



The Nook

AT DONISTHORPE PRIMARY SCHOOL

## **Handbook for Parents/Carers**

### **September 2025**

#### **ABOUT THE CLUB ORGANISATION**

Based at Donisthorpe Primary School, The Nook is our school run before and after school club. We aim to provide an affordable, safe and nurturing environment for children before the start and end of the school day, promoting positive social interactions and ensuring that children have access to a nutritious breakfast. We aim to provide a secure and relaxed yet enjoyable environment, offering a range of activities to children in our care.

#### **AIMS**

At The Nook, we aim to provide a stimulating environment where young people can feel happy, healthy, and safe, before and after school. The Nook aims to be accessible to children and families from the school, from Reception (from 8<sup>th</sup> September onwards, to allow for settling-in time in school) through to Year 6.

#### **WHAT WE OFFER**

Children are free to choose activities as they wish. There will always be a selection of resources available, including board games, puzzles, construction kits, reading materials and arts and crafts. Our bank of resources will continue to grow over time, based on ideas provided by the children. During after school club, children will get to use the playground, including sports equipment and our trim trail in Spring and Summer months (weather permitting).

#### **WHAT WE PROVIDE**

The club recognises the importance of healthy nutrition and aims to meet individual dietary requirements and parental preferences wherever possible. We use fresh ingredients and follow statutory guidelines.

Our breakfast club provides toast and a range of fruit and cereals. Water and milk are on offer with to drink with breakfast. Breakfast is served up until 8.15am.

At after school we offer a light evening snack, including sandwiches, wraps, toast, pizza and hot dogs. This

snack is not a meal replacement but will provide much needed energy for the session. Squash is available with our afterschool snack, and fresh drinking water is always available during sessions. The light evening snack is served at 4pm.

We value providing a calm and friendly atmosphere around the food table. To promote independence, we encourage the children to clear away after themselves, where they can.

Please feel free to discuss our food options with a member of staff if you have any questions or requests.

## STAFFING

The Nook is staffed by the club leader, and at least one other staff member. All staff members have experience of working with children, undertake professional development training, and have had appropriate DBS checks.

**The Nook Club Leader-** Mrs Kathryn Brownlow (Miss Amy Weir on return from maternity leave)

**Breakfast Club-** Mrs Kathryn Brownlow and Mrs Rachel Edwards

**After School Club-** Mrs Jayne Gooding and Miss Jana Brezovska

As the Headteacher at Donisthorpe Primary School, Mr Jamie Williamson holds the responsibility for Safeguarding and Child Protection. All staff within the The Nook follow the school's Safeguarding Procedures and are trained to the same level.

## REGISTERING AND BOOKING

### ADMISSION

Registration and bookings will need to be completed through our booking system on our booking site:

<https://donisthorpeprimary.magicbooking.co.uk>

Parents and carers need to create an account and pay the one-off membership and then book the sessions. You can block book, pay in full, pay monthly and pay using childcare vouchers. Bookings can be made on an ad-hoc basis, if there is availability.

When all places have been filled, parents can request to be added to our waiting list.

## FEES AND PAYMENT OF FEES

During the booking process, you will be instructed to set up your method of payment. Fees should be paid in advance. We accept payments via credit/debit cards and are registered with a variety of childcare voucher schemes, including the Government's Tax Free Childcare scheme. Please contact us if you need any further information.

Our fees from September 2025 at Donisthorpe Primary School are:

BREAKFAST CLUB From 7.30am: £6.00	AFTER-SCHOOL CLUB Collect by 6.00pm: £12.00	Membership fee One-off fee, per child: £20
	LATE COLLECTION FEE Per 15 Minutes: £10.00	

## **AMENDING YOUR BOOKING**

### **CANCELLING BOOKINGS AND SESSIONS**

Whole bookings and individual sessions can be cancelled at any time, by going to the 'Bookings' section on the booking site. To receive credit when cancelling bookings, or removing sessions, 1 weeks' notice is required.

### **ADDING SESSIONS TO A BOOKING**

Sessions can be added to an existing booking at any time (subject to availability), by going to the 'Bookings' section on the club's booking site.

### **TEMPORARY CHANGES TO YOUR BOOKING**

If you are looking to swap a session, want to make temporary changes to a booking, or need a session at short notice, it's best to get in touch as soon as possible.

### **ATTENDING THE CLUB**

You and your child are more than welcome to visit the club before your child's first day, to familiarise yourselves with the setting and to help your child settle in. Please contact us to arrange this.

During your child's first session, we will run through the club's rules and routines, showing what's on offer, explaining food options and timings, and introducing your child to the staff and other children. Another child can be allocated to act as your child's buddy for the first few sessions if necessary.

### **ARRIVALS AND DEPARTURES**

Parents and carers must accompany their children to breakfast club, via the double fire doors near the front of school. Please ring the bell and a member of staff will open the door and will sign your child in. At the end of the breakfast club session, children in EYFS will be taken to their classroom. Other children will make their own way to class.

At the beginning of the after-school club session, children from EYFS to Year 2 will be collected from their classrooms and taken to the club by a member of staff. Children from Year 3 to Year 6 make their own way to the club. A register is taken as children arrive in our care, and a member of staff will sign children out when they are collected.

We expect that your child will normally be collected by the collectors who you have named during the registration process. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child to a person unknown to us without your authorisation, and we will not release your child to anyone under the age of 16.

**The club's session time ends at 6.00pm.** If you are delayed for any reason, please telephone the club mobile to let us know. A late payment fee of £10.00 will be charged at the start of every 15 minutes that a parent is late. This is to ensure any extra staff wages and any other costs incurred are covered. If your child remains uncollected over 30 minutes after the end of the booked session, and you have not notified us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our [Uncollected Children Policy](#) which can be found in Appendix 1.

The school car park is only to be used by those with a valid blue badge. No other car park entry will be granted to parents.

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## **CHILD ABSENCES**

We need to know if your child will not be attending The Nook. In cases of illness or emergency, please contact us as soon as you can.

Please be aware that all booked sessions will be charged for, including when your child is sick, at another club, or on a school trip or holiday, unless 1 weeks' notice is given.

## **GENERAL INFORMATION**

### **ILLNESS**

We are unable to care for children who are unwell. If your child becomes unwell whilst at The Nook, we will contact you and ask you to make arrangements for them to be collected. Please inform the club of any infectious illness your child contracts.

***If your child has had sickness or diarrhoea, please do not send them 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. Our staff are trained in first aid, and first aid kits are kept on the premises. If your child has an accident whilst in our care, you will be informed.

### **MEDICATION**

If your child needs to take any form of medicine whilst at The Nook, you will need to provide the club with its own supply of the medication and ensure the correct information regarding the medication has been provided on our booking site in advance.

### **CHILD PROTECTION**

We are committed to building a culture of safety at The Nook, in which the children in our care are protected from abuse and harm. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. See the schools Safeguarding Policy for more details.

### **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 and will not tolerate any form of racial harassment.

### **ADDITIONAL NEEDS**

We make every effort to accommodate and welcome any child with additional needs. We will liaise with parents or carers and relevant professionals to fully understand your child's specific requirements. If your child is supported 1:1 in school, please contact a member of SLT before booking a place in The Nook. We will endeavour to accommodate all children; each case will be considered individually and risk-assessed to ensure everyone's safety.

### **BEHAVIOUR (CHILDREN)**

Children who attend The Nook are expected to follow the school rules; **Be ready, Be respectful, Be safe**

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These rules are displayed at the club, to help promote an atmosphere of respect, care and consideration for everyone attending. 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; the use of stickers/certificates to celebrate; and engaging children in activities.

The Nook 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 because of additional needs. We try to be flexible to accommodate such cases.

## **STEPS FOR DEALING WITH POOR BEHAVIOUR**

### **Step 1: Friendly Reminder**

- A friendly reminder of expected behavior

### **Step 2: A Warning**

- Warning is given if children fail to adjust behaviour following a reminder
- Warnings given 1:1/private/discretely where possible
- Warn that if the unexpected behaviours continue, there will be a consequence

### **Step 3: Time Out**

- Child spends 5 minutes in time out, away from the other children

### **Red card**

- Red cards are given for:
  - violence (physical contact made with the intention to harm)
  - persistent taunting/teasing/bullying behaviour

Child spends 5 minutes in time out, away from the other children

SLT will be notified- they will have restorative conversation with the child at some point in the day/the next day

SLT to contact parents to pass on details of red card

We keep a record of those children who receive time out or a red card.

If your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have not worked, we reserve the right to permanently exclude a child from the club.

## **COMPLAINTS PROCEDURE**

If you have any queries or comments, or need to discuss any matters concerning your child, please feel free to speak to a member of club staff. Please refer to the school Complaints Policy for further details.

## **CONTACT INFORMATION**

<b>CLUB BOOKING SITE:</b>	<a href="https://donisthorpeprimary.magicbooking.co.uk">https://donisthorpeprimary.magicbooking.co.uk</a>
<b>CLUB TELEPHONE (CLUB HOURS ONLY)</b>	07472 7787745
<b>SCHOOL TELEPHONE</b>	01530 270371
<b>CLUB EMAIL ADDRESS:</b>	<a href="mailto:sbmaht@symphonylearningtrust.co.uk">sbmaht@symphonylearningtrust.co.uk</a>

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**CORRESPONDENCE ADDRESS:**

47 Ashby Rd  
Donisthorpe  
Swadlincote  
DE12 7QF

## Appendix 1

### The Nook before and after school Club - Uncollected Children Policy

In the event that a child is not collected by an authorised adult at the end of an after school session, we will put into practice the following procedures. These ensure the child is cared for safely by an experienced and qualified adult who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

#### Procedures

- Contact information for children is obtained at the point of registration
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures in the event that their children are not collected from the setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session, we follow the following procedures:
  - The child's record is checked for any information about changes to the normal collection routines.
  - If no information is available, parents/carers are contacted at home or at work.
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded – are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child does not leave the premises with anyone other than those named in their file.
  - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact our local authority children's social care team: 0116 305 0005 (LA duty desk)
- The child stays at setting in the care of two staff until the child is safely collected either by the parents or by a social care worker.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff