



2018

## **INFORMATION LEAFLET**

### **About the club**

The Pannal Funclub provides before and after school and holiday care for children between the ages of 4 to 11 years old. We offer fun, energetic and interesting activities in a warm, friendly and secure environment at school.

### **Our aims**

- To provide a fun, caring, happy, stimulating and safe environment for children and staff, before and after school and during school holidays.
- To offer a wide and interesting range of different activities which will allow children to use their energies constructively, to learn and to relax when needed.
- To provide parents with a stress-free, reliable, open and honest service, with as much flexibility as possible.
- To work with the school towards mutual goals and co-operate with any special arrangements wherever possible.

It is our policy to help all children to develop a positive self-image, confidence and independence together with a respect and understanding of other children and adults, regardless of their colour, race, religion, special needs or gender.

### **Highly motivated and qualified staff**

The Funclub is run by a fully qualified manager, Sarah Potts, together with a team of enthusiastic and caring staff. All staff are cleared by the Disclosure and barring service (DBS) and OFSTED to work with children.

### **Registration**

The Funclub is fully registered with OFSTED on the Early Years Register the registration number is EY494257.

An enrolment form/contract is required before any booking can be taken. You will be given a Famly account for invoices and other correspondence after the child is enrolled.

### What we do

**Before school** we offer indoor activities, keeping the children entertained but not over-excited, with games, reading, and creative work.

**After school** activities are planned to encourage as much outdoor time as possible, with football, cricket, parachute games, obstacle races and other physical activities. Indoors, we offer a very varied programme of activities, such as baking, loads of varied arts and crafts, puppet shows, dressing up and role play, construction, model making, as well as offering access to reading, music, quizzes and games. A quiet area is provided for homework, time and support is available for children to complete this.

We always welcome other suggestions for activities from children and their families, and involve the children in the planning of activities.

**Holidays** are planned in advance to offer fun care, with at least two outings each week. We offer activities at the school such as T-shirt painting, wet and wild water fun, messy crafts, quizzes, karaoke and dance and many other lively activities. Outings on offer are varied and fun, using public transport, coaches and often by foot. Examples of outings would be Harlow Carr, Valley Gardens, Knaresborough (crazy golf/castle tours) or Pannal and Hookstone for woodland walks and den building. For full details please see the separate holiday information leaflet.

### Provisions (food & drink)

Before school we offer toast, cereals and fruit, not to replace breakfast but as a little extra for children attending early. After school, we provide a snack which may be sandwiches, bagels, toast or wraps with fruit and salad, which is not to replace an evening meal but to provide an afternoon drink and snack for hungry children.

During the school holidays, we provide the above and ask that the children are provided with a healthy packed lunch.

### Hours of opening

Before School      7.30am to 8.45am

After School        3.05pm to 6.00pm

Holidays            7.30am to 6.00pm

The club is open Monday to Friday throughout the year with the exception of bank holidays and the period between Christmas and New Year.



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**Fees from April 2018:**

Before school session	(7.30am - 8.45am)	£6.15
After school session	(3.05pm - 5.00pm)	£9.40
	(3.05pm - 6.00pm)	£10.40
Holiday part day	(9.00am - 3.00pm)	£26.00
Holiday full day	(7.30am - 6.00pm)	£32.00

A 10% discount is available, for the second sibling, where two or more siblings attend the same session as their full paying brother or sister.

Please note that fees are payable for booked sessions, regardless of whether or not your child attends, and are also payable if you take your child out of school during term time.

Fees are invoiced and are payable in advance of attendance.

Failure to pay on time means that a late payment fee of £5 per child per week overdue will be charged, and your child's place may be withdrawn.

Late collection fees apply if you fail to collect your child before our closing time: £10.00 after 6.00pm to 6.30pm then £5.00 per 15 minutes after this.

You can pay using most childcare vouchers, saving a significant amount of tax and national insurance.

If you would like to pay us directly into our account, our bank details are as follows:

Santander, Sort code: 09-01-28, Account No.: 55736384

If you do make any direct payments please use the reference:

PAN (Pannal Funclub) and your child's initial and surname

**Admissions**

Bookings for fixed sessions need to be made in advance, with four weeks written notice or fees in lieu for any changes or cancellations. This ensures we always have the correct staffing ratios for the number of children attending. Additional sessions may be booked at short notice, subject to availability. Bookings will be allocated on a first come, first served basis.

### **Dropping off and collecting your child**

If any person other than the usual authorised carers is collecting your child we must be informed beforehand. The person collecting must be known to the child and will be asked to provide identification/a password. We must also be informed if your child is booked into a session, but will not be attending. This is for the security of your child.

Please note that our insurance does not cover your child before 7.30am or after 6.00pm. Children must not be dropped off before, or collected later than these times.

### **Safeguarding Children**

Please note that if we have any concerns about your child's development, welfare or safety, we will speak to you immediately. We are required to keep records of these concerns and when we feel it necessary, the advice of other professionals will be sought (in accordance with our policy). All matters will always be dealt with in consultation with parents/carers and in the strictest confidence.

### **Complaints Procedure**

If you have any cause for concern you should in the first instance take it up with the Club Manager. We would always hope that any concerns a parent/carer may have would be raised and dealt with by negotiation and discussion between parent/carer and the appropriate staff at the time of occurrence.

However, should the issue remain unresolved then the Club Manager should be contacted either verbally or in writing. The manager will then investigate the complaint and try to resolve the issue speedily and appropriately contacting and informing all those involved.

If the matter cannot be resolved to the parents/carers satisfaction then they have the right to raise the matter with Ofsted at:

Ofsted,  
Piccadilly Gate,  
Store Street,  
Manchester.  
M1 2WD  
TEL: 0300 123 1231