drinks regularly. There will be drinking water available at all times. Children are encouraged to bring their own water bottle with them.

CONFIDENTIALITY

The Bungalow, deals with many issues of a confidential or sensitive nature. We are required, therefore, to treat information acquired on children or staff who attend The Bungalow as confidential. This Confidentiality Policy has been written to ensure that any person attending The Bungalow is protected from having information about them passed to others without their knowledge or consent.

COMPLAINTS PROCEDURE

It is vital to maintain transparency between our setting and the parents. We understand the importance of communication. We therefore ask parents to feedback on their child's experiences either verbally or in writing. We appreciate that occasionally there may be a need to be complain about our provision. We have a three step complaints procedure;

1. INFORMAL VERBAL COMPLAINT TO THE SUPERVISOR

If complaints are made to the supervisor, you will always be listened to professionally. We hope that in most cases, open and clear communication will resolve these issues. These complaints are graded as informal

2. FORMAL WRITTEN COMPLAINT

If you feel that your complaint has not been dealt with appropriately or is of a serious nature, then this complaint should be made in writing. This complaint will be kept on file. We endeavour to respond to your complaint within two working days. We hope that this would resolve all matters.

3. COMPLAINT TO THE HEAD TEACHER

If you feel that your complaint cannot be dealt with appropriately by the supervisor, you should submit a complaint in writing to the head teacher. All complaints are shared with the Governing Body as matter of course. We endeavour to respond to all complaints of this nature within five working days.

We aim to give a reliable and efficient service at an affordable price, offering peace of mind for those parents who have difficulties collecting children at the end of the school day.

FEES

Invoices are completed using information entered into a register when a child arrives at The Bungalow. Our fees are as follows:

The Breakfast Club operates from 8.00am until 8.40am. The fee is per session regardless of the time the child is dropped off.

The current price is £2.50 per session.

The After School Club operates from 3pm until 5.30pm. Fees are based on half hourly or hourly sessions as shown below.

3-3.30pm	- £1.50
3-4pm	- £3.00
3-5pm	- £6.00
3-5.30pm	- £7.50

Invoices will be sent to parents directly via the school within 7 days of the last day of the previous month. Invoices are from the first to the last day of the month inclusive unless otherwise stated on the invoice. Breakfast and After School Club invoices will be separate to avoid misunderstandings. All invoices will include dates and times of when a child has attended clubs and the price charged for that session. Invoices should be paid within 30 days from receipt to the school office. Individuals experiencing difficulties with their invoices should speak to the school admin staff. Failure to meet payments within the agreed terms may result in the place/s being withdrawn.

BOOKINGS

To avoid disappointment parents must book their children directly at the school office. If the Bungalow staff/ child ratio is too great children not booked may not be offered a place. In these cases parents will be contacted to make alternative arrangements for their child's care.

CANCELLATIONS

Cancellations must be made before 12 o'clock the day the child is booked in for. A cancellation fee of £1.00 will be charged if a child booked for a club does not arrive, as staff can spend time searching for these children.

LATE COLLECTIONS

We understand that occasionally the person collecting a child may be delayed. The time a child leaves The Bungalow is always recorded and invoices will be based on these times. (See prices above). The Bungalow only operates until 5.30pm. A late collection fee of £5 every 15 minutes will incur after 5.30pm to cover staffing costs.

SCHOOL CLUBS

NON PARENTAL COLLECTION POLICY

If somebody else is collecting your child from The Bungalow, please ensure that your child and The Bungalow staff are made aware of this. Written consent is required if your child is to be collected by someone under the age of 16 or if you want your child to walk home alone at a set time. Staff will only let your child leave with a responsible person. A password will be used for all non parental pick ups. It is your responsibility to ensure staff have your password on record.

SCHOOL CLUBS

Parents will be charged from 3pm if their child attends a free after school activity. This is because we cannot offer their place to anyone else in case the activity is cancelled. If the after school activity is paid for i.e. Dance, Circus Skills, then the parent will only be charged from the time the activity ends. Paid activities normally inform the school in advance if the activity will not take place, leaving time for parents to make alternative arrangements.

ENVIRONMENT POLICY

Providing a safe environment is of paramount importance, and all staff will give due regard to the health and safety policy when organizing activities. Rooms will be cleaned each day and we will ensure that the children have a clean, safe and welcoming place to relax in. We will teach the children to have respect for the equipment and facilities in the Bungalow, and to play their part in looking after the rooms and the environment in general. Children will be expected to leave rooms in a neat and tidy condition.

LOST CHILD POLICY

In the unlikely event of a child being lost from the Bungalow the following procedure will be followed.

1. On noticing that a child is missing all bungalow staff will be informed and an immediate search of all the internal and external areas used by that child will begin.
2. Bungalow Staff should alert the school management and additional school staff used to search all school grounds. If the child is not found, the child's parents will be alerted.
3. Information can be sought from other children in the group according to age.
4. A member of staff may be detailed to search outside the building if there is any information to suggest the child's possible whereabouts or direction of travel.
5. Parents and senior staff will liaise.
6. If the child is not found after **15 minutes** the police will be called.

NO SMOKING POLICY

- The Bungalow operates a No Smoking Policy throughout its premises. Anyone smoking within the Bungalow grounds will be asked to leave.

ILLNESS & ACCIDENT

If a child needs to go home or needs further treatment e.g. doctors or hospital, the decision will be made by the First Aider. Parents will be contacted in the first instance; if the parents cannot be contacted then Bungalow staff will ensure the child receives prompt and appropriate medical attention. All accidents resulting in First Aid will be recorded in The Bungalow's accident log. Accidents involving injury to the head will always be logged and a letter sent home with the child. In all cases of head injury parents will be informed at the time of collection.

If a child becomes unwell in The Bungalow staff will use their professional judgment to determine the extent of the symptoms. . If a child appears to be genuinely unwell, parents will be contacted to collect them. The parent will be charged for the full session as per payment policy.

HEALTH CARE PLANS

It is the responsibility of the parent/guardian to inform Bungalow staff of any specific health care plans that may involve our staff and the safety/ wellbeing of their child. Health care plans for specific children are kept locked in a filing cabinet in the office. Specific treatments for these children should be administered by trained personal (listed on the care plan).

ASTHMA & ALLERGIES

Asthma and allergy registers are reviewed annually and updated regularly. These are available to view from Bungalow staff. If a child is likely to need an inhaler during out of school clubs it should be brought to the Bungalow at the start or end of school. Ideally an inhaler should be kept in the Bungalow for such emergencies. Inhalers should be taken on all activities when away from The Bungalow.

EQUAL OPPORTUNITIES POLICY

- To ensure that the children and staff recognise that discrimination on the basis of colour, culture, origin, sex or ability is not acceptable.
- To provide an environment in which all the children and staff feel safe enough to express and question views.
- To ensure that all staff feel valued and supported and have appropriate advice and encouragement for professional development.
- Ensure the principles and practice of equal opportunities applies to all members of The Bungalow Clubs.
- Equal opportunity practices should be evident in all activities within The Bungalow and in the relationships therein.
- Children and staff contribute towards a happy and caring environment by showing respect for, and appreciation of one another as individuals.

Children are seen as individuals and each child's care is to be based upon a sound knowledge and awareness of an appropriate range of activities and behavioural methods

SEN POLICY

- All parents of children with special educational needs will be treated as partners and supported to play an active part in the input into their child's care. Children will be encouraged to participate in all activities that are on offer.

EYFS POLICY

We cater for all children aged 4 – 11 years. Children who come into the EYFS may be observed by staff when they attend. An observation sheet may be completed and photos may be used as evidence that they are working towards the Early Learning Goals. Any observations made will be kept along with their records and can be viewed by parents at any time.