



GOODE
TUTORING

Parent Handbook

For child care services

Introduction

Thank you for choosing Goode Tutoring to provide childcare for your child/children. We are committed to providing high quality tuition-based child care services. It is imperative that the children who we care for have an enjoyable experience, stay safe and benefit from both great tuition and child care.

You can find all of our policies, including our Safeguarding Policy on our website policies' page. However, some are included in this handbook for you to read through.

Bookings and absences

Before and after school care- Once you have agreed the days that your child/children will be attending before or after school club, provisions and staff will be put into place in advance. It is important that you notify us by telephone as soon as possible if your child will not be attending a session. Good communication is imperative between parents, Goode Tutoring and schools so that we can ensure we have the correct information each day to prevent misunderstandings and safeguarding issues.

Holiday club- Please notify us by telephone if your child cannot attend as soon as possible.

Dropping off and collecting children

Please ensure your child has been handed over to a member of staff before leaving if they are being dropped off at the centre. When collecting children, staff will ask for a password if they aren't familiar with you or the person collecting. This is to keep children safe and comply with safeguarding protocols. All persons collecting children must be listed on the sign-up forms. If there are any reasons for another person to collect your child, this must be confirmed by parents before-hand and ID must be shown along with the password.

Breakfast club

Breakfast club runs daily from 7.30am. Children are offered a range of cereals or scotch pancakes to choose from and plenty of fresh fruit is available. Children will be warmed up for the day with a range of activities such as times tables and counting activities, mindfulness, puzzles, Education City tasks or things to think about for discussion. Children will have a pleasant walk to school as they are escorted safely by staff. We will send you a text message to confirm your child has arrived at school to give you peace of mind.

After-school care

We can collect children from school if they attend Westfield Primary School or St Benedict Biscop C of E School. Children are also welcome to be dropped off from 3.30pm onwards. Children who are collected, will be escorted to the centre on foot, so they will need appropriate footwear and clothing to suit the seasonal weather conditions. The school will need to be notified by parents about the days we will be collecting children. You can collect your child any time up until 6pm.

After school healthy snacks are provided and will include foods such as fruits and vegetables, cereals, scotch pancakes, malt loaf and fromage frais.

Children will take part in a range of learning activities during after school care, including, but not an exhaustive list: reading comprehension, reading for fluency, spelling, grammar and writing activities, times tables, mental maths and numerical fluency and reasoning. We will help children prepare for SATs exams or 11+ exams where requested. As well as the more formal activities, children will have the opportunity to have their own login to Education City to complete fun maths and English activities with objectives to suit their age or ability. These activities can also be accessed at home.

Holiday care

Holiday care includes all of the learning activities described above, but will also include art and craft tuition, games and social activities. We also have a range of outdoor activities to offer children if they attend full day care. Full day care operates between 8am and 6pm. Half-day care runs from 8am until 1pm or 1pm until 6pm. If you need to drop off later or pick up earlier than the times specified, this can be arranged.

Holiday club food- We ask that you send your child with a packed lunch that is healthy. Lunch time runs between 12.30pm and 1.30pm so that children who are attending for half day care will be able to sit down and eat their packed lunch. We offer morning snacks and afternoon snacks which include choices from the following: fresh fruits and vegetables, yoghurts, cheese and crackers or malt loaf.

Safeguarding and Child Protection

Goode Tutoring believes that children have the right to be completely secure from the fear of abuse; therefore, we are committed to protecting all the children in our care from harm.

We are committed to ensuring:

- Children are safe in our sessions and protected from harm at all times.
- We respond appropriately to safeguarding and child protection concerns.
- We promote the wellbeing of children during sessions.
- Children we have contact with feel safe and valued and are empowered to tell us if they are suffering harm.
- Children who have contact with us enjoy what we have to offer in safety.
- Parents and carers are supported to care for their children in a way that promotes their child's health and well-being and keeps them safe.

Staff training and support in relation to safeguarding

Goode Tutoring is committed to ensuring that it meets its responsibilities in respect of child protection and staff welfare through the provision of support and training to any person who tutors or supports children in our centres. Goode tutoring will ensure that:

- All tutors and support assistants are carefully recruited, have full and up to date Enhanced DBS checks, are not barred from working with children and have verified references.
- All tutors and support staff are given a copy of the Safeguarding Children Policy and are trained to follow the safeguarding procedures.
- All tutors and support assistants will receive level 1 safeguarding children training and will be given support and guidance. They will know the main indicators of child abuse.
- All tutors and support assistants will be aware of their statutory requirements in respect of disclosure or discovery of child abuse and the procedure for doing so.

Any tutor or support assistant under investigation for alleged abuse of a child will cease to work for Goode Tutoring while the investigation takes place. Any allegation made by a child against a tutor or support assistant will be fully recorded, including any actions taken on an incident form.

Communication

Working together with good communication plays a key part in your child's wellbeing. It's important to share with us any change in your child's circumstances that may affect them or any other concerns you may have about your child. You can call Clare on 07776444859 to discuss any concerns or you can make an appointment for a face-to-face meeting.

Safe-Caring

All tutors and support assistants will understand Goode Tutoring's child protection procedures and will have had appropriate training and guidance in the principles of safe caring.

Tutors and support assistants will be clear about professional boundaries and appropriate behaviour to avoid any potential misunderstandings or allegations.

Tutors and support assistants will never carry out a personal task for children that they can do for themselves.

Tutors and support assistants will be mindful of where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.

Children accessing toilet (and other) facilities

Please ensure your child wears clothes they can easily unfasten and fasten so that they can independently use the toilet privately. Please inform the manager of any potential issues that may arise so that we can plan accordingly.

Behaviour Policy

Goode Tutoring believes that good behaviour forms the basis of high-quality education and is essential for effective learning. Good behaviour is important to maintain the welfare of all children on the premises.

Our expectations from children:

- Valuing others by showing respect, tolerance and fairness in line with British Values.
- Have high aspirations and a love for learning.
- Help to create a safe environment by respecting boundaries and limitations and ensuring that they follow instructions from staff.
- Listening and respecting others' views.
- Appreciating and embracing diversity.
- Recognising and celebrating all achievement.
- Preparing for independence and future challenges.
- Following basic house rules:
 - Running and jumping is for outdoor play only
 - Use an indoor voice when indoors
 - Respect belongings of others
 - Always say "please" and "thank you"
 - When eating, you must sit sensibly at the table
 - Help tidy up when a task or game is finished
 - Take turns and be patient

All staff will apply the policy with consistency and have had training in order that they can do this. All members of staff take responsibility for the behaviour and safety of students.

Communication with parents will be made in the event of serious or persistent breaches of our expectations. We have a duty to ensure our staff have a happy and safe working environment.

In instances when behaviour does not meet expectations, staff will remind the child/children of expectations and resolve any matter that may have arisen as a consequence of the behaviour. Staff will treat all children fairly and must not cause humiliation to any child.

In instances of persistent lack of regard for behaviour expectations, staff will encourage responsibility by discussing choices and consequences. A restorative approach will be taken whereby a child always maintains self-esteem. Staff should inform parents when they collect their child.

In instances such as swearing, persistent disruption to learning or aggressive behaviour, the child will be reminded that their behaviour is below what is expected and will be asked to complete a restorative piece of work with a member of staff as part of a restorative approach. Parents will be informed about the incident. For repeated incidents of this nature, it would constitute a serious breach of behaviour and would be dealt with as such.

For serious breaches of behaviour which compromises the safety of other children and staff, the director should be informed and a meeting will be held with parents to discuss the importance of adhering to behaviour expectations. In cases when behaviour is not rectified and continues to cause disruption to the learning of others, the child will be excluded and parents will be called to collect their child.

Physical intervention- Physical intervention is never permitted unless there is a serious breach of behaviour which puts the child or other children at immediate risk of serious harm. Any incident of this nature will be recorded.

Children's use of mobile phones policy

We understand that some older children may have a mobile phone on them when they arrive at the centre.

Children's mobile phones must be handed in to an adult at the start of a session and put in a cupboard until the end of the session. They will then be handed out to children once they are about to leave the premises. If for any reason a child will need to use their phone during a session, this must be arranged with parents/carers prior to the session and may do so under adult supervision and away from other children.

Equal Opportunities and Inclusion Policy

Goode Tutoring takes a positive approach to equal opportunities for all. Equality of opportunity means that all children have the opportunity to achieve the best possible development, regardless of their gender, ability, race, ethnicity, circumstances or age. Some vulnerable children may have been particularly disadvantaged in their access to important opportunities brought about by Covid, and their health and educational needs will require particular attention in order to optimise their current welfare.

Goode Tutoring affirms its determination to uphold children's right to equal opportunities and will ensure:

- Racial and cultural differences are respected
- The rights of all groups are protected
- Equal opportunity for all regardless of race, sex, disability, age, colour, ethnic or national origin, creed and sexual orientation.
- The elimination of all practice which discriminates unfairly against any section of society.

Goode Tutoring is committed to the progress and achievement of all children.

We will ensure:

- Individual strengths are recognised
- We remove barriers to learning to allow children to achieve their potential.
- We remove barriers to participation so that no child is excluded.

If a child's special educational need requires one to one support within group tuition or child care, other options may be offered such as one to one tuition or a one-to-one support assistant.

Anti-Bullying Policy

Aims

This anti-bullying policy aims to promote the moral, mental, physical well-being and development of all children by providing a healthy social learning environment in our group sessions.

We reject all forms of bullying and intend to provide an atmosphere of safety and happiness for all. Bullying of any kind is unacceptable. If bullying does occur, all children should tell a member of staff and know that incidents will be dealt with promptly and effectively.

Objectives

- To raise whole staff, child, Parent/Carer awareness of the nature of the problem and ensure their commitment to and support this policy.
- To promote good classroom management by all staff to ensure mutual respect and consideration amongst students.
- To use a variety of strategies to promote the establishment of our aim.
- To create and maintain communication structures within Goode Tutoring so that incidents of bullying will be properly reported.
- To follow clear and appropriate procedures for investigating incidents of alleged bullying.
- To work positively, in partnership with parents, over incidents of bullying and attempt to ensure appropriate treatment and support of the victim and the bully.
- To ensure our procedures reflect the duty of care we have as part of our responsibility for child protection and is a coherent part of our Behaviour Management Policy and Practice.

What is bullying?

Bullying is the wilful, conscious desire to hurt another or put another person under stress, causing uncomfortable and unhappy feelings in that person. It can be defined as; 'Behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally'. Bullying can be the result of differences in personal factors (e.g. appearance, possessions, personalities, social background, gender, race or academic ability). Bullying takes many forms, and in determining whether bullying has taken place, the views of the victim must be taken into account.

Bullying can be but is not limited to:

- Emotional - being unfriendly, excluding, tormenting threatening gestures
- Physical - pushing, kicking, hitting, punching or any use of violence constant jostling/pushing around
- Racist – racial taunts, graffiti, gestures
- Sexual - unwanted physical contact or sexually abusive comments
- Homophobic - because of or focusing on the issue of sexuality
- Verbal - name-calling, sarcasm, spreading rumours, teasing, ordering others around, personal comments, family comments
- Cyber - All areas of internet, such as email and internet chat rooms, mobile threats by text messaging and calls, misuse of associated technology, i.e. camera and video facilities
- Intimidation - making the victim fear your presence in a specific area, giving threatening looks
- Isolation - the purposeful exclusion of an individual from her/his peers
- Property - hiding, theft, damage, extortion.

It is important that this behaviour is discouraged and/or dealt with whenever it is observed and that children understand that this behaviour is considered to be a form of bullying (whether or not the victim complains).

Dealing with Incidents of Bullying Towards children

Our staff are responsible for creating a good relationship with individual children to feel they can discuss personal issues, including bullying, if necessary. We ensure staff are vigilant in assessing the wellbeing of children, especially if they are particularly vulnerable for any reason. If a member of staff detects signs or symptoms that a child is being bullied, then this will be discussed with the child and the matter passed onto the director, who will use their judgment in deciding whether a situation referred to her is a minor one or a more serious one. The views of the victim will be important in assessing the situation but the victim should not be asked to confront the alleged perpetrator or argue their case in front of him/her. If the incident is judged to be a minor one, the director will take the following steps:

- Reprimand the perpetrator, pointing out that his/her behaviour is a form of bullying
- Ensure that the incident is written up and that appropriate actions are taken.
- Follow up the incident by checking with the victim that there has been no repetition.

More serious incidents will be characterised by their physical or persistent nature, and the emotional effect on the victim will be an important consideration in judging the seriousness of the bullying. Serious incidents will generally involve some malicious intent, and their physical aspect may affect a person, their property or their 'space'. In these cases, the director will:

- Ask both the perpetrator and the victim to write his/her version of the incident or series of incidents, any witnesses will also be asked for their version of events).
- Write an incident log.
- Telephone the parents/carer of the perpetrator and, if appropriate, invite them to discuss the matter fully
- Telephone the parents/carers of the victim, inform them of the situation and invite them to discuss if appropriate.

In all cases, appropriate action will be taken.

- All incidents falling into this more serious category will be recorded. A copy kept in the bullying log in a folder
- Formally follow up the incident by checking with the victim that there has been no repetition; staff will also be asked to monitor the situation.
- All records, written reports and copies of letters to parents will be filed appropriately.
- The Bullying Log will be reviewed regularly.
- If appropriate the staff may mediate between the bully and the victim using Restorative Justice techniques
- The bully will be reprimanded appropriately as agreed with parents.

The Responsibilities of Parents to watch out for any signs of bullying behaviour:

- Telephone Goode Tutoring, or write a note immediately if there is any problem, or you suspect a problem but your child is reluctant to discuss it.
- Encourage your child to speak directly to staff
- Do not tell your child to get their own back or to hit the bully. Goode Tutoring does not tolerate violence of any kind.

- Parents/carers must always monitor their child's use of social networking sites to ensure that bullying is not taking place online as this is a criminal offence and can be reported to the police by the victim.

The Responsibilities of all children

- To treat other children as they would like to be treated
- To recognise how bullying affecting others and to offer help to any child being bullied by informing a member of staff.
- To inform staff at Goode Tutoring, social workers or parent/carer if they are being bullied or know of others who are being bullied In order to prevent bullying.

Administration of medicines policy

We strive to ensure compliance with the relevant legislation and guidance in *Health Guidance for Schools* with regard to procedures for supporting children with medical requirements, including managing medicines. Responsibility for all administration of medicines is held by the director (Clare Goode) who has full paediatric first aid training. Any person who the director gives authority to administer medication will have full paediatric first aid training and relevant training to administer the medication.

All medical information is treated confidentially. All administration of medicines is arranged and managed in accordance with the *Health Guidance for Schools* document. All staff have a duty of care to follow and co-operate with the requirements of this policy.

Aims and Objectives

Our administration of medicine requirements are achieved by establishing principles for safe practice in the management and administration of:

- prescribed medicines
- non-prescribed medicines
- maintenance drugs
- emergency medicine

We:

- provide clear guidance to all staff on the administration of medicines
- ensure that there are sufficient numbers of appropriately trained staff to manage and administer medicines
- ensure that there are suitable and sufficient facilities and equipment available to aid the safe management and administration of medicines
- ensure the above provisions are clear and shared with all who may require them
- ensure that this policy is reviewed periodically or following any significant change which may affect the management or administration of medicines

Administration of Medicines

The administration of medicines is the overall responsibility of parents/carers. The director/manager is responsible for ensuring children are supported with their medical needs whilst on site, and this may include managing medicines where appropriate and agreed with parents/carers.

Prescribed medicines

It is our policy to manage prescribed medicines (eg. antibiotics, inhalers) where appropriate following consultation and agreement with, and written consent from, the parents/carers.

Non-prescribed medicines

Non-prescribed medicines will only be administered in exceptional circumstances at the discretion of the director or the deputy in her absence.

Maintenance drugs

It is our policy to manage the administration of maintenance drugs (eg. Insulin) as appropriate following consultation and agreement with, and written consent from parents/carers. On such occasions, a health care plan is in place for the child concerned

Non-Routine Administration (Emergency medicine)

We manage the administration of emergency medicines such as:

- injections of adrenaline for acute allergic reactions
- rectal diazepam for major fits
- injections of Glucagon for diabetic hypoglycaemia

In all cases, professional training and guidance from an appropriate source will be received before commitment to such administration is accepted

Procedure for Administration

When deciding upon the administration of medicine needs for children the director will discuss this with the parents/carers concerned and make reasonable decisions about the level of care required. Any child required to have medicines will have an 'administration of medicines/treatment' consent form completed by the parent/carer and kept on file.

Individual health care plans are completed for children where required and reviewed periodically in discussion with the parents/carers to ensure their continuous suitability.

All administration of medicines is recorded. If a child refuses to take medication, parents/carers are informed at the earliest available opportunity.

Schedule Two Drugs

These drugs, which include Ritalin, are governed by the Misuse of Drugs Act and are kept in a locked cupboard which conforms to the legislation. It is kept locked at all times except when being accessed for storage or administration of medicine. Keys are kept to a minimum and are held only by our centre director or manager.

- A register of controlled (schedule two) drugs is kept which records:
 - medication provided
 - medication administered
 - the name of the person for whom they were supplied.
 - the name and quantity of the drug/medication supplied
 - the amount administered each time and the amount left each time.
 - the type of medication i.e. tablet/liquid and expiry date.
 - two signatures for each dose of medicine given.
 - two signatures for each time the medications are counted and checked. This is done once a week. The second signature is a witness.

Register entries are made in ink and in chronological order.

This register is kept for at least two years from the last entry made.

All pupils with ongoing medical needs have a care plan. This includes pupils with diabetes, EpiPen, heart problems, epilepsy and very severe asthma.

Contacting the Emergency Services

When a medical condition causes the child to become ill and/or requires emergency administration of medicines, then an ambulance will be summoned straight away and parents/carers informed to accompany the pupil to the hospital if at all possible.

Training

Where staff are required to carry out non-routine, more specialised administration of medicines or emergency treatment to children, appropriate professional training and guidance from a competent source is sought before commitment to such administration is accepted.

Storage

The storage of medicines is the overall responsibility of the director who ensures that arrangements are in place to store medicines safely. Secure storage is situated in a box in the locked metal cabinet.

The storage of medicines is undertaken in accordance with product instructions and in the original container in which the medicine was dispensed.

It is the responsibility of all staff to ensure that the received medicine container is clearly labelled with the name of the child, the name and dose of the medicine and the frequency of administration.

It is the responsibility of the parents/carers to provide medicine that is in date. This should be agreed with the parents/carers at the time of acceptance of on-site administration responsibilities.

Disposal of Medicines

It is the responsibility of the parents/carers to ensure that all medicines no longer required, including those which have date-expired, are returned to a pharmacy for safe disposal.

'Sharps boxes' are always be used for the disposal of needles. Collection and disposal of the boxes is arranged as appropriate.

Complaints Procedure

In spite of our stringent quality procedures, occasionally difficult or sensitive issues arise. As we continually seek to improve our service, any comment you make is important to us.

Goode Tutoring will meet the EYFS (Early Years Foundation Stage) requirements by providing consistent high-quality childcare and education and by working in close partnership with parents and/or carers to meet the needs of all children. Maintaining good communication will support this. If parents/carers think we are not meeting the EYFS requirements, please bring this to the manager's attention as soon as possible and we can make every effort to resolve the matter. This can be done verbally or in writing.

To meet the requirements of the Early Years Foundation Stage and the Childcare Register, Goode Tutoring must:

- Keep a record of any complaints received and the outcome.
- Investigate all written complaints relating to the fulfilment of the EYFS requirements and notify parents or the complainant of the outcome of the investigation (in writing or by email if requested), within 28 days of having received the complaint.
- Make the record of complaints available to Ofsted on request, to include a summary of complaints made in relation to the requirements during the past 12 months and the action taken as a consequence.
- Produce for Ofsted, on request, a list of complaints made during the previous three years.
- Make available to parents and/or carers details about how to contact Ofsted.
- Supply a copy of the Ofsted report to parents should the complaint trigger an inspection.
- Have a written statement of procedures to be followed in relation to complaints.
- Ensure that each complaint is fully investigated.
- Keep written records for a period of three years of any complaints; including the outcome of the investigation and the action I took.
- Inform the complainant of the outcome of the complaint.

You can contact Ofsted about your concerns by telephoning them on 03001234666 or email enquiries@ofsted.gov.uk.

The procedure for dealing with concerns and complaints from parents involves keeping a written record of any complaints, and their outcome. If a complaint is made, the following information will be recorded:

- The source and nature of the complaint
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The date, time and details of the complaint.
- Who investigated the complaint and how it was dealt with.
- Full details of my investigation.

- Details of the information and findings that were given to the person making the complaint, including any action taken. We will also confirm whether a written response was given to the complainant within 28 days.
- Whether a copy of the complaints record has been shared with all parents.
- Sign and date the complaints record.

Terms and Conditions

Goode Tutoring Ltd will provide tuition based after school care and holiday club sessions to your child subject to you agreeing to the following terms & conditions.

1. We expect that both parent and child will be enthusiastic and fully committed to learning and development.
2. When making a booking for before/after school care or holiday club you are committing to booking that specific time and day. You will be expected to pay for all sessions whether your child attends or not as the space is allocated to your child and therefore unavailable for another child to book into. We will confirm on a monthly basis the sessions that you require.
3. You will be invoiced on the 20th of each month for the following months' sessions of after school care. Payment will be due within 14 days of invoice being received.
4. When attending holiday club, you will be invoiced two weeks before the holiday club is due to start. Payment will be due within 14 days of your invoice being sent.
5. When paying an invoice, you have a few options for payment. Payments can be made by credit and debit card by clicking on the link on the invoice, in person with cash or via bank transfer; account details are provided on the invoice.
6. It is of paramount importance that behaviour of children is excellent so that all students benefit equally from sessions. The parent handbook contains many of our policies as does our website. These will highlight our expectations from children.
7. If your child is unable to attend an after-school session you are expected to notify us by midday of the particular day at the very latest. Payment will still be expected for any missed sessions. Likewise, if your child is unable to attend holiday club sessions please let us know as soon as possible. Again, payment will still be expected for any missed session unless we are able to fill the space from children on a holiday club waiting list. If it is possible, we will offer you an alternative session if there are any spaces available in the same week only.
8. After school care runs up until 6pm. If you are dropping off your own child for this service they can arrive from 3:30pm onwards, but please ensure your child has been handed over to a member of staff. If you are going to be late to collect your child please inform us immediately. It is important that children are collected at 6pm due to tuition sessions held after this time. You will be charged a late collection fee, The late collection fee is £5 for every period of up to 15 minutes late for collection.
9. Holiday club sessions run from 8am-6pm. If you are going to be late to collect your child please inform us immediately. It is important that children are collected at 6pm due to tuition sessions held after this time. You will be charged a late collection fee, The late collection fee if £5 for every period of up to 15 minutes late for collection.

The price for our child care services are as follows:

After School care up to 6pm	£19
Breakfast club	£7.50
Holiday Club half day booking (8am-1pm or 1pm-6pm)	£25
Holiday club full day booking	£40

We offer a sibling discount on all our services. Please speak to the centre manager for more details.

10. We do not operate on bank holidays. Holiday club sessions run in most school holidays however we do have a shut down over Christmas and New Year. Dates of this will be communicated in advance.
11. These terms and conditions are subject to change from time to time without prior notice. Any changes will be posted on the goodetutoring.co.uk website and relayed via email.



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