

CLUB HANDBOOK

DAWNUNTILDUSK 
BEFORE, AFTER SCHOOL & HOLIDAY CLUB

We believe that to play is an opportunity to build relationships to share, to laugh, to build confidence and learn together

ABOUT THE CLUB

Dawn until Dusk opened its first club in September 2010, in 2014 we became a limited company and opened other clubs across Bedfordshire and Cambridgeshire, as well as holiday clubs.

Since then we were graded outstanding by Ofsted on numerous occasions. Our Breakfast Clubs open from 7.30am until 9.00am and re open again at 3.00pm until 6.00pm weekdays, during term time. Most of our clubs are run in classrooms within schools however some are in village halls or porta cabin buildings. We are proud to offer the children, in our care, a children's tea, drinks and snacks. The children are also allowed to use the sports hall and outside playground for physical play.

Our Holiday Clubs are open during most school holidays, depending on demand. We are open from 7.30am until 6.00pm. We provide breakfast, morning and afternoon snack and a light child's tea.

The children will have the opportunity for lots of fun, with indoor and outdoor activities provided, such as forest school, bikes and scooters, mud kitchens, role play, crafts and cookery. During the summer we also have outside companies visit such as Tennis Coaches, Dance and Safari Stu! We also have lots of other exciting action packed days too. Holiday Clubs are currently based at Shortstown Primary School, Lakeview Pre-School and Biggleswade Academy. We also open at other settings throughout the school year these are advertised on our Facebook page and bookable on our website. All children from across the Dawn until Dusk sites or schools are welcome to attend any of our holiday club settings.

For current prices please contact the club managers or see our website.

We offer free sessions in line with the local councils HAF programme. These sessions are available for eligible children who receive benefit related free school meals. Eligibility checks will apply.

Aims

"To provide high quality, affordable, accessible childcare to children; in a safe, secure and relaxed environment. We endeavour to provide an atmosphere and activities similar to those found within the home and to work in partnership with parents, children's services and regulatory bodies in the provision of this childcare".

What we offer

We offer a wide range of activities, incorporating cookery, crafts, construction, creative play, using the Wii, X box, Nintendo Ds's, film watching and book reading, painting, gluing & sticking, crafts, board games, imaginary play, sport and much more. During their time at the club, children choose activities that suit them best.

A healthy breakfast, drink, snack and a light children's tea are provided each day. We promote independence, by encouraging the children to prepare their own snacks, and to

Dawn Until Dusk Ltd

Unit 4, Warren Court, Chicksands, Shefford, Bedfordshire, SG17 5QB Tel- 01234930505

Company number; 8698122

clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. Individual dietary requirements and parental preferences are met wherever possible. 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 the snack table.

Safeguarding Children

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding children policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this.

All children have the right to grow up in a safe, secure and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

In the event that we have concerns regarding your child, we will act upon them. Any staff member who has a concern will raise it with the Setting Manager. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether further action should be taken.

Where it is decided that further action is necessary, it may be necessary to seek advice or make a referral to the Local Safeguarding Children's Board (LSCB), the NSPCC or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

All staff in the club are aware of their responsibilities regarding safeguarding children and receive regular training in safeguarding children policies and procedures.

To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. As part of our Safer Recruitment Policy, two satisfactory written references must be obtained and regular supervisions are carried out with all staff/volunteers.

Staffing

Dawn Until Dusk Ltd is staffed by a Manager, Deputy Manager, and/or Playworkers. The aim is to provide a smooth transition between school, club and home. We also have bank staff available to cover absences, when regular staff are ill or attending courses. All our staff have significant experience of working with children, and comply with EYFS requirements for registered childcare. Staff are expected to undertake professional development training. All staff members are checked through the Disclosure Barring Service (formerly CRB) and complete yearly disqualification declaration forms.

If you have a concern please contact our Head Office on 01234930505. Alternatively contact Ofsted on: 0300 123 1231, or you can write to them at:

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Applications, Regulatory and Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Organisation

Dawn Until Dusk Ltd employs a great team of staff, all of whom live locally. We maintain a close working relationship with your child's school in order to ensure continuity of care.

Policies and procedures

The club operates under a number of policies and procedures, copies of which are held at the club, and are available at your request. Copies of policies relating to fees, behaviour and admission are available on our website.

Use of Photographs in our settings

Dawn Until Dusk Ltd is committed to the Safeguarding and protection of children in our care. We operate a camera and recording device policy which stipulates **that no recording device should be used in our setting except for the club mobile phone or club camera**. Staff mobile phones will be stored in a safe and secure place whilst the club is running. Visitors and parents staying for long periods of time will be asked to leave their mobile phones in a secure place whilst in contact with the children. Photographs will be taken in our settings, with parental permission, using the club mobile phone or camera. These photographs will be used for club displays and may be emailed from the phone or club laptop to the Dawn Until Dusk office. Photographs that are emailed to the Dawn Until Dusk office may then be selected to be uploaded onto our website or Facebook page for promotional purposes. Only photographs with parental permission will be used in such way. Photographs will not be sent to any other device.

TERMS AND CONDITIONS

Admission

It is our intention to make Dawn Until Dusk Ltd accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and a waiting list system may be implemented when the need arises. The waiting list will be operated:

1. Those requiring the greatest number of sessions/hours per week
2. Siblings of children already attending the club
3. Adhoc bookings
4. Children who attend middle school

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential.

Payment of fees

The current fees are laid out on your booking form for both before and after school. Fees are to be paid on the 15th of every month, this can be paid via childcare vouchers, bank transfer or by cash or cheque. Cheques should be made payable to Dawn until Dusk Limited. A late payment fee of £25 is added to invoices if the balance is not paid in full by the 15th.

Payment by cheque will incur a £1 charge. For those paying by cash, please ensure you are given a receipt.

We charge an annual registration fee of £5 per child or £10 per family.

A £2 fee will be applied to your account, at the manager's discretion, if an absence is not communicated to us or a child arrives at the club when they have not been booked in.

We reserve the right to request part or full payment upfront for anyone wishing to book into our before and after-school clubs or holiday club.

Children must arrive and be collected on time for their sessions. If your child will not be attending a booked session please ensure to contact the club manager using the club mobile number. Failure to do so could end up with non-communication fee added to your account.

We offer a discount for siblings who are booked in with us full-time, before and after school until 6pm at least 4 days per week on a Permanent / Regular basis. The first sibling would receive a 5% discount, the second sibling would receive a 10% discount and a third sibling would receive a 15% discount. Any subsequent siblings would receive the maximum discount of 15% each.

We offer a sibling discount at our Holiday Club. The first sibling would receive a 5% discount, the second sibling would receive a 10% discount and a third sibling would receive a 15% discount. Any subsequent siblings would receive the maximum discount of 15% each.

For those parents wishing to use family working tax credits or HMRC please be aware that they will often contact the setting to ensure that their records match our registers.

The price per session per child applies to all children. This is payable for all sessions including when your child is sick, or on holiday unless 4 weeks' notice has been given in writing.

Bank holidays and professional days will not be charged for also if the school is unexpectedly closed for the day, you will not be charged.

Non-payment for more than one month will result in your place being terminated and enforcement of action will be taken to ensure monies lost are regained through our debt collection company Bright Future Solutions Ltd.

Dawn Until Dusk Ltd aims to keep fees to a minimum, whilst still raising enough income to cover our running costs. Please ensure fees are paid promptly.

Holiday Club parents will not be refunded once a booking form is received and sessions have been added to our system.

If you are having difficulty paying fees, please speak in confidence to the Manager.

OR contact info@kidsdawnntildusk.co.uk at your earliest convenience.

Changes to days and cancelling your place

4 weeks' notice of termination or of changes to regular bookings in attendance must be given.

Requests for changes to days should be made to the Manager and will be accommodated where possible, but cannot be guaranteed.

We require 48hours notice to cancel or amend any ad-hoc bookings.

Temporary changes

Please remember that we need to know if your child (or children) will not be attending Dawn until Dusk Ltd for any reason. Even if you have informed your child's school, we still need to know.

If you know in advance of any days when your child/children will not be attending during the following week, please try to let the Manager know by THURSDAY at the latest. 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. A £2 fee will be applied to your account, at the manager's discretion, if an absence is not communicated to us or a child arrives at the club when they have not been booked in.

Induction

If required the child and parents/carers will be invited to come and see the club before the child's first day.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period, a member of staff will outline the club's rules and routines (including meal times, collection, children's meetings).

Another child will usually be allocated to act as the new child's mentor for the first few sessions. The children may call this a buddy system.

Arrival and departure

In some schools children are collected from School by a member of the Dawn until Dusk Ltd staff and are then escorted to the venue. In other schools the children make their own way to us. Please check with your setting what their procedure is. A register is taken each

morning and afternoon and a signing-in and out sheet is used. Children must always be signed in and out of the club by Dawn Until Dusk staff.

Session times are outlined on your clubs booking forms this may vary for nursery/pre-school collections, please speak to the Manager of your designated setting for more information as nursery's or pre-schools normally end their sessions at different times to the school, however we do accommodate for this.

Children should always be collected by a known named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a password system will be adopted.

The club finishes at 6.00pm, if you are delayed for whatever reason please telephone the club to let us know. There are charges if you are late please refer to our admissions and fees policy which quotes: -

- There is a charge of £20 for collections after 6pm
- A further £20 is payable for every 15 minutes thereafter, which will be added to the next invoice

If anyone fails to collect a child we will follow the uncollected child procedure.

Child Protection

We intend 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 aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained.

Equal Opportunities

Dawn Until Dusk Ltd is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility to the community at large.
- Menus include sufficient variety to provide for the cultural mix of the club's children.

Special Needs

Dawn Until Dusk Ltd will make every effort to accommodate and welcome any child with special needs. We will work with parents/carers and relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to children with special needs.

We will endeavour to accommodate all children of all ability, whilst working within the club's limitations. Each case will be assessed individually and risk assessed to ensure everyone's safety.

GENERAL INFORMATION

Behaviour

Children and staff have created rules for behaviour whilst at the club. These are displayed for children to see.

The club also operates a behaviour policy, summarised here. A full copy of this policy is available at each club and on our website:

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

Dawn until Dusk Ltd aims to 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

Dawn until Dusk Ltd will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.

The club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger, a child is required to be collected immediately; as an ultimate sanction, the child may be excluded from the club. Dawn until Dusk Ltd recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

Illness

We are unable to care for children who are unwell.

Please inform the Manager/deputy of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 48 hours after the illness has ceased.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. All of our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

Medication

Please let the Manager/deputy know if your child is taking prescribed medicine. Please speak to the Manager/deputy if medication needs to be administered during club time. You will need to complete a medication form which the staff have available on site.

Early Years Foundation Stage (EYFS) (2017)

Every year we have children joining us as they start in Pre-School and Reception Class. This is an exciting but also anxious time for both the children and parents! We hope that this additional information about our work with the EYFS will answer some of your questions. We are always happy to talk to you about your child and our services, so please do contact us.

The EYFS is a very positive experience for children and a key part of our role is to give each of our children in pre-school and reception classes a dedicated key person. This key person will be your main point of contact in the club; making sure that your child settles into the club well, know where the facilities are (toilets, play areas, etc.) and ensure that they understand the club routines, helping them to feel included in all aspects of the club and support their ongoing development.

The key person will monitor your child's progress and interests through observations and photographs, which are displayed in our Club scrapbooks. Our staff also regularly send feedback sheets to the children's teacher and home to share developmental milestones.

EYFS Parent Communication

If required we can use communication books for those parents who do not have direct, regular contact with their child's teacher. This allows for daily contact between the parents, the club(s) and the school, making sure than nothing gets missed in terms of achievements, behaviour, reminders, etc.

For Further Information visit the foundation years website at www.foundationyears.org.uk

Complaints Procedure

Dawn Until Dusk Ltd is run for the users. We value your opinions. 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.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be within a month of receipt.

A full copy of our complaints procedure and policy is available on request.

Pledge to Parents/Carers

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

Dawn Until Dusk Limited ensures any personal data collected will be retained securely for as long as necessary and only used for legitimate childcare related activities to facilitate the delivery of childcare services, or for the purpose of preventing and/or detecting fraud and/or crime, in accordance with the General Data Protection Regulation (GDPR) 2018.

Dawn Until Dusk Limited's Data Protection Policy is available from the website at www.kidsdawntildusk.co.uk.

or by writing to the Office Manager at info@kidsdawntildusk.co.uk.

CONTACT INFORMATION:

The mobiles will operate between the hours of 7:30am – 9am and 3pm-6pm. Messages can be left on the voicemail and a member of staff will contact you.

Dawn until Dusk Holiday Club Mobile – See the individual setting's mobile number.

[Dawn until Dusk Lakeview School: 07913 352569](tel:07913352569)

[Manager: Shannon Gleeson](mailto:Shannon.Gleeson@kidsdawntildusk.co.uk)

[Ofsted Number EY477048](http://www.kidsdawntildusk.co.uk)

lakeview@kidsdawntildusk.co.uk

[Dawn until Dusk Shortstown Primary School: 07982 914784](tel:07982914784)

[Manager: Zurah Yusof](mailto:Zurah.Yusof@kidsdawntildusk.co.uk)

[Ofsted Number EY477047](http://www.kidsdawntildusk.co.uk)

shortstown@kidsdawntildusk.co.uk

[Dawn until Dusk Haynes Lower School : 07554 662791](tel:07554662791)

[Manager: Carilee Croxford](mailto:Carilee.Croxford@kidsdawntildusk.co.uk)

Ofsted Number EY477038
haynes@kidsdawntildusk.co.uk

Dawn until Dusk Balliol Lower School : 07557981481
Manager: Becky Kidby
Ofsted Number: EY479819
balliol@kidsdawntildusk.co.uk

Dawn until Dusk Harrold Lower School : 07824 442230
Manager: Chloe Morton
Ofsted Number: EY485105
harrold@kidsdawntildusk.co.uk

Dawn Until Dusk Priory Park Infants: 07826100014
Manager:
Ofsted Number: EY493342
priorypark@kidsdawntildusk.co.uk

Dawn Until Dusk Thomas Johnson Lower School: 07584251212
Manager: Paula Stacey
Ofsted Number: EY492414
thomasjohnson@kidsdawntildusk.co.uk

Dawn Until Dusk St James Lower School: 07826100013
Manager: Heidi Allen
Ofsted Number: EY493821
stjames@kidsdawntildusk.co.uk

Dawn Until Dusk Cauldwell
Lower School: 07826100012
Manager: Gul Afshari
Ofsted Number: EY494817
cauldwell@kidsdawntildusk.co.uk

Dawn Until Dusk Cotton End Primary School: 07833207070
Manager: Hayley Ward
Ofsted Number: EY493419
cottonend@kidsdawntildusk.co.uk

Dawn Until Dusk Maulden Lower School: 07584041848
Manager: Michelle Savar
Ofsted Number: EY536507
maulden@kidsdawntildusk.co.uk

Dawn Until Dusk Bedford Road Lower: 07799320564

[Manager: Natasha White](#)
[Ofsted Number: EY542350](#)
bedfordroad@kidsdawntildusk.co.uk

[Great Ouse Primary Academy: 07824515437](#)
[Manager: Catherine Harrison](#)
[Ofsted Number: EY550236](#)
greatouse@kidsdawntildusk.co.uk

[Shefford Lower School: 07824513838](#)
[Manager: Kate Wood](#)
[Ofsted Number: EY549880](#)
sheffordlower@kidsdawntildusk.co.uk

[Wixams Tree Primary School: 07824515378](#)
[Manager: Emily Hermann](#)
[Ofsted Number: EY551115](#)
wixamstree@kidsdawntildusk.co.uk

[Camestone School: 07876806359](#)
[Manager: Kerry Williams](#)
[Ofsted Number: EY554221](#)
camestone@kidsdawntildusk.co.uk

[Dawn Until Dusk Fairfield Park Lower School: 07776687988](#)
[Manager: Michelle Gunn](#)
[Ofsted Number@ EY562997](#)
fairfield@kidsdawntildusk.co.uk

[Dawn Until Dusk Bottisham Community Primary School: 07776687977](#)
[Manager: Tracey Rusk](#)
[Ofsted Number: EY563309](#)
bottisham@kidsdawntildusk.co.uk

[Dawn Until Dusk Lakeview Preschool: 07818036499](#)
[Manager: Alice Bruner](#)
[Ofsted Number: EY2496944](#)
lakeviewpreschool@kidsdawntildusk.co.uk

[Dawn Until Dusk: Clifton All Saints : 07759711736](#)
[Manager: Lilia Chekaya](#)
[Ofsted Number: EY2680620](#)
clifton@kidsdawntildusk.co.uk

[Dawn Until Dusk: Biggleswade Academy : 07759709926](https://www.dawnuntildusk.com)

[Manager: Chris Richardson](mailto:info@kidsdawntildusk.co.uk)

[Ofsted Number: EY2696369](https://www.ofsted.gov.uk/inspections/175448)

biggleswade@kidsdawntildusk.co.uk

Main Office

Dawn Until Dusk Ltd

Unit 4 Warren Court

Sandy Lane

Chicksands

Shefford

Bedfordshire

SG17 5QB

Tel: 01234930505 Email: info@kidsdawntildusk.co.uk

(Please leave a voice message if there is no reply.)

To contact OFSTED:

Piccadilly Gate Store Street Manchester M1 2WD

Telephone: 0300 123 1231

January 2023

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