

# Wingbats

of West Byfleet Infant School  
After School Club



**Wonderful, Fun & Caring**

Dear Parents & Carers,

Welcome to Wingbats of West Byfleet School, which was launched in September 1995.

Wingbats is an after school club for parents who wish to leave their children in a caring, safe, creative and stimulating environment on the school premises.

Any parent wishing to visit the club to see its operation at first hand will be welcome to make an appointment

The Club operates from 3.15 until 6 pm on weekdays when the school is in session.

The current session fee is £12 per child with an annual membership fee of £5 per child.

Should you wish to join the club, please complete the Registration form along with the £5 membership fee.

Yours Sincerely

*Shirley James*

Mrs Shirley James

Manager and Chairman of the Management Committee

## Aims

Wingbats is an established After School Club with over 20 years' experience based at West Byfleet Infant School. It runs straight after each school day until 6pm for children aged 4-11. **Wingbats aims to provide local working parents with an affordable, safe, reliable and fun after school child care option.**

Wingbats offers a relaxed environment where the emphasis is on supervised free play. Young children can be tired at the end of the school day and may wish to simply 'chill out'. Others can take advantage of the range of activities on offer in the hall. There are opportunities for table top games, creative tasks, supervised computer use or homework as well as more active games both indoor and outdoor. There is a relaxation area should children wish to "crash out" and relax with their friends. From September 2016 children will also have access to a brand new ICT room & library. A healthy snack & drink are included in the daily cost.

The Club is a registered Charity at Law and profits are used to buy equipment or to provide enhanced activities. The Club pays for the hire of the Hall to the Infant School and shares much of its equipment with the school.

## Organisation

Wing Bats is operated by a Management Committee whose members, currently are:

Mrs Shirley James (Chair)  
Mrs Becky Perry  
Mrs Lucy Hampshire

The Committee is responsible for the effective running of the Club, its staffing and training needs. There is a strong commitment to meeting the training needs of the staff employed.

Manager (unpaid)	Mrs Shirley James
Business Manager	Mrs Zena Barclay-White
Duty Managers	Mrs Zena Barclay-white Mrs Audrey Pugh
Playwork Supervisors	Mrs Maisey Francis Mrs Hayley Jakubait Mrs Natasha Baron
Playwork Assistants	Miss Georgie Fagan Miss Millie Sil Miss Isabella Barclay-White Mr Abdullah Duranni
Administrators:	Mrs Sue Dackham & Mrs Gill Davies
Payroll:	Mrs Jo Atherton

Our staff are trained and qualified to encourage the children to make the most of their time in Wingbats. We have an enthusiastic full time team ensuring consistency for both the children & the parents.

All staff are trained in Safeguarding, First Aid & Food Hygiene. Staff are encouraged & supported in their professional development and regularly attend training

## **Booking Your Childs' Place**

The children are supervised in the ratio of 8:1 and the maximum number of places on any one session is currently 60. Parents are required to book places in advance and payment of fees will be in advance. Session fees are £12 per child.

There is a non-returnable joining fee of £5 and thereafter an annual membership fee of £5 per child payable in September. Priority for places in each session is given to regular users. Fees must be paid in advance of sessions booked on a monthly basis. Parents may book unallocated places on a daily basis. Places can be booked by email, phone or in person at the Infant school office.

**No refunds will be given for the cancellation of booked places. Parents are required to give notice of one month to cancel a regular booking and will be charged for the sessions during that month. This is to eliminate places being booked in advance and cancelled without good notice which may result in children being turned away. Should a session be cancelled, a full refund will be provided.**

## **Food & Drink**

The cost of the session includes light refreshments. This consists of a healthy snack and a drink. Examples include toast, bagel, pitta bread, cheese, tuna, fresh fruit & vegetables. In winter months hot options such as soup or spaghetti are also available. Refreshments provided take into account any child's allergies. We aim to provide drinks that do not contain additives or colouring. Parents may provide their child with additional food if they so wish. This should be in a sealed container and needs to conform to the school food rules (e.g. nut and egg free).

## **Working with parents**

Our parents enjoy a warm and supportive relationship with our staff and we believe that maintaining these positive relationships is crucial to ensuring the continued success of the Club.

During each working session the Club has its own telephone number in operation. This number must be used by parents to keep in touch should a problem occur.

**07957 498981**

Should parents have any concerns or messages to relay they should address their enquiries to the Supervisor in charge of the session. Messages should be written down in the book provided. If there are any messages for parents from the class teacher these will be discussed and relayed by the Supervisor.

## **Behaviour**

The discipline code of the Club follows the school's code of practice. The rules are displayed and children are rewarded should they choose to follow the rules. Consequences will apply should they choose not to keep to the rules. The rules are clearly explained and the reasons for them are always given.

If a child's behaviour is deemed unsafe or detrimental to others or themselves, then Wingbats Management Committee reserves the right to withdraw the child's place. Every effort will be made to manage situations before withdrawal is considered.

## **Safeguarding**

The safety of all children is of paramount importance and Wingbats follows the Child Protection policy of the school. All Wingbats staff receive regular Safeguarding Training. The Managers Mrs Shirley James and Mrs Zena Barclay-White are the Designated Safeguarding Leads (DSL). If staff have any concerns about a child they will consult the DSL, who will take appropriate action. These concerns may be about a child or an adult. Some procedures within the Club may seem restrictive, but they are designed to help keep your child as protected as possible.

## **Health & Safety**

The safety of the children in the Club is paramount. All staff are First Aid trained. Regular fire drills are carried out and a record kept. Should your child have an accident we would notify you and for this reason we require a contact telephone number of a relative or friend that we would call should you be unavailable. Although the Club is covered by Public Liability Cover, parents can insure their child through their own insurance policies if they wish. In the case of an emergency parents/carers will be contacted by phone.

## **Collection of children**

Infant children will be escorted from their classrooms by a Teacher or Teaching assistant by 3.15pm and taken to the School hall, where they will be registered by the Duty Manager.

Junior children are normally collected from the Junior School hall and escorted to the Club by the Supervisor at 3.20 pm. Junior class teachers have a list of children attending on the day. Should Junior children not report to the Supervisor by 3.30pm, the Supervisor will take collected children to Wing Bats and then return to look for the missing child. If Wingbats staff are still unable to find the child, parents will be contacted by the Supervisor on duty to report the non-arrival of their child.

If children are attending a Junior after-school Club, parents should inform a Wingbats member of staff. Children will then be escorted to Wingbats by a Supervisor upon completion of the Junior club.

**Wing Bat sessions end at 6.00pm and a penalty charge of £15 per child for every 15 minutes delay will be charged.** Whilst we appreciate that occasional unavoidable delays can happen, we do require those collecting a child to telephone the club on **07957 498981** at their earliest opportunity.

In the event of a parent failing to notify the Club on its mobile number and not arriving to collect, contact numbers will be called. If by 6.30 pm no arrangements can be made via the parents or the contacts then Social Services will be informed. If the contact collects the child and the parents have not been in touch, then Social Services will be advised of the child's whereabouts.

If parents persist in late collections, the Club reserves the right to withdraw the child's place.

**The club has instigated a Password system for adults to use when collecting children if the club does not have prior notice of the arrangement. This password is chosen by the parent and is unique to that child. If the correct password is not given to the Duty Manager, enquiries will have to be made with the parents concerned before the child is allowed to leave the club. These procedures are in place to ensure the safety of the children.**

## **Inclusion & SEN**

Wingbats is committed to

**Treating all children in our care with equal concern and without prejudice to their religion, racial origin, cultural background, gender, disability or special needs.**

We have an equal opportunities policy and welcome those children with special educational needs subject to individual arrangements. Our staff are very experienced with SEN and regularly attend training to ensure their skills and knowledge are up to date.

## **Early Years Foundation Stage**

The Early Years Foundation Stage (EYFS 2015) applies to all Reception Year children in the Club. It is a legal framework which provides a set of requirements that we adhere to in order to ensure that these children are safe and healthy and that they are supported to learn and develop to their full potential.

## **In the event of an emergency**

Wingbats will follow the school's Emergency Plan procedures which includes evacuation to the outside assembly area in the event of a fire.

## **Policies**

All policies are available for Parents & Carers to view in the Parent Policy Folder.

## **Complaints**

The success of the club depends on co-operation and sharing between those involved. Parents should address any complaints or comments to the staff in the first instance.

Should you wish to take the matter further, your comments should be addressed in writing to:

The Management Committee  
Wing Bats After School Club  
West Byfleet Infant School  
Camphill Road  
West Byfleet  
Surrey KT14 6EF

Comments may also be addressed in writing to:

OFSTED Early Years  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Quoting Ref: EY227538

## Terms & Conditions

1. Children must be collected at the agreed time. The sessions end at 6.00pm.
2. Should arrangements be made at any time for another adult to collect any child/ren, the Duty Manager in charge must be informed and, where possible, introduced to the adult concerned. The password should be used if appropriate.
3. Adults collecting children must present themselves to a member of staff and sign the Collection register before escorting the children from the Club.
4. Unless it is requested or optional as part of any activity, children should not bring any toys, games or valuable items to the site. They should not bring money unless specifically requested.
5. Behaviour in the Club that is considered by the Manager to be unacceptable and/or inappropriate will not be tolerated. Continuous disruptive behaviour by any person (child or adult) will be reported to the Management Committee. This will be followed by discussion with other staff and the person(s) concerned. The Committee reserves the right to exclude any person from the Club should such incidents occur.
6. Respect for, and proper use of, all property, equipment and the premises is essential and must be maintained by all persons at all times.
7. All information exchanged by any person involved with the Club must be kept strictly confidential.
8. The success of the Club depends on the co-operation and sharing between all involved. Parents should address any comments they have to the Manager, in the first instance.
9. The club has a membership fee per child which is initially payable on joining and thereafter annually in September. Failure to pay this fee will result in cancellation of membership and regular bookings.
10. Regular bookings must be made for a minimum of a half term.  
A regular booking is defined as the same day or days every week.

Regular bookings must be paid a minimum of monthly in advance. Post-dated cheques will be accepted. The club's preference is a half term in advance.

**No refund will be made for any booked sessions not used.**

Ad hoc bookings can be made, if there are free spaces, up to one month in advance.

Regular bookings in place at the end of a half term will be carried forward to the following half term (if required). All other bookings will be considered on a first come first serve basis thereafter.

Variations to regular bookings will require a minimum of one month's notice. Whilst every effort will be made to accommodate changes there can be no guarantee that requirements will be met.

11. Payments must be made by cheque, childcare vouchers or directly into the Wing Bats bank account wherever possible. Cash payments may only be made via the school office. The club will not accept cash payments via the sessions.
12. Parents are required to notify us if the session is not required, for whatever reason, to enable us to maintain security levels. This applies especially to children who do not attend West Byfleet Infant School.
13. Any emergency booking for the day must be made directly with the Infant School Office, subject to availability, and paid for at time of collection.
14. All bookings for Junior children must be made via the Infant School.
15. Junior children will be collected from the Junior School at 3.20 pm and escorted to the Club. Children attending after-school clubs will be expected to report to the escort meeting the children. They will be escorted to Wing Bats at the end of their club. Should any child from the Junior School not report to the escort, the Duty Manager will search for the child and will contact parents if unable to find the child.
16. Wing Bat sessions end at 6.00 pm. Owing to many incidents of late collections, the Management Committee find it necessary to impose a penalty of £15 per child for every 15 minutes, or part thereof, delay on any late collection. This penalty is to compensate the Duty Managers who have the responsibility of supervision. Occasional unavoidable delay cannot be helped and although we are sympathetic to unforeseen circumstances, we have good and caring staff and they should not be taken for granted. Persistent offenders, in particular any parent collecting their child after 6.00 pm three or more times in a single academic year, will have their child's place at Wing Bats removed.
17. A late payment charge of 5% of the amount owed will be applied to all balances outstanding for more than three months. Further late payment charges, at the same rate, may be applied after this period and the Club reserves the right to remove a child's place at Wing Bats if fees remain unpaid for more than six months.
18. Please note that in the event of a parent failing to contact the Club on the mobile or school answer phone and not arriving to collect, contact numbers will be called. If, by 6.30 pm no arrangements can be made via parents or contacts, then Social Services will be informed. If, however, a contact collects and the parent has not been in touch, then Social Services will be advised of the child's whereabouts. Parents must make every effort to inform the Club on the mobile number that they are running late.
19. The club has a Password system for use when a child is to be collected by someone not known to the club. This password is chosen by the parent and is unique to that child. If the correct password is not given to the supervisor enquiries will have to be made with the parents concerned before the child is allowed to leave the club. Please ensure you have a password for your child and that it is only known to the club and the person collecting your child.
20. Should any parent post negative, inappropriate or derogatory comments about Wing Bats on Social Media sites the Management Committee reserves the right to withdraw that family's place at Wing Bats.

January 2017