PARENTS' HANDBOOK

Welcome aboard everyone, we do hope you find this useful about the club

High Flyers is a registered provider with Ofsted and is based primarily within Oxfordshire and expanding to other counties. The club is open from straight after school until 5.30pm/or 6.00pm weekdays, and at some schools for breakfast starting form 8am during term time. Please check with your individual school for times and days. We also offer holiday care during the holidays at some schools.

Here at High Flyers Oxford, we stimulate and inspire young minds through play, new experiences and having fun together, with children at the heart of everything we do. Providing high-quality breakfast, after-school, and holiday clubs for over 10 years within Oxfordshire, our provision carefully combines the freedom of unstructured play, with the right mix of planned activities, for reception to year 6 children.

High Flyers Oxford offers a no-guilt alternative to childcare, making parents lives simpler whilst ensuring their children have fun and a well-rounded experience, in a club where they feel that they belong.

Encouraging teamwork, kindness and creative thinking to help all of our children become confident and happy 'High Flyers', supported by a team of dedicated and caring staff members, putting the children first, in everything that we do.

Play

We believe High Flyers is magical for all children, due to our play ethos. This is what children do best!

Seeing the children play freely, giggling, using their imagination and having the freedom to do so, is what inspires us. All staff are trained and mentored in how to facilitate and extend play and all opportunities are made the most of!

If you are looking for ideas to do at home please ask a member of staff, we would love to share some ideas with you or direct you to useful websites for ideas.

Aims

At High Flyers 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

High Flyers 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, computer games, physical play, cookery, and reading.

Website:
www.highflyers.org.uk

Contact:
07766290242

Email address:
highflyersclub@hotmail.co.uk

Our Crew

Everyone that works at High Flyers has been appointed due to their experience with children, their kind nature and their desire to create a safe and happy environment for the children.

Training is something we renew on a regular basis, and all staff have enhanced DBS checks, for safeguarding reasons. Our staff have wide ranging experience from Teachers, Teaching Assistants, Cabin Crew, Business, childcare professionals and a cook. Between us we make an awesome team.

Safeguarding officers: Alison Ighani , Nicola Herbert and Cheryl Evans

Special Education Needs Co-ordinator: Cheryl Evans

Equalities and Inclusion Co-ordinator: Alison Ighani

Behaviour officer: Nicola Herbert

Health and Safety Officer: Alison Ighani

EYFS Key Person: Ask the manager at individual settings, all FS children have one.

Child Protection Officer: Alison Ighani

Data Protection Lead: Alison Ighani

See our Facebook, Instagram and website for information and updates on our wonderful staff.

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

High Flyers is run as a private business. We enjoy a close working relationship with all our schools in order to ensure continuity of care, and to maintain excellent communication links.

Policies and procedures

High Flyers 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 electronically.

REGISTRATION & BOOKING

Admission to the club is all done through the online booking system, and we use a waiting list system on the booking system to see demand. See our **Admission and Fees Policy** for more details. (Details of booking at the back of this book or on our webpage)

We require a completed registration within the booking system, for your child before they can attend the club. Your information will be treated as confidential.

If your child has any medical, dietary or additional needs, please call us in the first instance. as our 'free' play environment isn't always suitable for all children, but we will always try to accommodate as best we can.

Session price (some sessions or times are not available at all clubs, please see the individual page on our website) we offer a **Sibling discount of 10% if booked together at the time of booking.**

We pride ourselves on being as flexible as possible to accommodate your childcare needs. Parents can book any combination of days; they are not required to be set. This means if you work a shift pattern, you have the flexibility (if places allow) to book only what you need. Once your child is registered you can book in advance, for the whole year. If you need to book an 'on the day' session, please call school and let your child's teacher know and we will do the rest. The cut-off for bookings is 9 pm the night before**.** Any bookings made on your behalf after this time **will incur a £3** charge per child**.**

Changes to days and cancelling your place

You can cancel a session; the cancellation policy is 14 days. Only cancellations/ amendments outside the 14 days are automatically credited to your account.

Please complete all the registration details of all children. Once this is complete you can then book your sessions. You will need to book as much in advance as possible to secure your place and payment is needed for the 1st of every month, you can book until the end of the school year, in advance.

How to Register

https://highflyersoxfordlimited.ipalbookings.com/

It is easier to register on a main computer, and takes about 10 minutes to register.

Making a booking

'Book now' on the left-hand side,
'Book now' on either (breakfast and after school club) or (holiday club)
select your child
Click on your venue
Click on the club (breakfast / after school club)
Click on dates required
Click Pay
Pay options – click VOUCHER IF PAYING BY VOUCHER OR via ON LINE BANKING- there is no booking fee if paying by vouchers or Bacs/ Online banking.

You can book for the whole year. The system will generate a monthly payment option, but you will need to select that.

Payment

When paying online we accept various forms of payment. There is a booking fee of £2.50.

If you pay by BACS or voucher press 'voucher payment.' There is NO FEE

If paying on line BACs: High Flyers Oxford Limited, Barclays Bank PLC

SC 20 03 84 A/N 83967069

We accept most child care vouchers and Government Tax Free Vouchers. These are some companies that we are registered with below. For most you will only need our EY number (EY numbers can be at the end of this Handbook.). You may need an account number:

Busy bees – 140808

Edenred – P20864069

Computershare – 0018960974

Kiddivouchers

Kids unlimited

Co-op – 85107945

Sodexo – 833137

Care 4 – 06333903

R.G childcare – 20727259643

Employees for childcare

Please remember that we need to know if your child will not be attending High Flyers 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 and it would take valuable time to contact you to ensure your child is safe.

Contact details can be found at the end of this Handbook.

The Wallet

If you have sufficient funds in your prepaid wallet, you can use pay by wallet, please note this method is only to be used if you have funds in your wallet, you can fund your wallet anytime by clicking on 'add money to wallet', clicking payment.

If you have a negative balance, the system will not let you make any further bookings.

Online booking FAQ

Can I book just one session? Yes of course you can, as long as there are spaces available.

Can I book a term at a time? Or for the whole school year? Yes, you can book for the whole year; If you go onto the calendar, on the right-hand side you can click on: the day of the week you require and it will automatically book that day/ session you require.

How do I cancel/ amend booking? You go to bookings. On the right-hand side of your invoice there is a cancel icon, click onto that, scroll onto the date you wish to amend and click cancel. The dates will come up for you to amend / cancel.

If you cancel a booking within 14 days you will not be refunded, outside of that the system will automatically credit your wallet.

Can I cancel a session? You can cancel the session but as it is within the 14 days, the cancellation policy is such that payment for the session can't be refunded. Only cancellations/ amendments outside the 14 days are automatically credited to your account.

I have an incomplete transaction. This actually means that your child is not booked into the session. You can amend it by clicking on the invoice, it may just need the payment details adding to the system.

How can I check what I've booked? You can look at the 'calendar' or click on the blue icon 'invoice' then click on view dates.

I need to extend a session. That's fine, however this can not be done though the app…yet… please email accounts: highflyersclub@hotmail.co.uk

Why can't I book my child on to a session? There may be a number of reasons for this. You may not have filled in all the sections on registration. If you have a negative balance in your wallet. We maybe full. You may have 3 'pending transactions' waiting to be verified. Vouchers sometimes take a while to come through, so it's always best to pay a month in advance.

How do I pay? To pay simply click on Bookings, you will then see a list of your bookings, on the right against each booking there is a little **blue icon that says INVOICE**, click on that and you will then see all the outstanding amounts to pay as red **PAY NOW icons,** then click on the blue invoice icon and then click on the red pay now button.

Click payment method 'alternative payment' for vouchers or BACS payments. Please always use your child's name as a reference.

Top tip- whatever method of payment you have paid with; you have to let the system know.

How do I make a BACS payment? Click payment method 'alternative payment' and enter the BACS payment details. Please always use your child's name as a reference. High Flyers Oxford Limited, Barclays Bank Plc, Sort: 20 03 84 A/C: 83967069,

How can I pay with vouchers? If you pay by Vouchers, you press the pay, next to the blue icon invoice- Click payment method 'alternative payment' for vouchers or BACS payments. It asks you to enter a number/ Confirmation / Date from your provider. Once the payment is received, this is then verified. Please always use your child's name as a reference.

Why have I been charged a booking fee? The booking fee is for paying through the system. This is very quick and convenient, but understand that sometimes you may want to just pay for one session.

If you pay by vouchers, on line or BACS there is no booking fee. Click payment method 'alternative payment 'for vouchers or BACS payments. Please always use your child's name as a reference.

What if I forget to pay?

If the account is unpaid when items become due (by the first of the month) they will drop into your wallet as a negative balance and you will then have to clear your wallet before making future bookings. You do this by 'add money to wallet'.

The late fee of £15.00 is automatically added to all accounts if not paid on the due date.

How do I let you know if my child isn't attending on the day? You can go onto the system and add a note. This way, when register is taken, staff have confirmation that you child is not attending. Please let your child's teacher know.

Can I change my password? Yes, you just go onto your 'parent profile' then click edit and more information will come up on the screen, including your password. Then you can change.

How often are holiday clubs? And how do we book? Information is available on our website for what great things we do, and you book on the same system under HOLIDAY CLUB on the main page. We only have a few places available on our fantastic holiday clubs so book early.

GENERAL INFORMATION

Induction for your child

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, where possible.

During your child's first session time will be set aside for an induction. The induction will include running through Club expectations, routines and introducing your child to staff and the other children.

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

If your child is in reception class, they will be allocated a 'key worker' for you and your child to talk to. To make sure your child has a smooth transition, please keep in contact with any updates regularly.

Arrivals and Departures

Our Before and After School Clubs are situated within the school. The great advantage of this is that the children are in a familiar and safe environment and can easily transition from club to class and vice versa.

We will be able to collect children from other after school clubs or activities that are held on school site. Please let us know if your child will be attending one of these prior to attending High Flyers.

Please deliver your child to the door when dropping them off at breakfast and ensure that you sign your child in/out.

When a parent/carer or other adult identified on the registration form is unable to collect their child, we use a 'secure word' password system that you can add online.

The children must be collected by the finish time. Please call us if you think you will be late and a solution can be reached together. A charge of £10.00 charged if parents/carers are late.

If your child is not collected at the agreed time and the parent/carer has not advised the club of any delay, we will phone the emergency numbers given on the registration form in order to ensure your child is collected safely.

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

Child Protection

Our 'Child Protection Policy' is reviewed annually, in line with the government Keeping Children Safe in Education document and our local safeguarding board. If you have any concerns about a child or member of staff, please contact our named safeguarding officer Alison Ighani.

We take the wellbeing of the children very seriously and ask that when you collect your child that you do not use your mobile phone on site.

For more details see our **Safeguarding Policy** and our **Safeguarding Leaflets** at club.

Equal Opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community.

- 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 Educational 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. Please let us know before booking.

Behaviour (children)

Children and staff have created 'group agreements' together for acceptable behaviour whilst at High Flyers. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**.

High Flyers promotes an atmosphere of care, consideration and respect for everyone attending, including 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

We have 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 other attempts at behaviour management have failed, or if the environment isn't right for a child. We reserve the right to exclude a child. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: showing 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 High Flyers, we will contact you and ask you to make arrangements for them to be collected.

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. Our staff are trained in paediatric first aid. First aid kits are kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child, or straight away if more serious. 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.

Compliments & Complaints

We hope you will love High Flyers as much as the children do. We foster open and warm relationships with the children and parents and have become a club with a family feel.

If you have a complaint, please feel that you can discuss this with us at any time. We have a complaints policy and also a suggestion box for you to put forward your ideas.

Equally, if we have done something well, let us know so that we can ensure we do it again!

Compliments and complaints should be discussed in the first instance with the manager, who will be happy to listen and address any concerns.

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

Privacy Notice

At High Flyers 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 securely under the data protection act.

We will use the contact details you give us to contact you via phone, email, or text, so that we can send you information about your child, High Flyers and other relevant news, and 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
- engage a supplier to process data on our behalf (e.g. to take online bookings, or to issue invoices)
- have obtained your prior permission.

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 via emails and social media.
- 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 on collection.
- Be available to discuss decisions about running the club, and value your feedback.
- Listen to your views and concerns to ensure that we continue to meet your needs.

Website:
www.highflyers.org.uk

Contact:
07766290242

Email address:
highflyersclub@hotmail.co.uk

CONTACT INFORMATION

Please contact your manger in the first instance, either face to face or by texting or calling their mobile number.

Christopher Rawlins C of E Primary School
Aynho Rd, Adderbury, Banbury OX17 3NH
EY472762
Our mobile number: 07818 558680

Deddington C of E Primary School
Earls Ln, Deddington, Banbury OX15 0TJ
EY544226
Our mobile number: 07502 293 025

Kirtlington C of E Primary School
Heyford Rd, Kirtlington, Kidlington OX5 3HL
EY2645613
Our mobile number: 07379 102 111

St Mary's Catholic Primary School
Queens Ave, Bicester OX26 2NX
EY2588175
Our mobile number: 07887 925 866

Wood Farm Primary School
Titup Hall Drive, Headington, Oxford OX3 8QQ
EY2752142
Our mobile number: 07799550567

Middleton Cheney Primary Academy
Main Road, Middleton Cheney, OX17 2PD
EY2740776 Our mobile number: 07444 192465

Great Tew Primary School
The Green, Great Tew, Chipping Norton OX7 4DB
EY2784443 Our mobile number: 07798 672530.

Bloxham Church of England Primary School
Tadmarton Road, Bloxham OX15 4HP
EY2784047 Our mobile number: 07511570456

William Fletcher Primary School
Rutten Lane, Yarnton, Kidlington, OX5 1LN
EY2784047 Our mobile number: 07516727694

Gagle Brooke Primary School
Cranbury Avenue, Bicester, OX27 8BD
EY2842305 Our mobile number: 0765677938

You can call and speak to staff during club hours or inform staff via text message

Accounts Phone during office hours: 07766 290242 (Please leave a voice message if there is no reply.)

Email: highflyersclub@hotmail.co.uk

To book a place go to https://highflyersoxfordlimited.ipalbookings.com

Website: http: http://www.highflyers.org.uk/
Facebook https://www.facebook.com/highflyersoxford
Instagram https://www.instagram.com/highflyersoxford/

Oxfordshire Family Information Service

Tel: 01865 323 332

Worried about a child?

https://www.oxfordshire.gov.uk/residents/children-education-and-families/information-parents/family-information-service