



Sunflower Club

Parent/Carer Handbook

Telephone: 07950 471612

Email manager@sunflowerclub.co.uk or deputy@sunflowerclub.co.uk

About the Club

Sunflower club is registered with Ofsted (no: EY544587) We are a registered charity, who work closely with, and are based, in the school hall and classrooms of Recreation Road Infant School.

The club is open from 7.45am to 6pm during term times and we also offer some holiday clubs.

Our Aims

- To provide a happy, welcoming place where all children are valued
 - To have strong partnerships with parents
 - To ensure the safety and welfare of each child
- To provide safe, stimulating and varied play opportunities whilst encouraging fair play within a sharing and caring environment.

What We Offer

Sunflower Club follows the Playworker Principles so the children can make choices in their play activities and resources. There will always be a selection of activities and resources available which will include board games, craft, construction, fine motor activities, physical play, books & small world.

Staffing

Sunflower Club is managed by a qualified & experienced Manager, Deputy Manager and supervisor who are assisted by Playworkers and assistant playworkers. All staff are required to undertake a Disclosure and Barring Service check and, prior to commencement of employment will have to supply two written references.

All staff receive child protection training and at least 2 members of staff attend Designated Safeguarding Lead training. We aim that at least half of the staff hold a paediatric first aid qualification.

Staff wear lanyards for identification. Photographs and names are displayed on our notice board.

Policies and Procedures.

Our last Ofsted Inspection was carried out in August 2025 and Sunflower Club fully met all requirements. You can view the full report on our website.

All our policies and procedures are available on the Sunflower Club website or please ask the manager for a paper copy.

Safeguarding Policy

In accordance with the Children Act 1989, & 2006 and the Protection of Children Act 1999, we have a responsibility for promoting and safeguarding the welfare of children.

Our policy outlines our role and the procedures and guidelines we will use with the aim of protecting all children in our care from harm.

Where necessary we will liaise with local and national child protection agencies and be led by local policies, guidelines and procedures.

Terms and conditions

Admissions

Our club aims to be accessible to all children and families from our local community. Admission is organised by the Manager and we use a waiting list system which is operated on a first come first served basis. Siblings will be given priority. We require a completed set of registration forms for your child before they can attend the club.

Payment of Fees and Cancellations

Fees are payable in advance and are invoiced direct to you half termly.

Payment is required within 10 days of receipt of invoice and can be made by bacs, childcare vouchers and the tax-free childcare scheme.

Non-payment of fees or continued late payments will jeopardise your child's place at club.

Parents will be expected to pay for all booked sessions regardless of attendance.

Should you wish to cancel your booking we require 4 weeks' notice in writing.

Fees will be due for this period regardless of attendance.

Arrivals and Departures

You and your child are welcome to visit the club before your child's first day so that they can familiarise themselves with the setting. Please speak to the manager to organise this.

Breakfast Club 7.45 to 8.50am

When bringing your child to breakfast club please ring the entrance bell to be let in and bring your child to the school hall door where a member of staff will welcome them.

Breakfast is served until 8.30am.

Children can arrive any time from 7.45am and will be escorted to their classrooms at 8.50am ready to start the school day.

After School Club 3 to 6 pm

Children are collected with their belongings from their classrooms by our staff and escorted to Club. They are offered a drink and a snack of cracker/bread stick and pieces of fruit and vegetables.

We all join together on the carpet for a story and quiet time before we start our activities.

From 3.50 to 5.15pm children are offered a light healthy snack tea, such as toast, pitta, french bread, wraps, pasta, noodles, spaghetti hoops, baked beans and a selection of fruit, vegetables, couscous, coleslaw, dried fruit, grated cheese, malt loaf, tuna. We DO NOT claim to offer your child their evening meal, merely a healthy snack to keep them going until they go home.

We have a water station area for the children's water bottles and staff are present to refill these or children can help themselves from a jug.

Going Home

Please ring the entrance intercom at the gate and a member of staff will let you in to make your way to the hall door. Please close the gate behind you and refrain from letting other families in or out.

Your child will collect their belongings, and a member of staff will sign them out on the register as they leave with you. Please wait for a member of staff to let you out.

If someone not named on the registration form comes to collect your child, we are unable to let them through the gate unless we have permission from you.

Your child must be collected by 6pm at the latest.

In the event of a delay in collecting your child please notify us as soon as possible. Late collections will be charged at £12.00. If parents/carers are persistently late the Club will enforce a 5-strike rule. On the 4th strike within the academic year, a meeting will be arranged to help avoid a 5th strike where a child's place will be immediately terminated.

Uncollected Child

If for some reason a child has not been collected, the Manager, Deputy or Supervisor and one other will stay with the child to reassure and care for them. If no contact can be made within 30 minutes after club has closed, the manager will contact Children's services and the chairperson.

In the event of Children services being called the responsibility for the child is passed to the Child Protection Agency.

Sunflower Club are committed to building a 'culture of safety' in which the children in our care are protected from harm and abuse. Any suspicion of abuse is promptly and appropriately responded to.

General Information

Bookings

A completed registration form is required for each child attending.

Spaces are allocated on a 'first come first served' basis. Accepting the offer of a place will book this space for the current academic year.

A £50 non refundable registration fee is required to secure your places.

Equal Opportunities

We are committed to taking positive and proactive steps to ensure that we provide a safe, caring and welcoming environment, which promotes and reflects cultural and social diversity and is equally accessible to all.

We aim to achieve an environment free from discrimination and will endeavour to challenge both direct and indirect discrimination in our decision making, employment practices and service provision.

We aim to treat all children and their families with equal concern and value.

Special Educational Needs &/or Disabilities

Sunflower Club will make every effort to accommodate and welcome children with special educational needs and/or disabilities. We work with parents/carers and school staff to fully understand the child's specific requirements.

We are unable to provide 1 - 1 cover for a child without additional funding.

Behaviour

We follow the school rules regarding behaviour to ensure consistency for the children whilst at club and have a clear Behaviour Management Policy.

We expect good behaviour and respect from children and all staff.

We use various techniques to encourage good behaviour which always includes lots of praise. We use distraction techniques and discussion for unacceptable behaviour.

We do not tolerate bullying or name calling.

Behaviour (adults)

We will not tolerate, bullying, aggressive, confrontational or threatening behaviour from any person.

Sunflower Club is a place of safety and security for the children who attend and staff who work there. We reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Health and Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at Club we will contact you and ask you to collect them. If your child has sickness or diarrhoea, please do not send them to club for 48 hours after the last bout of illness.

Accidents/First Aid

Should your child have an accident i.e. fall or bump whilst at club, trained first aid staff will offer appropriate treatment and if needed, complete an accident form. You will be verbally informed of the accident and asked to sign the form alongside a member of staff.

Medication Forms

All medications must be prescribed and have the original label with the child's details attached. These will be signed on to a medical consent form before administered by first aid trained staff.

Emergency School Closures

From time-to-time Recreation Road Infant School may close in an emergency, ie. snow.

These closures are unplanned and therefore entirely out of control for Sunflower Club.

In these circumstances the Club will charge parents in order to pay staff. Should the school be closed for 3 consecutive days or more, we will consider reimbursing parents from day 4 of closure for any sessions they have paid for and unable to use.

Sickness/non-attendance

Please contact us (text is preferable) if your child will be absent through sickness or any other reason.

If a child on our register is not available for collection, staff then need to check with class teachers to try and locate your child. This takes time and causes worry for the staff and disruption for your child and others.

Text 07950 471612 or email manager@sunflowerclub.co.uk or deputy@sunflowerclub.co.uk

Appropriate Clothing and Belongings

In cold weather, parents are encouraged to provide a warm coat or raincoat and appropriate footwear and in hot weather, sunscreen and a sun hat for their child. It is easier if children are in clothing that they can easily remove to go to the toilet, and for them not to wear costumes and masks.

Please ensure clothing is named.

Please do not allow your child to bring items from home to school or club as they can get lost or broken and can be distracting.

Complaints Procedure

If you are concerned about any aspect of the club, please speak to Lorna Howard, Manager or a member of the Management Committee in the first instance.

Our chairperson can be contacted via email at chair@sunflowerclub.co.uk

To contact Ofsted Early Years, the address is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD or Tel: 0300 123 1231. Email: enquiries@ofsted.gov.uk

The Management Committee

The Sunflower After School Club CIO 1170069, (Charitable Incorporated Organisation) functions as a registered charity. Although the Club operates within Recreation Road Infant School it is a totally independent organisation which is managed by a Management Committee, made up of a minimum of 6 parents whose children attend the Club or school staff. They are recognised by Ofsted as the Registered Person(s) and are involved in 4 main areas of Sunflower Club. These are: (1) managing the Sunflower Club (2) finance of the Sunflower Club (3) policies of the Sunflower Club and (4) quality of the provision. We are reliant on the support of all the parents whose children attend.

The committee meets half-termly with the Manager & Deputy. If you have any skills that you feel you can offer us, we would love to hear from you.

The club holds full public and employer liability insurance so that all staff and children are insured against accident or injury.

Pledge to Parents

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

- Always welcome you to discuss our work or have a chat.
- Keep you informed about our opening times, fees & activities through regular communications
 - Be consistent and reliable to enable you to plan for your child's wrap around care with confidence and peace of mind.
 - Share and discuss your child's achievements and experiences.
- Invite you to our committee meetings to enable you to be involved in decisions about the running of the Club.
 - Listen to your views and concerns

Further Information

If you require any further information about our Club please contact the Manager, Lorna Howard or Deputy Suzanne Phillips on **07950 471612** who will be happy to talk to you.

Visits can be arranged at a suitable time.

Or email: manager@sunflowerclub.co.uk or deputy@sunflowerclub.co.uk