



**THE NEST**  
**Larkfields Infant School**  
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## **OPERATIONAL POLICY**

### **INTRODUCTION**

Welcome to **THE NEST** which has been operational since September 2021 providing wrap around care for the pupils of Larkfields Infant School.

The purpose of this document is to inform parents/carers about the service provided by the club and to give details about how it operates.

### **OPERATING TIMES**

The club operates **during term time only**.

Monday to Friday from 7:30 to 8:50 (breakfast club) and 3:30 to 6:00 (afterschool club).

The club will **not** operate on bank holidays, school holidays or school closure days.

Children are escorted to their classrooms in time for the start of the school day and collected from them after school.

Parents are politely requested to ensure that their children are brought into the club and handed over to a member of the club staff in the mornings. Children should be collected promptly from afterschool club by 6:00 pm. ***There will be a late collection fee after that time (See Fees)***

***If you are unavoidably detained please ensure that you contact the club on the mobile number given above, since it may be distressing for a child to be collected late.***

Parents are also requested to inform the club if their child will not be attending. If your child is not attending school that day please do not expect the school to let the club supervisor know.

### **PREMISES AND EQUIPMENT**

THE NEST will be based in the school hall/dining room or, when there are other after school activities, one of the classrooms, with access from the side entrance, via the school's pedestrian gate. Please ring the buzzer on gate, which will alert a member of staff on the nest mobile, so they can come and let you in.

The children will be permitted to use the secure outdoor play area and equipment during set times and will be fully supervised by The Nest staff.

The aim of the club is to make The Nest a fun place to be. Children are offered a wide range of activities, rest, relaxation, reading, puzzles, television, computer games and a range of more physical activities outside. These should appeal to children at all stages of development. The programme of activities will vary and we will encourage the children to make their own suggestions for things to do.

## **STAFFING**

The club is registered for a maximum of 28 children on any given day, dependant on staff availability.

The Nest staff have a variety of training and experience and they pride themselves in being open, friendly and supportive towards both children and parents.

All staff are First Aid trained.

The Nest can be contacted during operational hours on the club mobile phone, or via the email at other times. It is not always possible to answer the phone immediately but parents/carers are asked to leave a message and they will return your call as soon as possible. Any queries or concerns should be discussed with a member of staff who will try to resolve any issues as they arise, whilst treating all matters as confidential.

## **FOOD AND DRINK**

Breakfast is served between 7:45 and 8:15am and consists of:

Cereals

Toast

Fruit Juice

Parents/carers are asked to ensure that children having breakfast arrive before 8:15, it will not be served after this time.

The afternoon club includes a snack for the children which is not meant to replace the evening meal and will consist of a range of sandwiches, fruit and juice. For Health and Safety reasons children are asked not to bring food, drinks or sweets to be consumed at the club. Due to the potentially serious nature of nut allergies, peanut butter will not be served.

## **REGISTRATION**

Parents/carers of children attending the club will be required to complete a Registration Form.

Completion of this registration serves as an agreement to comply with the policies of the club.

The school office must receive a Registration Form before a child can be allocated a place.

We would prefer, if possible, that it is a parent/carer who collects the child but we realise this is not always practical. Please let the staff know in advance of any changes. It is important that you state the names of individuals who are authorised to collect your child on the Registration form. We also ask you to set a password that can be used to verify any other adults who you may send to collect your child, in an emergency.

An annual review of contact details will be carried out. However, where details change at other times please inform a member of staff or the school office.

## **ALLOCATION OF PLACES**

Places will be allocated on a first come, first served basis, providing that the account is paid to date. We ask parents/carers to book places in advance, each month, for their children for the days which they wish to use. This can be done using ParentPay, an email will be sent out a few weeks before each month to let you know the bookings have now opened.

We understand your commitments may change at short notice and we will try our best to accommodate spaces where possible on an ad hoc basis, however, please do not drop your child off or assume we have a space unless you have spoken with the school office or have received a confirmation email. **Parents/carers are requested not to bring children to the club without prior booking, as we cannot guarantee there will be a space available.**

## **HEALTH AND SAFETY**

Our intention at The Nest is to provide a safe, caring and comfortable environment for the children and staff. To support us in this we require parents/carers to complete a Registration Form which includes details of emergency contacts and any known conditions, allergies, etc. This information will be kept confidential at all times except in the interest of protecting the child.

A basic first aid kit is available and there is a certified first aider on site at all times. In the case of a medical emergency an ambulance will be summoned and the parent/carer advised. In the event of a transfer to hospital, a member of staff will accompany the child in the absence of a parent/carer.

Only medications prescribed by a doctor (e.g. inhalers and EpiPens) can be administered by staff. Such administration will only be undertaken following receipt of written permission from parents/carers. This letter should contain clear instructions of name, dosage and indications for administration. Should staff require specific training in the administration of such medication, in the interest of safety it may be necessary to delay admission to the club until such training has been successfully completed. Prescribed medication should be presented in its original packaging with the prescription label attached.

**If your child has any food allergies it is important that you complete the relevant section of the Registration Form so that this can be brought to the attention of the supervisor for her to advise the staff.**

No child will be admitted to the club if they are ill. If a child becomes ill during the session the parents/carers will be notified immediately and asked to collect their child.

## **REFUSAL**

The school has the right to refuse or cancel any child's registration whose parents/carers are regularly paying late, regularly collecting their child late or repeatedly disobey the Operational Policy.

Verbal warnings are given first, followed by a letter and, if further action is required, a meeting with the Head Teacher.

## **BEHAVIOUR POLICY**

Expectations of behaviour are high, with respect underpinning everything.

Difficult or poor behaviour is not generally a major problem at Larkfields. However, The Nest needs to ensure that all children using the club feel comfortable, relaxed and able to enjoy themselves. If a child's behaviour is persistently unacceptable and becomes disruptive to the effective running of the club the child may lose their place.

Parents/Carers will be kept fully informed of any concerns that the staff may have.

**The decision to refuse a place to a child, rests with the Headteacher in collaboration with The Nest supervisor.**

## CHILD PROTECTION

As a childcare provider, we are under an obligation to keep the children in our care safe from any child abuse, whether it is physical, sexual or emotional abuse or neglect, regardless of whether the alleged or suspect perpetrator of the abuse is parent/guardian, carer, family member or member of staff.

If we suspect that a child is being abused or the child has reported it to us, we will take it very seriously. A Concern Form is completed and handed to the Head Teacher for advice and development of appropriate actions in line with school policy and Nottinghamshire County Council guidance (Safeguarding Body).

If you have any concerns about one of our staff, please inform the Club Supervisor or Mrs Irwin, Larkfields Infant School, Head Teacher.

## FEES

The Nest is self-funding, with fees set as follows:-

<b>Breakfast Club</b>	<b>£6.00</b> (including Breakfast)
<b>After School Club</b>	<b>£9.50</b> (including a light tea)

**Fees are payable in advance.** Bookings are to be made monthly via ParentPay. You will receive an email each month when the bookings are open. Once payment is received you may consider the place booked. Please see the user guides on how to book and pay for your child's place using ParentPay, these will be sent to you upon registering for The Nest. **Bookings will not be confirmed if the account is in arrears for the current month.**

**Please note if fees are continually paid late or have to be chased up by the school office there will be an additional £5.00 administration fee to pay.**

If you wish to cancel a booking once it has been confirmed, you are required to give **seven days' notice** for the payment to be refunded. After this time, if you do not wish to use the days because of illness, holidays or occasional days off, we are unfortunately unable to offer a refund or carry a credit forward.

**Ad Hoc sessions must be paid for in advance or, where very short notice is given, on the day of the session. Children will not be accepted for ad hoc sessions that have not been paid for.**

Fees should either be paid online via ParentPay or through a recognised childcare scheme such as the Government tax-free childcare scheme or a workplace voucher scheme.

If paying using the government tax free childcare scheme or a workplace voucher, please let us know on your registration form, we will need to know your child's unique reference number and the voucher scheme you will be using. Please follow the written guidance (this can also be found on the school website) as these payments will differ slightly as the school have to manually credit your child's ParentPay account once you have made a payment

**N.B. Late collection fees apply after 6.00pm - £5.00 per child and then a further £5.00 if pick up is after 6:15pm. For every additional 10 minutes £5.00 will be charged.**

## **QUERIES AND COMPLAINTS**

Please help us to make The Nest a well-run club, which the children enjoy and are happy to attend and that parents/carers are confident to use. You can do this by providing constructive feedback about issues that concern you and by actively supporting the club and following the rules of the Operational Policy.

If you have any complaints please speak to the club supervisor in the first instance and then, if not satisfied, make an appointment to see the Head Teacher.