

Topmark

Holiday Clubs



ABOUT THE CLUB

Topmark Holiday Clubs are registered with Ofsted to provide childcare for children aged 4 to 11 years. We are open from 8am-6pm during the school holidays.

All settings are registered and regulated by Ofsted.

Aims

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

What we offer

We offer a wide range of activities, incorporating cookery, 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.

Children attending the long day session will be offered a healthy breakfast when they arrive in the morning and also a light snack and drink in the evening at 4.30pm; however, this is not intended to substitute for 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 available at all times. 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

Topmark Holiday clubs are staffed by our experienced staff who work at our after school clubs which include a manager and up to 10 coaches/playworkers depending on the number of children attending the club. The aim is to provide a wide range of activities that children will feel motivated to take part in and enjoy. 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 Criminal Records Bureau. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

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.

TERMS AND CONDITIONS

Admission

It is our intention to make our clubs accessible to children and families from all sections of our local community. Admission to the club is organised by our manager and a waiting list system may be implemented if and when the need arises. A completed registration form is required for each child attending and we ask that we are kept up to date of any changes in these details and ensure that all details concerning your child are confidential. Your bookings can be made using our IPAL booking system.

Payment and Fees

Fees are payable in advance using our online booking system-IPAL. If you require help using this system please contact Sam Hyland on [07901768436](tel:07901768436)-
info@topmarksportscoaching.co.uk

Changes to days and cancelling your child's place

To cancel the session we require at least 2 days' notice, this can be done via the online system. No refunds will be credited back to your account unless at least 2 days' notice is given.

If your child is ill it is important that inform us so that we know not to expect them on that day. If club is at full capacity then late bookings may have to be declined. Where ad hoc sessions are required please be realistic in giving as much advance notice as possible. On the day bookings cannot be guaranteed.

If you need to discuss any invoices, payments or any other related enquiry please speak to the setting manager or our office manager on 07901768436.

Increase in Fees

From time to time we will review fees, this will normally take place towards the end of each financial year. Fees may increase due to a number of reasons, increase in the living wage, NI/ pension contributions, rent, general club costs. We will give notice to parents before any fee increase takes place.

Arrival and departures

When you arrive with your child/ren for the holiday club we will check their names on the register. For your child's name to get on the register parents must ensure that they have registered and paid for the session via our IPAL system. As stated in our 'Collection and Departure ' policy children 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 our short days at 3pm and long days at 6pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £10 for every 15mins as we will need to pay 2 members of staff to look after your child/ren. All children must be signed in and out by an adult.

Safeguarding

At TMSC we share an objective to help keep children safe from harm and abuse. We strongly comply with local and national safeguarding procedures and ensure that all staff are appropriately vetted and trained to undertake their safeguarding

responsibilities effectively. If you have any concerns please contact our Senior Safeguarding lead Mark Hyland on 07748696099, in his absence your club manager.

Equal Opportunities

TMSC Holiday Club is committed to equal opportunities and aims to demonstrate, through our activities, the children of all ethnic origins, racial groups, religions, cultures, linguistic backgrounds and abilities are valued and respected. We aim to equip our children with an awareness of our diverse society and to appreciate the values of difference. Discrimination on the basis of colour, culture, religion, origin, sex or ability is not acceptable. The premises we use for our sessions are accessible to all and we make every effort to accommodate and welcome any child with individual requirements. We frequently work and liaise with parents/carers and relevant professionals to meet a child's specific needs within the clubs limitations. Each case is 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 distributed to all members:

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.

Topmark Holiday Club aims to 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

Topmark Holiday 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 after school 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 24 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. Several 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

Topmark Holiday 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 1:

Topmark Holiday Club
Valley Primary School
BR2 0DA

Club mobile number: 07467186371 (Please leave a voice message if there is no reply.)

Ofsted Registration No: EY488656

Tel (Manager): 07467186371

Club 2:

Topmark Out of School Club
Our Lady & St Philip Neri Primary School
208 Sydenham rd,
SE26 5SE

Club mobile number: 07398868390 (Please leave a voice message if there is no reply.)

Ofsted Registration No: 2496378

Tel (Manager): 07398868390

Social Care: 0207 5255000

Out of hours contact: 0207 5255000

LADO (Local Authority Designated Officer): 0207 5250689

LSCB (Local Safeguarding Children Board): 02079349714

NSPCC: 0808 800 500

Ofsted

Royal Exchange Building
St Ann's Square
Manchester
M2 7LA
Tel: 0300 123 1231