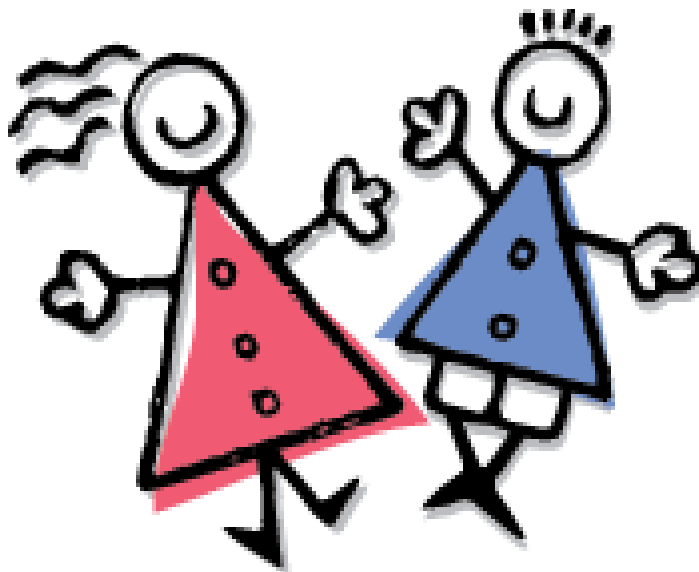


Ghyllside Out of School Club

Parents' Handbook

2025 - 2026



About the Club

Ghyllside Out of School Club is registered with Ofsted (Registration No EY5449849) and is based in the Early Years Unit of Ghyllside School. The club is open from 8.00am - 8.45 am (Breakfast Club) and 3.20pm - 6.00pm (After School Club) weekdays, during term time. We also offer holiday care from 8.00am to 6.00pm.

You can download our last inspection report here: [Ghyllside Out of School Ofsted Report 2022](#)

We are based in the EYFS unit at Ghyllside School. We use the Nursery and Reception classrooms, the school hall and the Neighbourhood Centre. The club has the exclusive use of the extensive Nursery gardens and has its own toilet and kitchen facilities.

Aims

At Ghyllside Out of School Club 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

Our Club follows the Play work 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 dressing up, home corner, craft, board games, construction, drawing and mark making, physical play, sand, sewing, small world and reading. In addition, other resources are available for the children to select from our equipment library.

What we provide

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. 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. 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 have a set snack time which we promote as a sociable activity. The large number of children that attend the club precludes us from allowing the children to eat when they choose. Food is always consumed whilst the children are seated.

Staffing

Our Club is staffed by a manager Marie-Anne Williamson, deputy managers - Rachel Braithwaite and Kealey Johnson and two or more playworkers. In addition, we occasionally have volunteer staff. Our aim is to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain a staff/child ratio of 1:8 for all children.

Staff also have designated roles:

Marie-Anne Williamson: Special Education Needs Co-ordinator

Equalities and Inclusion Co-ordinator, Health and Safety Officer: Marie-Anne Williamson Fire Safety Officer

Wayne Lees (Ghyllside School Site Manager)

First Aid Co-ordinator: Marie-Anne Williamson,

EYFS Key Person: Julie Robinson

EYFS Key Person: Michelle Dixon,

EYFS Key Person: Shelley Whitehead

Child Protection Officer: Marie-Anne Williamson

Lauren Marshsall (Administrative Assistant): Data Protection Lead

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 manager (contact details are at the back of this Handbook).

Organisation

Ghyllside Out of School Club is run as a Charitable Incorporated Organisation / not for profit organisation, employing eleven staff (03.02.2026) staff. We enjoy a close working relationship with Ghyllside Primary School in order to ensure continuity of care, and to maintain good communication links.

Policies and 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 consult at all times.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is. See our Admission and Fees Policy for more details. We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Breakfast and After School Club places are booked and paid for through the online company:

[Parent and carers childcare booking system](#)

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

The current fees are

After School Club:	£ 8.00 for the first child and £7.00 for siblings
Breakfast Club:	£4.00 per session
Holiday Club Full day:	£27.00 (£25.00 for siblings)
Half day (8-1 or 1-6):	£17.50 (£15.50 for siblings)
School Day (9 - 3):	£21.00 (£19.00 for siblings)

Fees are payable in advance by bank transfer, Tax-Free Childcare or childcare vouchers. We accept vouchers from the following childcare voucher schemes Computershare Edenred Sodexo

Co-operative Childcare
Kiddivouchers
Care4
Busy Bees
Enjoy Benefits
Fideliti
Childcare Choices - the Government scheme
Childcare Grant Payment Service - for parents/carers at University.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick unless we are given two weeks notice.
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. If you are having difficulty paying fees, please speak in confidence to the Manager.

Changes to days and cancelling your place

You must give us two weeks' notice of termination, or of changes in attendance. You can cancel sessions using the online booking system. Please click the 'summary' tab at the top of your 'home page' on the website, you will then be able to cancel sessions. If you are having any difficulties please contact Mrs Williamson or Mrs Marshall.

Temporary changes

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

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.

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. Please contact the Manager to arrange this.

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 snack and meal times, collection, children's meetings), and introducing your child the staff and other children.

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

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff will accompany Reception, Year 1, Year 2 and Year 3 children to their classrooms after breakfast Club and settle them in their classrooms. Children in Years 4,5 and 6 are taken to the main school playground to line up prior to school opening.

Our staff collect Reception children from their classroom and escort them to the Club. A register is taken when children arrive in our care, and are signed out by a member of staff when they are collected when you collect them. Children in Years 1,2,3,4,5 and 6 are escorted to the Club at 3.20 by a member of school staff.

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, nor will we release a child into the care of a person who is known to us unless you have given us your permission.

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

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5.00 per 15 minutes per child will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 6.30pm [30 minutes after your club 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

Our Club 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 the Club's 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 the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is available to all parents and carers.

The Club 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 cooperative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Club 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 the Club 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 the Club. 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. 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. See our **Aggressive Behaviour Policy** for more details.

Illness

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 do not send your child if they are unwell.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Club for 48 hours after the illness has ceased. See our Illness and **Accidents Policy** for more details.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, 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 Illness and Accidents Policy**.

Medication

Please let the Manager 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. 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 to the Manager or any other member of staff. You may also discuss any concerns with any of the Club's trustees

Verbal complaints will be brought to the attention of all staff for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Ghyllside Out of School Club at any time.

Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

A full copy of our **Complaints Policy** is available on request.

Privacy Notice

At Ghyllside Out of School Club we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email and post so that we can send you information about your child, our Club and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

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:

- 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 special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Ghyllside Out of School Club c/o Ghyllside Primary School,
Gillinggate,
Kendal,
Cumbria
LA9 4JB

Club mobile number: 07890 786801 (Please leave a voice message if there is no reply.)

Ofsted Registration No: EY 549849

Correspondence Address: Ghyllside Out of School Club c/o Ghyllside Primary School,
Gillinggate,
Kendal,
Cumbria
LA9 4JB

E Mail Address: ywilliamson@ghyllside.cumbria.sch.uk

Tel (Manager): 01539 814930

Ghyllside Primary School: 01539 814930

Club Staff

Manager: Marie-Anne Williamson
Deputies: Rachel Braithwaite
Kealey Johnson

Playworkers: Michelle Dixon
Chloe Bainbridge
Joanna Holloway
Gary Manning
Julie Robinson
Shelley Whitehead
Steph Baxter

Administrative Assistant: Lauren Marshall

Club Trustees

Nominated person: Marie-Anne Williamson
Chair: Marie-Anne Williamson
Treasurer: Nicola Audin
Secretary: Lauren Marshall
Trustee: Huw Davies
Trustee: Etain Gibson

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Learning Improvement Service
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