

BREAKFAST AND AFTER SCHOOL CLUBS



Parent's Handbook
2024 – 2025

Mytime Active

Mytime Active is an integrated wellbeing provider and trusted experts in the areas of healthy lifestyles, fitness, , and childcare.

We offer a wide range of activities with over 100 products and services across swimming, gyms, group exercise, golf, bowling, soft play, out of school provisions and social events for all ages.

We are very proud to be a social enterprise and an independent charity. This means we charge affordable prices, and we reinvest all of our profits into our facilities, services and programmes, as well as into community activities. In other words, we reinvest all our profits back where it matters most – the long-term wellbeing of our local community.

About our Out of School Clubs

We operate Monday to Friday term time only

Breakfast Club from 7:30am to start of school day

After school Club from the end of the school day until 6pm

We are located in:

Alexandra Junior School (Breakfast and After School Club)

Harris Primary Academy Kent House (After School Club)

St Nicholas CoE Primary School (Breakfast and After School Club)

Unicorn Primary School (Breakfast and After School Club)

Aims

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

What we offer

We plan and deliver a range of activities. Children are free to choose from the variety of play equipment that is available to them or partake in an adult led activity each day. Although we

are not expected to follow the EYFS we agree with its importance and therefore aim to provide activities that cover all areas of the EYFS learning objectives.

Due to the nature of our company values, health and wellbeing are an important part of our service. We provide healthy snacks and physical activities at every session across all our after-school clubs.

The food we provide at the Club is not intended as a substitute for a main evening meal. We promote independence, by encouraging the children to help to prepare their own snacks, and to clear away after themselves. We meet individual dietary requirements and parental preferences wherever possible and ensure fresh drinking water is always available.

Sample Menu – Each snack is served with seasonal fresh fruits and salads

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	<ul style="list-style-type: none"> • Cereals: <ul style="list-style-type: none"> ○ Porridge ○ Weetabix ○ Cornflakes • Wholegrain toast • Plain yoghurt • Spread for toast 				
Week 1	Beans on Toast	Cream Cheese and Cucumber Bagel	Chicken and Fresh Coleslaw Pittas	Tortilla Wraps with Tuna, lettuce and Sweet Peppers	Super Savoury Rice
Week 2	Muffin Pizza Faces	Vegetable Couscous	Macaroni and Cheese	Roll with Hummus, Carrot and Cucumber Sticks	Tortilla with Chicken and Sweetcorn Salsa
Week 3	Pitta and Hummus with Fruit Kebabs	Cheese and Chicken Muffin with Carrot and Cherry Tomatoes	Soup with Roll	Chicken/Cheese/Tuna Sandwiches	Spaghetti Pasta with lettuce and Carrot Sticks

Staffing

Our employees are safely recruited in line with the ‘Keeping children safe in education’ guidance.

No employee enters a registered setting until they hold a current DBS certificate, the details of which are shared with the school. We are committed to safeguarding and regularly review and update our safeguarding policy and procedures.

We aim to ensure managers hold level 3 childcare qualifications and other Staff are encouraged to hold or study for a relevant childcare qualification, which we can source through a partnership agency. Most of our staff have significant experience of working with children and undertake continuous professional development training. All staff are trained in Paediatric First Aid, Food Safety L2 and Safeguarding Awareness.

Some employees also have designated roles:

- Designated Safeguarding Officer
- Designated SENCO (special educational needs co-ordinator)
- Designated fire safety officer

We maintain a staff/child ratio which is in line with Ofsted guidelines and ensures the safety of your children in our setting. Ofsted no longer stipulate a specific ratio; therefore, we work based on no more than 1:10 staff: child ratio (1:15 in exceptional circumstances).

We will ensure there are always 2 members of staff on site. Except in exceptional circumstances whereby the manager holds a level 3 qualification, a risk assessment has been completed and there are other professionals on the premises at the time (i.e., teachers/site manager)

If you have a query or concern at any time, please speak to a member of staff at the club upon collection of your child. If you prefer to arrange a more convenient time for a meeting, please contact the manager (contact details are at the back of this Handbook).

Policy & Procedures

The club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to always consult.

Induction

You and your child are welcome to visit the club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session, time will be set aside for an induction. The induction will include running through club's rules and routines (including mealtimes, collection, children's meetings), and introducing your child to the staff and other children.

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

Additional needs

We make every effort to accommodate and welcome any child with additional 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 the club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Arrivals and Departures

Our staff collect reception and years 1 and 2 children from their classrooms and escort them to the club, key stage 2 children walk to the classroom or meeting point independently. When the setting is held on school premises, some older children may be sent directly to the setting by their teachers if it has been agreed by the school and the Childcare Leader.

A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

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. We will not release your child into the care of a person unknown to us without your authorisation. Persons collecting children from the childcare setting must be aged 18 or over. In some circumstances it may be agreed that children can be collected by older siblings, but they must be over the age of 14. Before an older sibling is authorised to collect the child from the setting, the Childcare Leader must obtain written authorisation from the parent. This must include the name, date of birth and mobile number of the person collecting.

The club finishes at 6pm, if you are delayed for any reason, please telephone the club to let us know. A late payment fee of £15.00 per 15 minutes will be charged if you collect your child after the club has closed.

If your child remains uncollected after 6.30pm 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 late collection Policy and contact the Social Care team.

For full details see our 9.1.5 Arrival and Departures Procedures and 9.1.12 Late Collection Procedures

Child Protection

We do our utmost 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 comply with local and national child protection procedures and ensure that all staff are appropriately trained.

For full details see our 2.5 Safeguarding Policy and 6.1 Safeguarding Procedures

Behaviour Management

We will not tolerate anti-social or harmful behaviour. We have behaviour management strategies in place to encourage and promote positive behaviour and in the event a child's behaviour is identified as a risk to themselves or other children we may need to discuss the appropriateness of the child's continued attendance as per the Behaviour Management and Suspensions and Exclusions Policies. We will not tolerate bullying, aggressive, confrontational, or threatening behaviour; or behaviour intended to result in conflict from any person, whether a parent, carer or visitor.

Our club 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.

For full details see our 9.1.4 Anti Bully Procedures & 9.1.6 Behaviour Management Procedures

Accidents & Illnesses

We are unable to care for children who are unwell. If your child becomes unwell whilst at the club, we will contact you and ask you to make arrangements for them to be collected.

Please inform the club leader of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send he or she to the club for 48 hours after the illness has ceased.

Every precaution is taken to always ensure the safety of the children and the club 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 6.5 Accidents, Incidents and Dangerous Occurrences Procedures.

Medication

Please let the club leader know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the club you will need to complete a Permission to administer medication form in advance.

For full details see our 9.1.3 Administering Medication Procedures

Customer feedback

We regularly invite all customers to give feedback on their experiences with us. You may use the comment cards at your club, speak to or email the site leader directly or write to us.

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to arrange a meeting with your child's key person or the club leader.

Mytime Active Customer Charter P2.20

Our customers are positively at the heart of everything we do. We invest in deep understanding of our customers so that we can deliver the most effective programmes and services with measurable wellbeing outcomes. We take an integrated approach to improving the wellbeing of our customers by helping them to be more active, to eat well, to be positive and connect with others as a result of participating in a Mytime Active programme. Each of these outcomes is an evidenced pathway to wellbeing. We promise our customers that:

- We will provide a range of wellbeing programmes and services for all ages and abilities. Everyone is welcome. We aim to make it easy to for everyone to improve their wellbeing. We will always interact positively, professionally, and proactively
- We can be trusted to deliver our programmes professionally and personally. We strive to maintain the highest possible standards
- We aim to continuously improve our programmes and services to better meet the wellbeing needs of our customers and communities
- We provide accessible routes to obtaining customer feedback include in person, written and proactive surveying
- We aim to respond within 72 hours and resolve within 7 days to customer complaints or suggestions.

Our Belief

At Mytime Active we have a simple core belief; we want everyone to get more out of life. For us that means being active, exercising and eating well, as well as feeling positive and being part of good social networks. All of this contributes to a feeling of wellbeing, and to us all living longer healthier and happier lives. Our goal is to increase the levels of wellbeing in our core communities. We will achieve this in a sustainable way through excellence in our people, policies and practice.

Our Values

- #Show Passion: We get a huge sense of pride from doing work we love that place us at the heart of the community, making a positive impact to the wellbeing of those in our neighbourhoods.
- #Own It: We all have a role in achieving our purpose. We are professional and personally committed to improving wellbeing in our local communities.
- #One Team: We are better together. We are united by our team spirit, that inspires us to reach new heights and keeps our feet on the ground.

Payment and fees

Booking option	Price Breakfast Club	Price After School Club
Subscribed Members A regular member with an annual subscription	£8.50	£16.50
Temporary Members A non-regular member booking on an ad-hoc basis	£10.50	£18.50
Emergency booking Attendance at site without pre-booking Less than 24 hours' notice	£13.50	£26.00
Late collection fees Customers will be charged for each 15 minutes that they are late for collection of their child	N/A	£15 every 15 minutes

Fees are payable in advance by stripe, childcare vouchers, tax free childcare, Student Loan Grant payment.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given). We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated.

Club Contact Information

Site: Breakfast & Afterschool Club @ Alexandra Junior School

Alexandra@mytimeactive.co.uk

Mobile: 07512 602069

Site: Afterschool Club @ Harris Primary Academy Kent House

Kent.House@mytimeactive.co.uk

Mobile: 07512 601930

Site: Breakfast & Afterschool Club @ St Nicholas CoE Primary School

St.Nicholas@mytimeactive.co.uk

Mobile: 07512 602221

Site: Breakfast & Afterschool Club @ Unicorn Primary School

Unicorn@mytimeactive.co.uk

Telephone: 020 8658 0282 Ext. 4

Bookings Contact Information

play.bookings@mytimeactive.co.uk

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 1231

Bromley Safeguarding Children Partnership

LADO (Local Authority Designated Officer): 0208 461 7775 / 0208 313 4325

Children's social care: 0208 461 7026 / 7373 / 7379

Email: mash@bromley.gov.uk

Out-of-hours Emergency Duty Team: 0300 303 8671

Mytime Active is the leading social enterprise that changes people's lives

Company Number 4809606 Charity Number: 1102460

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