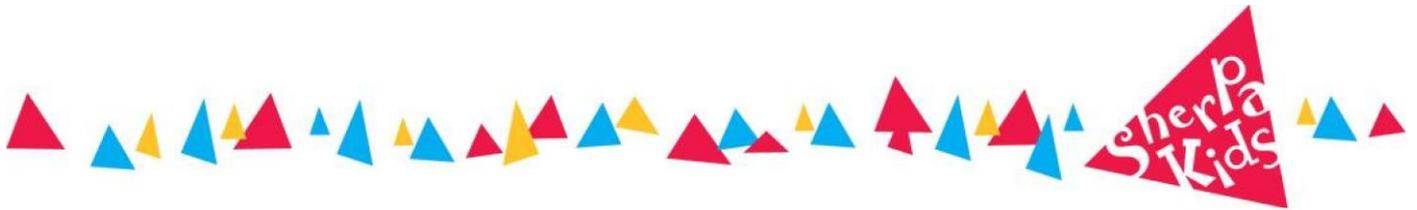


Parents Handbook

Avanti House Primary School





Welcome to Sherpa Kids Hatfield Community Free

School Sherpa Kids is independently owned and operated by:

Contacts	<p>Owner: John Geers Direct Phone Number: 07803 887610</p> <p>Email: john.geers@sherpakids.co.uk</p> <p>Office1@sherpakids.co.uk</p> <p>Please contact this number or send an email for bookings, cancellations and general enquiries.</p> <p>Club Manager: Varsha Chandarana Club Phone Number: 07710 393102</p> <p>Please contact this number if you need to reach the club directly during operating hours eg if you are running late.</p>
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Services Available and Hours of Operation:

After School Club: 2.15pm – 5.30pm
Monday to Friday

We are closed on inset days, all public holidays.

Permanent and Casual bookings are available.

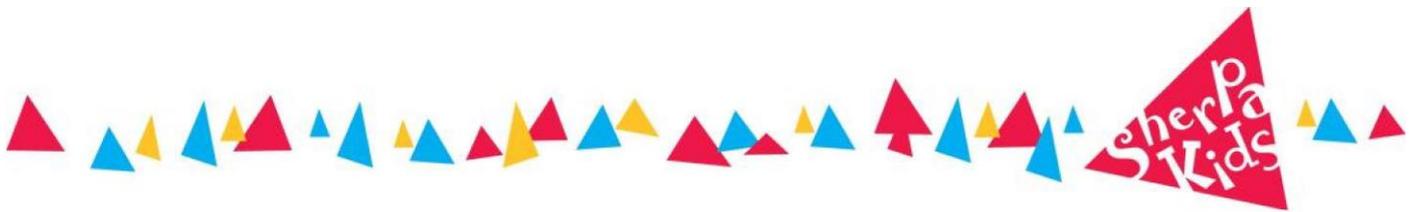
Emergency Contact:

In the event of an emergency, please contact:

John Geers: 07803 887610

OFSTED Registration Number

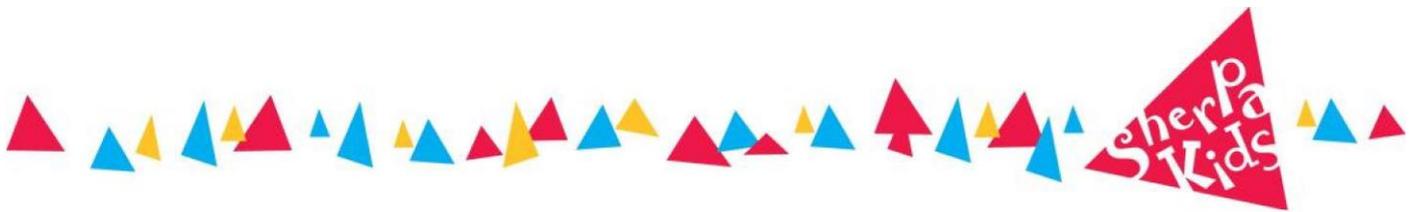
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Philosophy

We provide a safe and secure environment for the quality care of school aged children through a structured well balanced programme. We achieve this by thinking ahead, anticipating what children might like to do to keep them safe and happy. We do this by providing planned activities, and supervised free play. We abide by eight values which represent all areas of our out of school hours programmes in order to provide quality learning outcomes for happy children.

	Commitment	We are committed to the vision, mission and goals of Sherpa Kids, our team and our clients at all times
	Integrity	We will always speak the truth and will only ever make agreements that we intend to keep
	Excellence	We will always look for ways to improve and add value to our programs
	Communication	We will always speak positively of our team members, both in public and in private. We will never use sarcasm, profanity or listen to gossip
	Education	We are always willing to learn from our mistakes. We will look for practical knowledge and solutions rather than just theory
	Team Work	We will focus on co-operation seeking resolution as opposed to compromise
	Systems	We work to our system for solutions if a problem arises. We always follow the system and strive for continuous improvement
	Consistency	We are consistent in all our actions so that our customers can feel comfortable when dealing with us at all times



GENERAL OVERVIEW

Our Mission

Working in partnership with schools to give busy parents the certain knowledge that their children are safe, secure and stimulated in our care.

Orientation and Policies

Welcome to our Sherpa Kids service. We hope your orientation of our service and the following information gives you a greater understanding of the operations of our Sherpa Kids Programmes and sessions of care.

Your signed Enrolment Form confirms you understand and accept our onsite centre policies and procedures.

Please read this handbook carefully and refer to the centre's policy and procedures manual which is always available for viewing at our service if you have any questions.

Families and Communities

Parent participation and community involvement is encouraged at the programme.

Parents are welcome to make suggestions in the development of the programme. The programme management will work in collaboration with the school community for better programme outcomes for the children.

Code of Conduct

Sherpa Kids is about providing a safe and caring environment for your children. We wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme. Our code of conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behaviour choices and to demonstrate the core values of integrity and respect, performance, professionalism and privacy. Any issues or information should be discussed in the first instance with the Programme Manager or **John Geers**, the owner of the service. Our 'code of conduct' is kept in the centre policies and procedures manual.

Privacy Policy

Sherpa Kids will collect, use, disclose and hold information in accordance with the *EU General Data Protection Regulations (EU) 2016/679* and the *Data Protection Act 2018*. We will only use the information collected for the purposes which it was obtained. In addition, we will only disclose personal information to third parties such as government departments who require this information by law. These may include but are not limited to: Department of Education, Employment and Workplace Relations, OFSTED, Family Assistance Office, Insurance Agencies, Sherpa Kids Professional Advisors such as Lawyers, Tax Office

The safety of your data is important to us and therefore we ensure that there are appropriate procedures in place to protect your data and to keep it accurate and up to date. To find out more information on how we look after your data and what rights you have please read our full Privacy Policy which can be found on our website or in our Policies and Procedures Manual.

Public Liability Insurance

All children in our care are covered by our Public Liability Insurance. Sherpa Kids does not accept any responsibility for loss, injury or death of any participants unless caused by the proven negligence of the company or its servants.

Lost Property

Sherpa Kids staff endeavour to remind and assist children about their personal belongings. We encourage personal responsibility by the children and cannot accept responsibility for any items lost or left in the school grounds. Unnamed property left on site will be handed into the school to add to their lost property at the end of each week.

Personal Belongings

We recommend children do not bring mobile phones, iPods, electronic games, toys or money to Sherpa Kids. Sherpa Kids staff cannot take responsibility if these items are lost, stolen or damaged.

Damage to Property

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or guardians may be liable for replacement costs of equipment or property damaged by their child(ren)

Complaints and Complaints Procedure

We welcome the feedback of any parent, carer or member of the Sherpa Kids community or host school. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision.

Please notify the Programme Manager that there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form. The Programme Manager will follow up as soon as the matter is brought to their attention outside of the programme hours.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the Programme Manager in the first instance it should be escalated to the Owner **John Geers**.

At any time you may choose to complain to the Head Teacher of the school or to OFSTED, who will investigate any complaint and publish the results of the investigation, along with action we may be required to take, on their website.

The phone number for OFSTED complaints is: 0300 123 4666

Communication

From time to time we will contact you with you regarding up to date information about our staff, policies, fees, upcoming programme activities and special events is communicated. We also will reflect on the fun that we have had in our programme and share any ideas and community information that you may find useful. We also have notice boards and display areas which also contain information you will find useful such as staff & programme information, the weekly menu and examples of children's activities, so please take the time to check these regularly.

Please be aware that you will only receive our Sherpa Kids updates if you have agreed to receiving these communications but ticking the appropriate box on your enrolment form.

Parking

Normal school parking policy will apply.

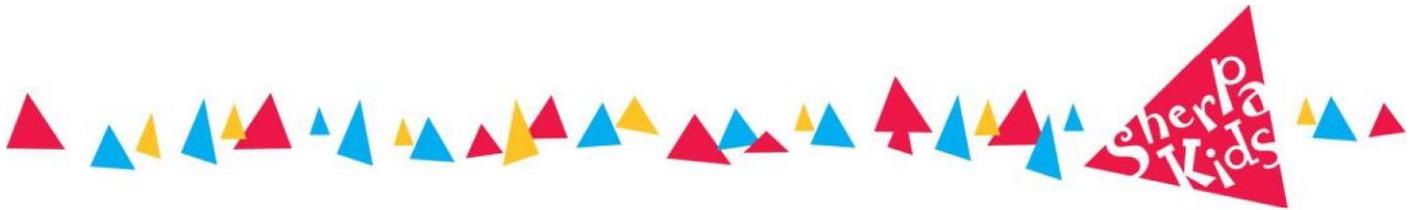
No Smoking

Staff, parents and visitors to our service are not permitted to smoke at any time at our service site or anywhere on the school grounds.

Sun Smart Policy

Sherpa Kids' outdoor activities are guided by advice issued by Cancer Research UK under its Sun Smart code:

- Spend time in the shade between 11 and 3pm.
- Make sure you never burn
- Aim to cover up with a t-shirt, hat and sunglasses
- Remember to take extra care with children
- Then use 15+ sunscreen



Sherpa Kids Programmes

Our programmes, standards and requirements reflect the Ofsted and School philosophy and values.

Sherpa Kids programmes will also:

- ensure children's learning and development is facilitated and their individual interests and abilities are encouraged and needs are met
- provide challenging and interesting age appropriate activities using a variety of resources and suitable equipment to engage and stimulate children's physical, intellectual, social and creative abilities
- plan for a range of daily indoor and outdoor activities taking into account the health and development guidelines for the age group
- enable children to participate in quiet/active activities, as well as group/small group or individual activities
- encourage children to feel part of the school and wider community
- are evaluated regularly by children, parents and staff using a variety of assessments and strategies

DAILY ROUTINE

In order to ensure that the programme is a happy and safe environment for the children who attend and that it runs smoothly, the Sherpa Kids programme follows a structured routine. We vary the routine subject to the needs and desires of the children, light and weather but a 'typical' After School Care day or week is as follows:

Daily Format - After School Club (to be adapted subject to light and weather)

2.15pm – 2.50pm

Children arrive. Put away school bags. Quiet reading and play. Registration.

2.50pm – 3.20pm

Outside fun (weather permitting)

3.20pm – 3.45pm

Wash hands, recharge with a healthy snack

3.45pm – 4.15pm

Planned fun activity of the day – exploring the Theme of the Week

4.15pm - 5.00pm

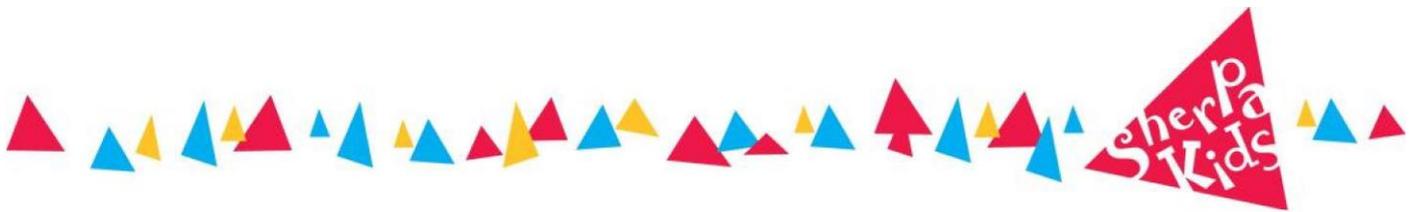
Free play

5.00pm – 5.30pm

Tidy up. Quiet reading, homework time, relax time before final collection.

Planned Activities – Exploring the Theme of the Week

Monday	Arts and Crafts
Tuesday	Music and Drama
Wednesday	Sport and Games
Thursday	Cooking & Technology
Friday	Fun Activities



Weekly themes are incorporated into the daily format. The daily format is an indication, only, of the types of activities the children will be involved in at any given time. However, depending on the children's enthusiasm and interest, it may be varied at the discretion of the staff.

Although behavioural rules apply in accordance with those of the school, children have the option not to participate in any given activity and can choose "free play" if they prefer.

All Themes of the Week and Planned Activities are designed, above all, to be fun but are also structured to encourage learning and development of the children in line with the principles of the Early Years Foundation Stage and the National Curriculum.

These principles are extended to be relevant for older children where appropriate. More information on how we deliver the EYFS is available upon request. A listing of forthcoming Themes of the Week will be on display at the premises.

Sherpa Kids reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

Cultural Diversity

Sherpa Kids programmes will be mindful of cultural differences and the needs of the children in our care. Consideration will be given to the diverse needs of children from various backgrounds when planning all our activities.

Children with Additional Needs

Every effort will be made to include children with additional needs in our Programmes and a full assessment with the assistance of the child's parent and the school, will be made to determine the child's needs and if they can be catered for, prior to the child commencing care. Detailed information about the child's requirements and specific behaviour or medical management plans must be obtained from the parents and included with the child's enrolment form.. Parents must arrange a time with the Programme Manager to discuss their child's needs to ensure appropriate care can be provided.

Family & Community Involvement

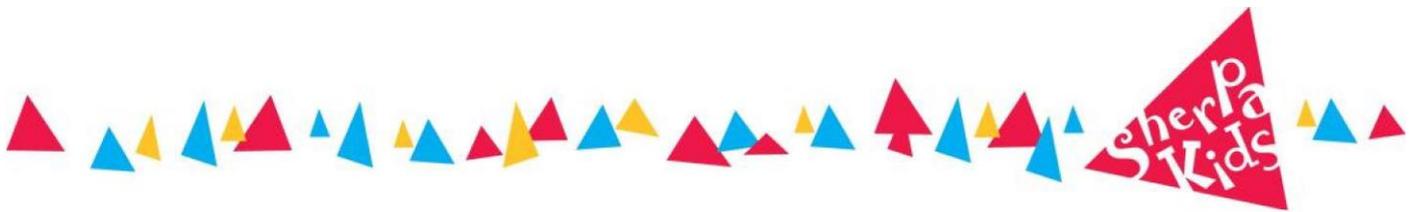
Families are welcome to spend time at our service with their children and this will also increase communication between Sherpa Kids staff and families and help us to meet you and your child's needs. If your family or child has a special day or significant event you would like us to celebrate or share, please discuss this with staff. Community and school involvement is also encouraged at our service as we feel the information and experiences this can provide, can add to a child's development and learning experience.

Enrolment

Sherpa Kids do not charge an enrolment fee but you are required to complete an Enrolment Form for each child you wish to attend the Sherpa Kids programme. The Enrolment Form captures essential information about your child that is required by law and to assist us in providing care of the highest standard.

Please remember it is your responsibility, as the parent/carer, to advise us immediately of any changes to the information provided on the original Enrolment Form.

We have a password box on the enrolment form, if you have a friend, relative or neighbour picking up your child you will need to let us know via email or phone call.



You will also need to let this person know this password. No child will be released without prior communication and a correct password.

We strongly advise that we receive your child/childrens enrolment form even if you do not see any immediate need to use the service. This will ensure in the unfortunate case of an emergency we are able to accept your child into the club.

All information collected on our Enrolment Form will be processed in line with our Privacy Policy and in compliance with the EU General Data Protection Regulations (EU) 2016/679 and the Data Protection Act 2018.

Bookings and Cancellations

A Permanent Booking is a regular booking made in advance whether for every day or one or more days and qualifies for a reduced rate.

A permanent booking secures your child's place for the duration (or remainder) of the school year. You may cancel your booking, without penalty, by giving two (2) weeks' notice in writing.

A Casual Booking is when you only require care on an adhoc basis.

It is important that any bookings or cancellations are made with plenty of notice to allow us to maintain safe and legal staff ratios and adequate resources.

Without exception, unless 24 hours' notice is provided to cancel a session (48 hours for Holiday Club) full payment is required.

If you require a last minute booking or if your child will not attend, please notify us before 11am. For last minute bookings we will do everything possible to accommodate your request but will not be held responsible if we cannot accept your booking.

Signing In & Out

The adult(s) assigned to dropping or collecting the child(ren) must complete the Daily Roll (register) sheet by signing the child(ren) in or out. This is for both the safety of the children and for payment records.

Only approved persons will be able to collect a child as notified by the Enrolment Form or advised by parents and / or guardians on a specific day. Our staff may ask for ID and /or a password, if they are not familiar with the adult collecting the child.

This is for the protection of the children so please do not be offended.

You will also be required to sign your child in to Breakfast Club and Holiday Club programmes where they are provided.

Late Pick Up

You must collect your child on time at the end of the session you have booked for them.

Late collection of children from Sherpa Kids is taken very seriously. We have a **late pick up charge of £8 for every 15 minutes (or part thereof) that you are late in making collection.** Where a child has not been collected by fifteen minutes after closing time and staff have not been contacted by the parent, we will proceed to contact those named contacts provided on the child's Enrolment Form to arrange collection. **At no time will a child be abandoned,** however, the programme manager is authorised to take all necessary steps to ensure the safety and well-being of the child, including, if there is no alternative, contacting the police.

If you are persistently late in collecting your child your registration may be cancelled.

WELLBEING, HEALTH AND SAFETY

We aim to provide a safe and healthy environment for all children in our programmes. We are in contact with a variety of organisations to advise and assist us in this area. We will at all times comply with all relevant health and safety in employment legislation.

Where applicable, parents must provide the programme with a Medical or Health Management Plan for their child.

Behaviour Management

Kids behaviour management procedures are in line with those of OFSTED, the Local Authority and the host school. This is documented in the 'Centre Policies and Procedures Manual' which is always available, for your reference, on site.

Our policy is to ensure our environment is a safe and happy place for everyone involved. We maintain an emphasis on being polite, considerate and co-operative. Our rules and codes of conduct, which we expect the children to follow, are explained fully and often to the children. If we experience behavioural problems with a child, the parent will be contacted and consulted in regards to behavioural management. If a parent has any questions or complaints on this subject please contact the owner. Please do not discuss these matters with staff members while the programme is in progress. We reserve the right to refuse or terminate a child's enrolment if there are unresolved behaviour issues.

Child Protection

Our service is committed to the recognition and prevention of abuse of children and young people with the safety, welfare and wellbeing of the children always the prime consideration. In addition to general safety policies already outlined, our service will ensure that volunteers or students working at the programme, have current working with children or police checks. All volunteers, students and visitors to our service will be supervised and visible to staff when interacting with the children.

Child Abuse

All of the Sherpa Kids services are committed to the prevention of child abuse with the safety, welfare and well-being of the children always the prime consideration. Sherpa Kids Head Office staff and programme staff will respond to suspicions of child abuse by maintaining a good relationship with the child, recording all observations, impressions and communications. No one staff member will act alone, with any action taken only after consultation with the Owner. Advice will be sought from the appropriate authority, such as the Local Safeguarding Children's Board or the Police. Instructions given by the appropriate authority will be followed and acted upon.

Distraught Children

Where a child is distressed or upset and indicates that they may require comforting, our staff may touch your child(ren) in a reassuring manner. Our staff will always conduct themselves in a safe, public and professional manner, but will not turn away a child that needs comforting.

Please ask for more information and or discuss with the Programme Manager if you have any questions or requests.

Sick Children

If a child attending the programme becomes unwell or upset we will contact the authorised people listed on the Enrolment Form for them to pick up the child(ren) as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facility to look after sick children.

If a child has been booked into the programme but will not attend due to sickness, it would help enormously if you would please contact the Programme Manager before 11am that day, however you will still be required to pay for the booking.

Accidents and First Aid

At all times there is a fully stocked first-aid kit and staff members present on site who have paediatric first aid qualifications. However, if we are concerned about a child we may call a parent to pick their child up.

If a serious accident occurs, our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to parents, doctors or hospitals.

All accidents and incidents are recorded in our Accident and Incident book. Important notes and records of children that are taking medication are also recorded in this book.

Medical Requirements

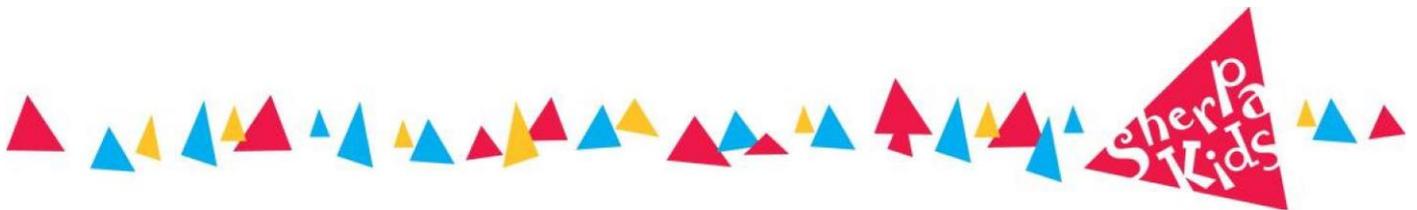
Please advise the programme of any medication that is to be administered by the programme staff. Talk through the specifics with the Programme Manager or Deputy. A permission to Administer Medication Form must be completed by parent or carer. You will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage and use-by date.

Infectious Diseases

Measures will be taken by management and programme staff to control spread of infection. Appropriate processes and hygiene practices will be employed from recognised health authorities and put in place for children to observe and participate in a safe and healthy environment. We ask if an infectious disease becomes apparent at home that the parent/guardian contacts our service about the child's condition so appropriate action can take place. If this becomes apparent at our service we will contact parents/guardians or emergency contacts about the child's symptoms and the immediate need to collect the child from our service. We will also remind parents of the necessary exclusions periods and/or need for a medical practitioner certificate to allow the child to attend the service again.

Exclusion periods may apply for certain symptoms or diseases.

Disease	Exclusion Period
Chicken Pox	At least two (2) weeks after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Up until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home



Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

Emergency Procedures

The safety of staff, children and visitors to our service is vital in the event of an emergency. Emergencies include events as fires, earthquakes, cyclones, floods, extreme weather conditions, bushfire, other catastrophic events, the presence of dangerous persons and animals and any other situation or threat which requires a lockdown or evacuation of the premises.

Staff and volunteers will initially be made aware of emergency procedures and drills at our service during their inductions and this information will be reinforced with the children during regular practice drills

Evacuation procedures will be displayed, followed and practised once a term. These procedures are directly linked to those of the host School. Only bags, which contain medication, will be evacuated with the children. If this is relevant to your child please inform Sherpa Kids on the Enrolment Form (regular medication) and verbally to the Programme Manager, so that we separate these bags.

The practice of emergency procedures will also be conducted once per term and will be recorded in the Accident and Emergency Book.

Mobile Phones

Staff use of mobile phones

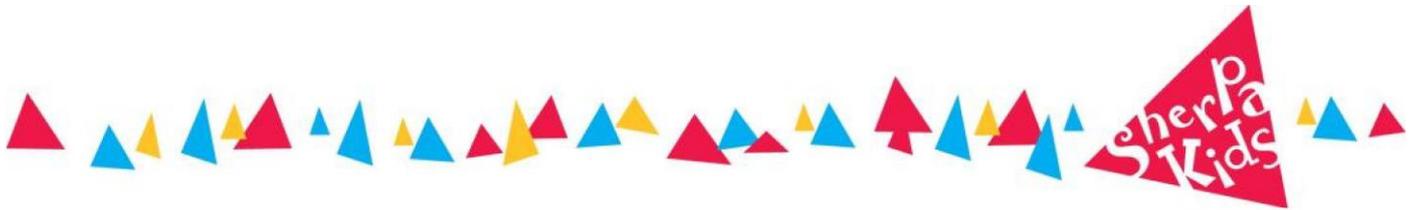
Mobile phones belonging to members of staff are kept in a secure place during working hours.

If a member of staff has a family emergency or similar and needs to be contactable they can be contacted on the club phone number.

Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

Visitors' use of mobile phones

Parents and all other visitors must not use their mobile phone – or any other device - to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.



Sherpa Kids Staff

Sherpa Kids staff when interacting with your children will:

- take time to establish a rapport with your children and learn about their unique interests and abilities
- model appropriate language and communication skills, safe practices, behaviours, values, and attitudes
- be flexible and reactive to children's emerging interests and needs and encourage children to communicate, explore and be creative and spontaneous
- allow children to make decisions, problem solve and express and share their thoughts and opinions
- provide opportunities to build upon children's previous experiences to extend their development and learning
- assist children in developing positive relationships with other children/staff and so that children see themselves as a valuable member of the community
- use praise and reinforcement with children to boost self-esteem and encourage and motivate good practice and celebrate children's efforts and achievements
- anticipate conflict and assisting children and families to resolve any issues or instances of bullying and harassment
- ensure staff are committed to improving their own professional development and continually challenge their own practices and decision making so as to provide an enriching learning environment for all

Staff Ratios

Our programme ratios are always in line or lower than those required by Ofsted (i.e. we have more staff in attendance than Ofsted requires). At all times there will never be less than 2 staff members on duty.

The qualifications of Sherpa Kids Programme Managers and staff exceed those requirements laid down by OFSTED and are supplemented by our own Sherpa Kids training policies and those of the Local Authority.

Staff will have received, or will be receiving training in:

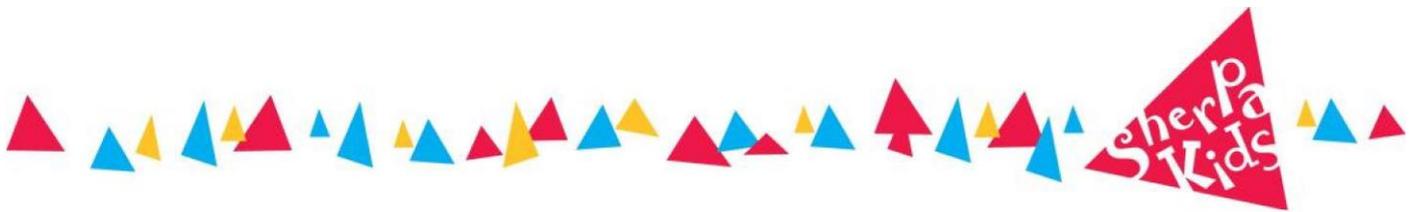
- Paediatric First Aid
- Behaviour Management
- Risk Assessment
- Safeguarding Children

Approved off-site excursions may also require a higher number of staff dependent on the nature of the excursion. Parents will be kept fully informed.

Staff Recruitment

All Sherpa Kids staff undergo a series of interviews and reference checks, including enhanced checks by the Disclose and Barring Service (formerly known as CRB), before they are employed.

If there are any questions or comments regarding Sherpa Kids staff please contact the Owner.



SERVICES

Quiet time and homework

We designate approximately 20 minutes per day for homework or quiet reading. **We do not do the homework for the children**, and if research material is required then the children will need to bring it with them. As we do not have free run of the school grounds and children are at all times supervised, they will be unable to access the school during our hours of operation.

We are not held responsible for the completion of homework, checking bags, etc., where a child insists they do not have homework.

If there are any issues regarding homework please contact the Programme Manager outside of programme hours.

If a child has special needs please ensure the Programme Manager is aware and the information is included on the Enrolment Form.

Food and Snacks

Food and drinks are provided at our Breakfast, After School Club and Holiday Club sessions and is also included in the fee structure. A variety of healthy food choices will be on offer as well as fresh fruit and water. Food is prepared using the food and safety guidelines from the local authorities. The menu will be displayed each week and we welcome suggestions from children and parents.

If your child has any allergies or any special food requirements or you do not want your child to participate please include this on the Enrolment Form and advise the Programme Manager who will discuss this with you to ensure your child receives appropriate food at each session of care. At times we may have children with specific food allergies or needs attend our service thus we will notify all families of the foods that will not be able to be used or provided to children. In Holiday Care Programmes families will need to supply their child with lunch every day unless indicated otherwise on the programme.

Visitors and Excursions

We may, at different times, be arranging for people of interest to visit our programme. If you have any objection to your child being involved please contact the programme manager. There will always be a staff member supervising these activities. If someone other than a parent or school representative wishes to visit the programme, this must be arranged with the Programme Manager.

From time to time the programme may take children on excursions away from the base site. Parents will be notified prior to the event happening and permission sought. Information will be provided on the nature of the excursion and risk assessments carried out.

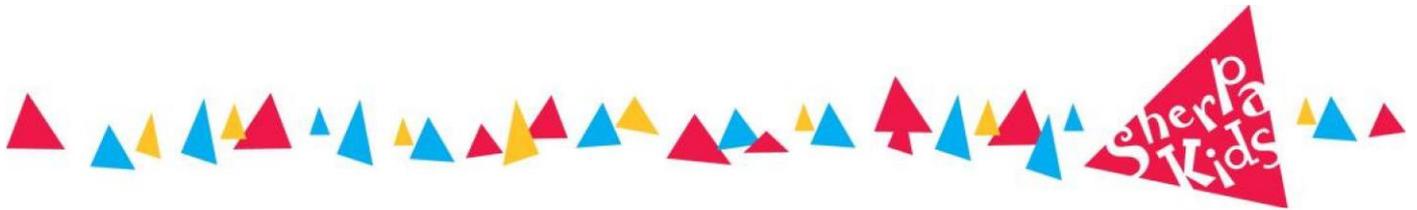
ACCOUNTS AND FEES

Prices

We will notify you of any changes to prices at least two weeks in advance. Changes to pricing will only be introduced at full term breaks, not mid-term or at half-term. For latest pricing information ask on-site, by telephone or email.

Payment of Fees

We will invoice you for Permanent Bookings for each month in advance. Payment is required with 14 days of receipt of invoice.



Method of Payment

Our preferred method of payment for all bookings is by bank transfer to our nominated account.

Full account details are provided on your invoice.

We do not accept cash.

Any problems with the payment of fees or if a variation to the standard method of payment is required, please contact the Programme Manager to discuss.

Childcare Vouchers and Government Schemes

We accept Childcare Vouchers and participate in Government Childcare funding schemes. Please contact Office1@sherpakids.co.uk to discuss.

Late and non-payment

We cannot provide a quality service for the parents and children of the school unless we receive payments on time.

If there are difficulties in meeting payment of fees, please contact the Owner so that alternative arrangements can be negotiated. We prefer a friendly settlement to alternative courses of action.

Account Queries

Any queries regarding your account or payment of fees must be made to Office1@sherpakids.co.uk and not the school.

Late payments may be handed to our collection agency that will actively seek all monies owed, including seeking legal redress.

No Refunds are given for un-informed absences under any circumstances.

Payment Disputes

Should there be a dispute over payments received or not received, Sherpa Kids will provide statements to demonstrate monies received and banked. Parents will be required to provide proof that payment was made to the **correct** designated place. Where this cannot be provided the parent will be required to complete payment to Sherpa Kids.

If any area of our operation is not covered sufficiently in this handbook please feel free to get in touch and we will discuss with you in person.

