

The Mary Bassett Lower School



Parent and Carer Handbook

We have designed our extended care setting with the needs of children at the heart of all we do. We aim to make  a place where children love to be and cannot wait to return to!

ABOUT THE CLUB

Our Setting & Admission

Our Club aims to be accessible to children and families attending The Mary Bassett Lower School. The setting is managed as part of The Mary Bassett Lower School (DfE no. 823/2176) and comes under the responsibility of the Headteacher and the Governing Body of the school.

As such, the childcare setting is Ofsted Registered with the number: [109508](#). The Fun Club is eligible for Tax-free Government Childcare and Childcare voucher payment schemes.

Admission to the club is organised centrally by Arbor - our Management Information System and is booked online. Our aim is to meet the growing need for high quality wrap-around care, and we are committed to expand the setting if the need increases over time. We hope this means that if you need our support with childcare, we will be able to deliver. It is helpful to know in advance if you are planning to use the facility so we can ensure there is enough staff to accommodate a higher number of children.

What we offer

Fun Club is available for children from Reception* and above for before and after school childcare. Fun Club follows the 'Playwork' 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: crafts, board games, construction, computer games, physical play and reading. In addition, other resources are available for the children to select from our equipment library. The planning follows termly themes to encourage play and activity to maximise understanding of the concepts explored.

**children are required to be toilet trained before accessing the setting due to the limitation of changing facilities in allocated spaces.*

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 available for you to view on the School Website (with links included in the Handbook for your convenience).

Staffing

Our setting is staffed by a Manager and a number of play assistants. We aim to provide a smooth transition between school and Fun Club. Using staff who have experience working within our established values and ethos, ensures that the setting maintains high expectations for what we can achieve for all children attending.

All of our staff have significant experience of working with children and undertake continuous professional development training. All staff members are DBS checked. We maintain recommended and safe staff/child ratios – our approach to staffing is about quality of experience NOT minimising cost to the school.

Staff also have designated roles that cover: Safeguarding, Paediatric First aid, EYFS Key Person, Fire Warden, Health & Safety, Food Hygiene & SEND support.

Bookings

Booking for the facility is mandatory and managed through Arbor. We highly recommend reserving the required slots on a half-term basis. This approach not only secures your child's place but also minimises the need for adjustments in the event of any changes to your circumstances.

If you are booking the facility for siblings or need evidence for Universal Credits, please email the office with the session dates as this will be dealt with separately to Arbor. If you need to make a change to an existing booking, two weeks' notice is required to avoid charges being made for these sessions.

Should your child attend the Language Morning Club on Thursdays, a reduced time slot from 7:45-8:10 is available to book. If your child attends an after school club, (a separate chargeable planned activity, typically running for one hour after school), we will not 'double charge' you for this time. Your child will be escorted to Fun Club following their club activity if you want care after 4:30pm.

Please note breakfast will be served until 8.15am and the school gates closed at 8.20am. If you are going to arrive later than this time please call the School Office on 01525 373017.

We will use a waiting list system when the need arises. The waiting list will be operated on a first-come-first-served basis, with the exception of siblings who will have priority for the same days as a sibling already attending.

Payment of fees

When booking on Arbor, fees are to be paid immediately. Please note, the system will generate an invoice for each session booked.

Regarding sibling and Universal Credit bookings, fees are to be paid monthly and an invoice will be sent to you with a payment deadline of the end of the month in which sessions are taken.

If your invoice is not paid, your child's place will be withheld until fees are paid in full or a payment plan has been agreed with the School Office. If you are having difficulty paying fees, please speak in confidence to the School Office.

Fun Club Session PRICE LIST - September 2025

Session	Cost
Morning from 7:45am	£5.60
Morning from 8:00am	£4.20
Afternoon until 4:30pm	£4.80
Afternoon until 5:30pm	£9.60

Afternoon until 6:00pm	£13.20
Afternoon from 4:30pm - 5:30pm	£4.80
Afternoon from 4:30pm - 6:00pm	£9.60

Fees are payable through Arbor, cash, bank transfer or Government Childcare/Childcare Vouchers.

The price per session per child applies to all children. This is payable for all booked sessions including sessions missed when your child is unwell. In cases of prolonged illness or specific medical circumstances, exceptions may be considered. If you are concerned about frequent absences due to your child's health, please contact the office to discuss your situation.

We do not charge for bank holidays and days when the school might close unexpectedly.

Changes to days and cancelling your place

If you want to cancel a booking or reduce the number of sessions you want, you need to provide two weeks' notice to avoid incurring the charge for pre-booked session(s). If you want to change the days that your child attends or extend hours on existing bookings, please contact the School Office on 01525 373017 or office@marybassett.co.uk. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending Fun Club for any reason. Even if you have informed your child's class teacher, you still need to notify the School Office as individual staff members across the school are not responsible to pass this information on to us. If your child does not attend a booked session without explanation, we will apply our 'missing child' procedure.

If you know in advance of any days when your child will not be attending during the following week, please inform a member of staff in the Fun Club or let the School Office know for our records.

Late collection of children

If you collect your child after your booked session has ended, an additional fee will be incurred. This would normally be the cost of the next full childcare session (in the event that your booked session ends at 4:30pm or 5:30pm). If you have booked until 6:00pm (when the setting closes) you will be charged a late collection fee of **£1 for each minute to contribute to additional staffing costs incurred.**

If you are delayed for any reason, please call the main school phone line at 01525 373017. After 4:30pm, you can contact Fun Club directly at 07508 562971. If your child remains uncollected after 6:30pm and we have not been informed of your delay, and we are unable to reach you or your emergency contacts, we will implement our **Uncollected Child Policy**. This may involve contacting Children's Social Care.

Transitions between Fun Club & School

In the mornings your child will be safely escorted by a member of the Fun Club team to their classroom base ready to start their day.

In the afternoon, class-based staff escort children from their class to the Fun Club registration point where a register is taken when children arrive in our care.

Adults who collect

We expect that your child will normally be collected by the people you have named on Arbor. If you need a different person to collect your child on a particular day, you must notify us in advance and make sure that the person collecting your child is aware of the **password** you have in place. We will not release your child into the care of a person unknown to us without your authorisation and the **password** being accurate.

Food & Snacks

If your child attends the morning session (arriving before 8:15am) they will have the option of eating breakfast, which includes cereal with milk.

The food snacks we provide during the afternoon are not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. Children can choose to bring their own snacks providing they are healthy.

We promote independence, by encouraging the children to clear away after themselves. Fresh drinking water is available at all times.

We will meet individual dietary requirements, including parental preferences where relevant. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at a designated snack table.

Child protection

We are committed to maintaining our whole school '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 **Child Protection & Safeguarding Policy**. <https://marybassettlowerschool.ovw10.juniperwebsites.co.uk/page/?title=Policies&pid=20>

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

The core principles set out in our **Behaviour Policy** apply to the Fun Club setting, including strategies for praising and rewarding great conduct and play.

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Special Educational Needs & Disabilities

We make every effort to accommodate and welcome any child with any kind of special need. We will work in liaison with parents and 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 setting'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 SEND.

GENERAL INFORMATION

Behaviour (children)

The Fun 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

Fun 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 specific 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 Fun Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to temporarily or permanently exclude a child from the Club.

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.

Illness

We are unable to care for children who are unwell. Please do not bring an unwell child into school. If your child becomes unwell whilst at Fun Club, we will contact you and ask you to make arrangements for them to be collected.

Please inform the Fun Club Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send them to any childcare setting until 48 hours after their last symptoms of illness.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the setting falls under the whole school Health & Safety Policy and procedures. The provision is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has sustained an injury or requires first aid assistance whilst in our care, you will be informed when you collect your child.

Medication

Please let the Fun Club Manager or School Office know if your child has been prescribed medicine. If your child needs to take medicine whilst in school you will need to complete a **Permission to administer medication form** in advance. You can access this form using the following link https://docs.google.com/forms/d/e/1FAIpQLScTy7EdYK7LanwGavcrxX9nbpcv_WqhxPRJQ57g9M36tF1NXQ/viewform or through the school website.

PLEDGE TO PARENTS AND CARERS

We value our relationship with parents and carers and are committed to working in partnership with you to provide top quality play and care for your children. We aim to listen to your views and concerns to ensure that we continue to meet your needs and provide the best possible option for care, at a reasonable cost.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Fun Club Manager.

Comments and concerns are to be directed to the Fun Club Manager, who can be contacted upon collection or via the Fun Club telephone. If you feel your concern has not been dealt with effectively you are always free to follow the advice in our **Complaints Policy**.

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CONTACT INFORMATION

POSTAL ADDRESS	Fun Club The Mary Bassett Lower School Bassett Road Leighton Buzzard Bedfordshire LU7 1AR
TELEPHONE (LANDLINE)	01525 373017
SCHOOL OFFICE	Fiona Rumens office@marybassett.co.uk

FUN CLUB MANAGER	Natalie Fletcher (Monday, Wednesday & Friday) Elaine Towse (Tuesday & Thursday)
TEAM MEMBERS	Elaine Towse, Natalie Fletcher, Claire Mulcahy, Fiona Arnold, Jo Ward
Ofsted Registration No:	109508
Ofsted	Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 1231