



## **PARENT'S HANDBOOK**

Busy Living After School Team (BLAST)  
At  
Elangeni School

**Ofsted Rating: Met  
the quality and standards of early  
years provision**

(the highest rating under the new Ofsted rating  
scheme for out of school clubs).

Ofsted Registered No. EY374382

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Busy Living is an independently managed out of school club  
operating at Elangeni School

Company Reg No 4915765

## Ofsted assessment

Ofsted have recently changed the way in which they assess out of school clubs. Under the new method the inspector makes a judgement of the 'Overall effectiveness: quality and standards of the early years provision'. An inspection will result in one of 3 possible outcomes:

- Met
- Not met with actions
- Not met with enforcement

Busy Living at Elangeni was inspected on 13th September 2022 and was assessed as Met. The Ofsted report and previous reports can be found here.

<https://reports.ofsted.gov.uk/provider/16/EY374382>

## Registration

The After School Club can only accept children who currently attend Reception class or older. In order to plan your child's safe and responsible care, all new children need to be registered, with all the details in their Entry Profile completed. All children must be booked in before they are able to attend. We have an online registration, booking and secure payment system that is very easy to use and puts parents in control. Please go to our website [www.busy-living.co.uk](http://www.busy-living.co.uk) and click on the Out of School Clubs page or go directly to [www.busy-living.co.uk/blastbookings](http://www.busy-living.co.uk/blastbookings) where you will find the online system. It is a straightforward system and once you have completed online registration and bookings, it will automatically generate confirmatory emails and the Entry Profile for each child providing contact numbers, any health issues/allergies etc. which will be sent to the Club Manager. Please remember to update these details as required.



## Opening Times

After School Club	3:05pm to 6pm
Extended End-of-term Session	2pm to 6pm
Holiday Club	8am to 6pm based at St Joseph's School Priory Rd Chalfont St Peter SL9 8SB

## Bookings, Fees and Payment



To ensure we have sufficient staff and resources please book your children into the clubs in advance. We are happy to accept flexible bookings for parents to use the clubs on an occasional/variable basis but you will need to register beforehand. On first registration, the online system will automatically charge you for your bookings taking into account the sessions/times, plus an Annual Family Registration Fee (due on first booking and annually thereafter). You will then be directed to the checkout and asked for either a card payment or payment by childcare vouchers, or Tax Free Childcare. If paying by vouchers or Tax Free Childcare, the system allows up to five days for payment, after which time your account/bookings could be suspended. Please advise us of your child's Tax Free Childcare reference. The office should be contacted if any delays are foreseen, but parents should plan in advance for their bookings. The Annual Family Registration Fee is for all members of your family and covers our After School and Holiday Clubs.

Bookings can be made online up to 8pm the evening before, but any bookings taken by email or phone after that, or require the office to manually enter the booking for them, will incur an additional charge per booking as detailed below. Urgent or last minute changes during club hours should be made directly to Busy Living's office number, particularly in the case of lateness when collecting.

**Fees** (current from July 2023)

Annual Family Registration Fee	£20 (due on first booking and annually)
After School Club	£9.60 for 1 hr/ £14.45 for 2 hrs/ £16.65 for 2½ hrs/ £18.65 for full session (3 hrs) £20.55 for 3½ hrs (extended end-of-term session) £22.45 for 4 hours (extended end-of-term session) (£1 sibling discount on After School Club rates)
Holiday Club	(at St. Joseph's School) £5.95 per hour or £42.50 per full day and £38.50 per full day sibling discount
Late Booking Fee	£5.00 per booking.
Late Collection Charge	£8 per 15 minutes per child after 6pm

Any late or other bookings which are added online manually incur the late booking fee. Any late collection requires staff to stay late and the school to be kept open, so parents should make alternative arrangements for their child to be collected if they are unavoidably delayed. If children are not collected by 6pm there is a late collection charge for up to 15 minutes late and for every 15 minutes thereafter.

As we are Ofsted registered parents can pay by childcare vouchers or Tax Free Childcare as well as by credit/debit card. We are registered with a number of childcare voucher schemes under Busy Living, please ask for details. We are also registered for Tax Free Childcare – search for Busy Living at Elangeni.

**Cancellations**

You must advise the club if you need to cancel a booking so staff are made aware; the online booking system does not allow for any refunds and we do not swap bookings to alternative days.

**After School Club**

Open until 6pm with flexible bookings to meet parents' needs. Elangeni School children can go directly to the after school club room. Busy Living's uniformed staff collect children directly from their classrooms at the adjacent Chestnut Lane School at 3.05pm and escort the children to the club based in the dining room at Elangeni School. We accept children from other local schools.

We offer children a range of activities, games and entertainment, or just the chance to relax and unwind. We have different craft and sports activities each day which are planned half-termly in advance to ensure a varied programme. Electronic games are available (not daily), games and puzzles for older children, plus team games, sports and free play outside as much as possible. There is a full range of toys and activities to cover all age groups with the older children being appointed Helpers, or similar to engage them in ownership of the club and how it is run. A homework area is available if required, although staff will not be able to assist with this, or reading. All children are offered a range of activities and can choose to participate or engage in their own preferred activity. A healthy light bite is provided at 4:30pm such as beans on toast, wraps, pasta and sauce. As we promote a healthy eating policy we ask that parents do not send their child to the club with sweets/biscuits/crisps or similar to support our aims. Parents must sign their children out, stating the time of departure.

All new children are observed during their first weeks to ensure they are happy, making friends and engaging with the activities. The clubs have a scrap book of activities and photos and these are available to parents at any time; they are available on the registration table.



## **Holiday Club**

Holiday clubs will run at St Joseph's School Priory Road Chalfont St Peter SL9 8SB every school holiday except Christmas (only the first four weeks during the Summer). There is more time for projects, building dens, learning a new skill or sport and making new friends. The holiday club is open to children from other schools aged 4 – 11 years and we generally have the use of the hall and the great outside areas so have plenty of space to have fun and be active. Detailed planning is emailed to parents in advance of the forthcoming holiday and we include the use of outside providers on occasion to engage the children in some different activities eg cooking, theatre, sports, trips to Black Park, dance, singing, martial arts etc. A healthy light bite is provided at 4.30pm such as beans on toast, wraps, pasta and sauce, but parents will need to provide a packed lunch and snacks.

## **Staff**

All Busy Living staff have an Enhanced DBS check, are interviewed, referenced, trained and experienced in working with children. We have a Manager in charge at all clubs, with at least one trained first aider in attendance at all times.

## **Medical & Dietary information for your child**

You will need to provide full details of any medical or dietary requirements for your child when registering. If your child's health or dietary requirements change at any time in the future you must amend your child's online profile so staff are aware.

## **Sickness**

We recognise that both staff and children are vulnerable to infections/illness and therefore ask parents/carers to refrain from bringing their children when they are unwell. We reserve the right to refuse entry to any child or family who, in the opinion of the Manager/Deputy, is not well enough to attend or poses a risk of infection to other children. We require written consent to administer any medication.

## **Accidents**

First aid is always administered by a qualified first aider, who will decide the most appropriate course of action. A written accident report will be available to the parent on collection and parents can request a copy if they wish. Should a child need to go to hospital their parents will be immediately contacted. An escort will be provided if the parents are unable to get to the club quickly.

## **Security**

All children will be signed and timed in and out on a register. Children may be collected at any time during the session. Children may only be collected by the online authorised collector with an individual password otherwise it is vital that you let the club know if a different person is to collect and make any changes online for authorised collectors.

## **Complaints**

All concerns should be made to the Club Manager or directly to the Directors of Busy Living. If you wish to take matters further, complaints can be made directly to Ofsted and there is a complaints poster on the notice board. Our Ofsted registration number is shown on the front page of this handbook, Ofsted tel no: 0300 1234 666 / email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

## **Club Policies**

Busy Living have detailed policies and procedures in accordance with Ofsted standards, which are available to all parents. Please ask the Manager at the club if you wish to see them or have copies emailed to you.



## Contact Details

Director: Linda Walshaw  
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Please do speak to any of our staff either at the club or in the office or email us if you have any queries or concerns. We are here to ensure your child gets the most out of their time at the clubs and to help working parents and put your mind at ease whilst having to be away from your child.

July 2023