



Trailblazers

Handbook for Parents

ABOUT THE CLUB

Trailblazers is registered with Ofsted (Registration No EY2660048) and is based at Thames Ditton Junior School. The club is open from 7.30am to 8.40am and 3.15pm to 6.00pm, weekdays, during term time. We are based on the site of Thames Ditton Junior School and we occupy the Music Lodge out of school hours. (Please note that the Music Lodge is a 'no shoe zone' so when dropping off or collecting your child/children, please stay in the foyer and we will send your child to you). We have use of the whole of the school grounds and the ICT Suite.

Aims

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

What we offer

Trailblazers follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including arts and crafts, board games, I.C.T. computer games, physical play, and reading. In addition, other resources are available for the children to select from our resources library.

What we provide

The food we provide at Trailblazers is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit. We promote independence, by encouraging the children to clear away after themselves. We use fresh ingredients where possible and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We request that food be consumed whilst sitting at the table.

Staffing

Trailblazers is staffed by a supervisor and play workers. We aim to provide a smooth transition between school and club. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:15 for children over the age of 8.

Staff also have designated roles:

Sarah Brown:	Special Education Needs Co-ordinator
Clare Robinson:	Equalities and Inclusion Co-ordinator, Health and Safety Officer
Clare Robinson & Josh Buckley	Fire Safety Officer, First Aid Co-ordinator

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 Partners (contact details are at the bottom of this Handbook).

Organisation

Trailblazers is run as a private business. We enjoy a close working relationship with Thames Ditton Junior School in order to ensure continuity of care, and to maintain good communication links. Both partners are teachers, with Mrs Brown working at the school.

Policies and procedures

Trailblazers has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies can be seen on our website at www.trailblazerstdjs.co.uk

TERMS AND CONDITIONS

ADMISSION

Trailblazers aims to be accessible to children and families from Thames Ditton Junior School. Admission to Trailblazers is organised by the Partners. We guarantee a place for all children that attend Thames Ditton Junior School. See our **Admission and Fees Policy** for more details. Parents register online with Magicbookings. This information will be treated as confidential and will be stored appropriately.

Payment of fees

The current fees are £7 per child for Breakfast Club and £16 for After School Club. Fees are payable by bank transfer or childcare vouchers. We accept vouchers from most schemes. You will receive an email at the end of each month, requesting payment for that month.

Please ensure that fees are paid promptly. Non-payment for more than **TEN DAYS** may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to one of the Partners.

Changes to days and cancelling your place

If you need to change the days that your child attends, please do login to Magicbookings and manage your account from there. contact Clare Robinson 07961 935790 if you want to make a change with less than 24 hours' notice. We will accommodate such changes wherever possible. Trailblazers Supervisors transfer information daily to one another regarding any changes in attendance. Please mail us or, if it is last minute, a text message is the best way to do this, details as follows: -

Clare Robinson	07961 935790
Sarah Brown	07720 889237

You will only be charged for non-attendance at a session if you haven't given us 24 hours' notice from when your child was due to attend.

Temporary changes

Please remember that we need to know if your child will not be attending Trailblazers for any reason. **Even if you have informed the school,** you still need to notify us as the school does not automatically pass this information on to us. If your child does not attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, you are able to change your days on the online booking system (so long as you are changing with more than 24 hours' notice). 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, and you **must sign out your child each day when you collect them. This is essential for the health and safety of the children.**

We expect that your child will normally 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 either by texting or emailing. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6.00pm, if you are delayed for any reason please telephone one of the two mobile numbers given, to let us know. A late payment fee of £15 per 15 minutes will be charged if you collect your child after Trailblazers has closed.

If your child remains uncollected after 6.30pm [30 minutes after Trailblazers closes] and you have not warned 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 are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Equal opportunities

Trailblazers provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the 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.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within Trailblazers' limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety. Our staff training programme includes specific elements relating to children with special needs. For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at Trailblazers. These are displayed at Trailblazers for everyone to see. We have a clear **Behaviour Management Policy**, available on our website. Trailblazers promotes an atmosphere of care, consideration and respect for everyone attending, children, staff and visitors. 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. Trailblazers 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, or as a result of special needs. We will try to be flexible in order to accommodate such cases. 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 Trailblazers immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from Trailblazers. See our **Suspensions and Exclusions Policy** for full details.

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. Trailblazers is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

Illness

If your child becomes particularly unwell whilst at Trailblazers, we will contact you and ask you to make arrangements for them to be collected. Please inform our staff of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to Trailblazers 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, and Trailblazers is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. 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 Managers know if your child is taking prescribed medicine. If your child needs to take medicine whilst at Trailblazers, you will need to complete a **Permission to administer medication form** in advance. **We do not have access to medicines kept at school.** 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 your child's key person, the Managers, 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 two working days of receipt and a full written response will be given within 2 days. A full copy of our **Complaints Policy** is available on request.

PLEDGE TO PARENTS

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:

- Keep you informed of opening times, fees and charge.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's experiences and friendships.
- Be available to discuss decisions about running the club.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Trailblazers
Thames Ditton Junior School
Mercer Close
Thames Ditton
Surrey KT9 OBS

Trailblazers mobile numbers (PLEASE ENSURE THAT YOU HAVE BOTH NUMBERS LISTED IN YOUR PHONE):-

Clare Robinson 07961 935790
Sarah Brown 07720 889237
(Please leave a voice message if there is no reply)

Ofsted Registration No: [EY2660048](#)

Correspondence Address:

Trailblazers
Thames Ditton Junior School
Mercer Close
Thames Ditton
Surrey KT9 OBS

OFSTED Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 1231
