



PARENT HANDBOOK

2024/2025

About Toukies

Toukies is operated by St. Peter's CE Primary School, Fabians Way, Henfield, West Sussex, BN5 9PU

Before School Care is based in the school hall and DT room at St. Peter's CE Primary School, Fabians Way, Henfield, BN5 9PU for all years, and is open from 7.15am until 8.45am during weekdays, term time only.

After School Care is open from 3.15pm to 6.00pm during weekdays, term time only.

All year groups are based at St. Peter's CE Primary School, and will have use of the hall, DT room and the outside area (weather permitting), for various activities.

Aims

At Toukies we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care, whilst maintaining the Key Values of the school.

What We Offer

Toukies 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 outdoor play (weather permitting), role play, crafts, drawing and colouring, board games, puzzles, construction toys, quiet area and reading.

What We Provide

We provide breakfast to those who require it, and serve a light tea after school. We promote independence, by encouraging the children to clear away after themselves.

We favour healthy options, fresh drinking water and fruit which are available at all times. We meet individual dietary requirements and parental preferences wherever possible.

Staffing

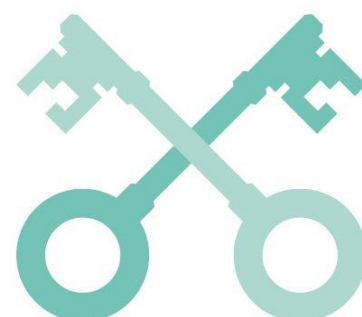
Toukies is managed and run by St. Peter's CE Primary School and the staff are all employed directly by the school, therefore the Key Values, behaviour and ethos of Toukies mirror those of the school.

All staff members are DBS checked. There will always be a trained first aider on duty.

If you have a query or concern at any time, please speak to a member of staff at the Club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the Manager.

Policies and Procedures

Toukies has adopted all of the school policies and procedures, which are available on the school's website <https://stpetershenfield.org.uk/>.



TERMS AND CONDITIONS

Admission

Toukies aims to be accessible to children who attend St. Peter's CE Primary School only.
Admission to Toukies is bookable through '[MagicBooking](#)'

Payment of Fees

There is a one off, non-refundable registration fee of £25.00 per child (new registrations only).

The current fees (2024/25 academic year) are:

BEFORE SCHOOL CARE		
7.15 am - 8.45 am	£9.00	This option includes breakfast
8.00 am – 8.45 am	£5.00	No food included
8.00 am – 8.45 am	£6.50	With breakfast
AFTER SCHOOL CARE		
3.15 pm – 4.15 pm	£5.00	With light snack
3.15 pm - 6.00 pm	£12.50	With light snack
3.15 pm - 6.00 pm	£16.00	With light snack and tea (served after 5.00 pm)

Fees are payable in advance online via the [MagicBooking](#) system and childcare vouchers are accepted. We are registered with most voucher providers, and are happy to register with any that we aren't.

Session bookings and payments will be made via [MagicBooking](#). The price per session per child applies to all children, and is payable in full. We do not charge for bank holidays and professional training/INSET days as we are not open. If you are having difficulty paying fees, please speak in confidence to the Manager in the first instance.

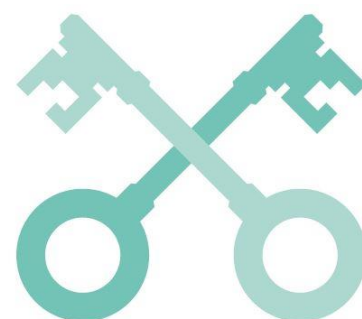
Ad-hoc Bookings

Extra ad-hoc sessions may be booked subject to availability as shown on the MagicBooking system. The cut off time for bookings is two days in advance of the session. If bookings are required after the cut-off time has elapsed, please contact the Toukies Manager to see if there is any availability.

Cancellations

Cancellations can be managed online by parents and carers, but please be aware that cancellations made with less than 48 hours notice will be liable for a charge. **Please cancel all bookings online, as the MagicBooking system will produce a live register that will be used by the Manager every day.**

Credits will not be given if your child is off sick.



Please remember that we need to know if your child will not be attending Toukies for any reason. Even if you have informed the school, you still need to notify us, as the school does not pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

Induction

During your child's first session, they will be advised of the rules and routines and introduced to the staff and other children.

Arrivals and Departures

Children will be marked present on the Toukies register on arrival in the morning, and walked to their classrooms by the Toukies staff at around 8.40 am.

We expect that your child will normally be collected by the people you have named on the registration form. 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 into the care of a person unknown to us without your authorisation, and them also giving us the correct password that you provided to us at the time of registration.

The Club finishes at 6.00 pm sharp. If you are delayed for any reason, please telephone to let us know. A late payment fee of £3.50 applies after 6.05 pm, and £5.00 for every 15 minutes thereafter. This will be charged to you at time of collection.

If your child remains uncollected after 6.30 pm and you have not informed us that you will be delayed, and if we have been unable to reach you or any of your emergency contacts, we will contact Social Services.

Child Protection

We are committed to building a '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 Toukies staff are appropriately trained. For more details see the school's Safeguarding Policy.

Equal Opportunities

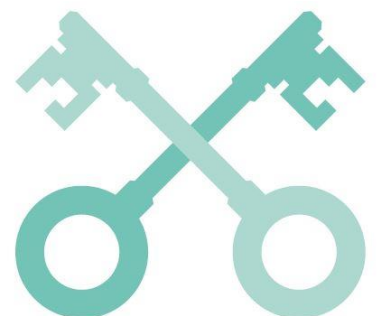
Our Club provides a safe and caring environment, free from discrimination for everyone in our community, including children with additional needs.

- We respect the different racial origins, religions, cultures, genders 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

SEND

We make every effort to accommodate and welcome any child with additional needs. 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 Toukies 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 additional needs. For more details on equal opportunities and special needs, see our Equalities Policy and SEND Policy.



GENERAL INFORMATION

Behaviour (children)

Children and staff follow the School's Behaviour Policy, which is available on the school's website. Toukies staff and children adopt the Key Values of the school. We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the respect that we expect from them, and engaging children in activities.

Toukies 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 special needs. We will try to be flexible in order to accommodate such cases. See our Behaviour Policy for more details.

However, if your child's behaviour poses an immediate danger to themselves or others, we will require you to collect them from Toukies immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to 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. Toukies 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. If your child becomes unwell whilst at Toukies, then we will contact you and ask you to make immediate arrangements for them to be collected. Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send them to Toukies for 48 hours after the illness has ceased.

If your child is sick, unfortunately these days are non-refundable.

Accidents and First Aid

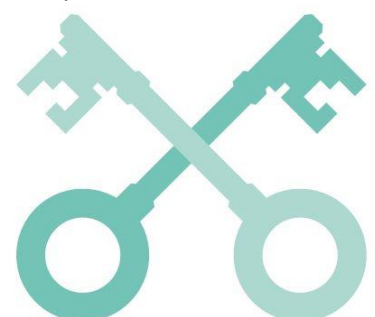
Every precaution is taken to ensure the safety of the children at all times. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed via Medical Tracker, a software that we have recently introduced which has a tool to notify you of the details. If the accident is of a more serious nature, then you will be contacted by telephone.

Medication

Medical conditions will be registered as per the existing school records, therefore no additional forms will be required. See our Managing Medicines Policy for more details. If new conditions arise, please advise the School Office in the first instance.

Complaints Procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to any member of Toukies staff or the Manager. All written complaints will be acknowledged within seven working days of receipt, and a full written response will be given within 28 days. A full copy of our Complaints Policy is available on request.



PLEDGE TO PARENTS

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 will:

- Welcome a meeting with you to discuss our work or have a chat. Please email to arrange.
- 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 special events
- Listen to your views and concerns to ensure that we continue to meet your needs

CONTACT INFORMATION

Toukies

St. Peter's Before and After School Care

Fabians Way

Henfield

West Sussex, BN5 9PU

Mobile number: 07759 285303

To contact Toukies directly they have a mobile that is answered during the opening hours of Toukies only. To call them the number is 07759 285303. Please be aware that they may not be able to answer if they are dealing with children. Please leave a message and someone will get back to you. Alternatively, please use the same number to send a text message.

Email: toukies@stpetershenfield.org.uk

Website: <https://stpetershenfield.org.uk/toukies-wrap-around-care/>

Club Staff:

Manager: Mrs P. Snow

Play Leaders: Miss L. Carroll / Mrs S. Key Barry / Mrs L. Funnell

Ofsted:

Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231

