PARENTS' HANDBOOK BREAKFAST & AFTER SCHOOL CLUBS

READ ME

Updated Sept 2025

ABOUT THE CLUB

Tollesbury's Larks and Owls are registered with Ofsted under the school's Ofsted registration 8812360. We offer a Breakfast Club (Larks) Monday to Friday from 7:30am until 8:45am, with a staggered drop off available from 7.30am. We also offer an After School Club (Owls) from 3.20pm until 6.00pm, Monday – Friday, with collection available from 4:30pm.These clubs are offered during term time for those children attending full time education.

We are based at Tollesbury School in The Rainbow Room and the School Library. We have access to the school playground and field; we also have limited use of the hall and computing suite. We welcome all children from the age of 4 until the age of 11 years.
At Tollesbury Larks and Owls clubs we do not exceed 20 children at any one time due to staffing ratios and available space.

Aims

At Larks and Owls, we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

We offer parents/carers and families a quality childcare setting that recognises the needs of parents /carers and children requiring quality and affordable childcare around the school day.
The children will be able to choose from a range of activities and resources. There will always be a selection of activities and resources available e.g. craft, board games, construction, computer games, physical play and reading.

Meals we will provide

At our Larks Club, children are offered cereal, toast and a cold drink. At our Owls Club, children are offered a sandwich or toasted sandwich and a cold drink. Fresh drinking water is always available. If you wish to provide your child with a cold snack for the Owls club, please send in a lunchbox with your child, remembering we are a nut free school.
Please note it is the parents'/carers' responsibility to inform the Larks and Owls staff of any food allergies their child may have by completing the correct information on the registration documents. Tollesbury School does everything possible to be a nut-free school.

Staffing

Our aim is to deliver a stimulating yet caring activity program in safe surroundings. All staff are trained in First Aid, Safeguarding, and Behaviour Management.
Our staff have significant experience of working with children and undertake professional development training. All staff members hold an Enhanced DBS check.

Organisation

Tollesbury Larks and Owls are run as a community business, employing 4 staff. We enjoy a close working relationship with Tollesbury School to ensure continuity of care and to maintain good communication links.

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 on the school website.

TERMS AND CONDITIONS

Admission

Our club aims to be accessible to children and families from all sections of our local community once they are in full time education. Admission to the club is organised by the school office. The admissions will be operated on a first-come-first-served basis, except for siblings who will have priority for the same days as a sibling already attending.
We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately. We will NOT accept children without an up-to-date form.
Please note Larks & Owls will not be open on School INSET days or for any other reason where the school must close. If there is an unforeseen event (such as heavy snow) which means the club must close, the school office will contact the parents concerned.

Payment of fees

Larks Club: Children can be dropped off for Larks Club between 7:30am and 8am, Monday – Friday, at a cost of **£4.50** per child per session.
Please note that regardless of the time you drop your child to Larks Club, the charge will remain at £4.50.
Owls Club: Children can be collected from Owls Club between 4:30pm and 6pm, Monday – Friday, at a cost of **£12.50** per child per session.
Please note that regardless of the time you collect your child from Owls Club, the charge will remain at £12.50. Please use the telephone numbers displayed on the schools' main entrance door to contact the Owls Club staff to let them know that you have arrived to collect your child.
Fees must be paid in advance via ScoPay.
The price per child per session applies to all children. This is payable for all booked sessions including when your child is sick or in the event of non-attendance.
No refunds will be given.

Temporary changes

Please remember that we need to know if your child will not be attending the club for any reason. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' as per our **Safeguarding Policy**.
If you know in advance of any days when your child will not be attending booked sessions, please let the office know as soon as possible. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this handbook.

Arrivals and departures

A register is taken when children arrive in our care. For the Larks Club, you must sign your child in at drop off. For the Owls Club, you must sign when you collect your child.
We expect your child to 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 any person without your authorisation.
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 school office (contact details are at the back of this handbook).

Parents will be contacted by 8:15am for those children who have pre-booked a place but have not arrived.
At 8:45am, children from Reception, Year 1 and 2 will be escorted from the club to their classroom by a member of staff. Children in Years 3, 4, 5 and 6 will be asked to make their own way to their classroom from the club.
At 3:20pm, children from Reception, Year 1 and 2 will be escorted from their classroom to the club by a member of staff. Children in Years 3, 4, 5 and 6 will be asked to make their own way from their classroom from the club
Those children who attend an afterschool club will be collected by a member of staff and taken to Owls' Club.
The Owls' Club finishes at 6.00pm. If you are delayed for any reason, please telephone the club to let us know. A late payment fee of £8.00 per 15 minutes will be charged if you collect your child after the club has closed at 6pm. You may also be asked to contribute towards any extra staff wages and transport costs incurred.
If your child remains uncollected after 6.30pm and you have not informed 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.

Child protection

We do our utmost to create an environment in which children are safe. We comply with local and national child protection procedures and ensure that all staff are appropriately trained in Safeguarding and Child Protection. For more details, see our **Safeguarding Policy**.

Equal Opportunities

Our club provides a safe and caring environment, free from discrimination, for everyone in our community.

- We respect 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.
- We adhere to the Equality act 2010

Special needs

We make every effort to accommodate and welcome any child. We will work with parents/carers and relevant professionals to fully understand a 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**.

GENERAL INFORMATION

Behaviour (children)

Children and staff will create rules for acceptable behaviour whilst at the club.
We have a clear **Behaviour Management Policy**, a copy of which can be found on the school website.
The club promotes an atmosphere of care, consideration and respect for everyone attending.
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.
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 straightaway. 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 for the staff who work there. We reserve the right to ban anyone exhibiting inappropriate behaviour, from our premises.

Illness

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. Please inform the school office of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send them to the club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and first aid

Every precaution is always taken to ensure the safety of the children; the club is fully insured. Our staff are trained in First Aid and a First Aid Kit is kept in the Rainbow Room. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

Medication

Please let the school office 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 '**Permission to Administer Medication'** Form in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Larks' and Owls' staff, or the Headteacher.
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** can be found on our school website. Ofsted direct complaints: 0300 123 4666

PLEDGE TO PARENTS

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

- welcome you to discuss our work or answer any questions you may have.
- be consistent and reliable to enable you to plan with confidence and peace of mind.
- listen to your views to ensure that we continue to meet your needs.

We would like to thank you for your ongoing support to ensure we strive to provide the best childcare we can. We always welcome any feedback, ideas, queries and questions you may have.

CONTACT INFORMATION

Contact Telephone Numbers:
07946 660402
OR
01621 869242 Option 4 during club times only
E-mail address: attendance@tollesbury.essex.sch.uk

Correspondence Address:
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