

**The Frantastic Club
Parents' Handbook**

ABOUT THE CLUB

The Frantastic Club at Holy Family Catholic Primary School opened in September 2010, it was previously known as Holy Family After School & Breakfast Club. In 2010 we started providing wrap around care in Norwood Primary School. The clubs are registered to provide childcare for up to 50 children in each session aged 4 to 11 years. It is open 7.30am - 9.00am and from 3.15pm until 5.30pm weekdays, during term time and 8.00am - 5.30pm during the holidays. Both Clubs are registered with Ofsted.

In 2021 The Frantastic club also began providing wraparound care and holiday clubs to All Saints Primary School from 7:30am until 8:45am and 3:15pm until 5:30pm and from 8am until 5:30pm during school holidays.

Aims

The clubs aims are to provide a safe and secure and relaxed environment for the children in our care. We endeavour to provide an atmosphere and activities similar to those found within the home.

What we offer

We offer a wide range of activities, playstations, craft, needlework, board games, reading, imaginary play, construction, sport and much more. During their time at the club children choose activities that suit them best.

A snack and drink are provided each day; however, this is not intended to substitute a main evening meal that the child may receive at home. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is always available. Individual dietary requirements and parental preferences are met wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

Staffing

The Frantastic Club is staffed by a manager, deputy managers, and numerous playworkers. The aim is to provide a smooth transition

between school and clubs. We also have bank staff available to cover absences, when regular staff are ill or attending courses. All our staff have significant experience of working with children and comply with EYFS requirements for registered childcare. Staff are expected to undertake professional development training. All staff members are checked through the Data and Barring Service (previously Criminal Records Bureau). We maintain a staff/child ratio of 1:8 for children under the age of eight, and 1:10 for children over age eight in line with statutory requirements.

Organisation

The Frantastic Club is run as a private business, employing nine staff, all of whom live locally. We maintain a close working relationship with Holy Family Catholic Primary, Norwood Primary, and All Saints CE Primary Schools in order to ensure continuity of care.

Policies and procedures

The club operates under a number of policies and procedures, copies of which are held at the club, and are available at your request. Copies of policies relating to fees, behaviour and admission are available on our website <https://thefrantastic.co.uk/admission-to-the-frantastic-and-reception/>.

TERMS AND CONDITIONS

Admission

It is our intention to make The Frantastic Clubs accessible to children and families from all sections of our local community. Admission to the clubs is organised by the Manager and a waiting list system may be implemented when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same day(s) as a sibling already attending.

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential.

Re-booking is required at the end of the summer term. Places will not be kept open for children unless a new booking form is completed.

Payment of fees

The current fees are detailed on the individual schools booking forms. Fees are payable in advance by bank transfer, cash or cheque. Cheques should be made payable to "The Frantastic Club" If paying by bank transfer the details are (business account) Mrs F Taylor, sort code: 40 42 52, Account number: 20010723, please use your child's name as reference.

The price per session per child applies to all children. This is payable for all sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

Bank holidays and professional days will not be charged for.

Fees are payable termly in advance and non-payment for more than one month will result in your place being terminated.

The Frantastic Club aims to keep fees to a minimum, whilst still raising enough income to cover our running costs. Please ensure fees are paid promptly.

If you are having difficulty paying fees, please speak in confidence to the Manager.

Changes to days and cancelling your place

One weeks written notice of termination or payment in lieu is required if child(ren) stop attending or change their attendance patterns.

Requests for changes to days should be made to the manager and will be accommodated where possible.

Temporary changes

Please remember that we need to know if your child (or children) will not be attending The Frantastic Club for any reason. Even if you have informed your child's school, we still need to know.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let the manager know by THURSDAY at the latest. 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.

Induction

The child and parents/carers will be invited to come and see the club before the child's first day; the club encourages the first attendance not to exceed half a session.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including mealtimes, collection, children's meetings).

Another child will usually be allocated to act as the new child's mentor for the first few sessions.

Arrival and departure

Younger children are escorted to the club by their class teacher, whereas older children make their own way to the club. A register is taken at each session and a signing-out sheet is used each afternoon. Please ensure this is completed for each child collected.

A copy of our Arrival and Departure Procedure can be seen [here](#).

Children should always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a password system will be adopted.

The club finishes at 5.30pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £5.00 per 15 minutes will be charged if children are collected after 5.45pm. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

Child Protection

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained.

Equal Opportunities

The Frantastic Club is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility to the community at large.
- Menus include sufficient variability to provide for the cultural mix of the club's children.

Special Needs

The Frantastic Club will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to children with special needs.

We will endeavour to accommodate all children of all ability, whilst working within the club's limitations. Each case will be assessed individually and risk assessed to ensure everyone's safety.

GENERAL INFORMATION

Behaviour

Children and staff have created rules for behaviour whilst at the club. These are displayed for children to see.

The club also operates a behaviour policy, summarised here. A full copy of this policy is available [here](#):

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

The Frantastic Club aims to encourage appropriate behaviour through: praise for good behaviour; emphasis on cooperative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Frantastic Club will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.

The club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. The Frantastic Club recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

Illness

We are unable to care for children who are unwell. Please inform the manager/deputy of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 48 hours after the illness has ceased.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. All of our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

Medication

Please let the manager/deputy know if your child is taking prescribed medicine. Please speak to the manager/deputy if medication needs to be administered during club time.

Complaints Procedure

The Frantastic Club is run for the users. We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be within a month of receipt.

A full copy of our complaints procedure and policy is available on request.

PLEDGE TO PARENTS/CARERS

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

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Club mobile number: 07724708015(Please leave a voice message if there is no reply.)

Holy Family

Ofsted Registration No: EY357217

Correspondence Address:
The Frantastic Club
Holy Family Catholic Primary School
Norwood Crescent
Southport
PR9 7DU

Norwood

Ofsted Registration No: EY413651

Correspondence Address:
The Frantastic Club
Norwood Primary School
Norwood Crescent
Southport
PR9 7DU

All Saints

Ofsted Registration No: RP514161

Correspondence Address:
The Frantastic Club
All Saints CE Primary School, Hesketh with Becconsall
Shore Road
Hesketh Bank
Nr Preston
Lancashire
PR4 6RD

Club Staff

Manager:

Deputy:

Deputy:

Playworkers:

Fran Taylor

Emma Taylor

Zoe Taylor

Kian Morgan

Ellie Jackson

Heather Davenport

Charlie Hibbert

Lara Taylor

Anne Sutton

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