

T A S C.

Towerbank After School Club Limited.

Tel: 07796597976 Email: tasc49@gmail.com www.towerbankasc.org.uk



Welcome to TASC ☺

Thank you for choosing TASC! We are indeed very excited to care for your child/ren and we promise to do our best to keep our children happy and healthy!

In order to do that we would really appreciate it if you could read our parent/carer policies below and help us ensure a happy and safe environment!

TASC will communicate with you primarily by email, so please make sure you have provided us with an email account that you check regularly.

If you feel the need to contact us:

For fees, costs, places and extra session queries: Elaine Murie,
elainemurie.tasc@gmail.com, 07495126075

For TASC day to day operation, late pick ups, activity and snack queries:

TASC team, tasc49@gmail.com, 07796597976

(this phone is also used as the main point of contact for trips and outings.)

For Holiday Clubs: tascholiday@gmail.com

For policies, guidelines, complaints and everything else please contact TASC manager at sophiasim.tasc@gmail.com or 0799880004.

TASC's main phone is only operating during the club's opening hours and staff might be too busy or too happy playing to answer so if it's not an emergency, we would urge you to consider sending us an email or a text instead.

Thank you!

The TASC team



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Aims and Objectives

The aim of Towerbank After School Club (TASC) is to provide professional and affordable childcare for children attending Towerbank Primary School. The club provides:

- Flexible and reliable care for children of working parents/carers, or those returning to education or training.
- A safe, pleasant and stimulating environment for children whilst in the care of the club.
- Challenging and exciting programmes, which will broaden the range of experience of the children involved and offer a wide range of free and structured activities including arts and crafts, sports, games, projects, drama and outings.
- Sufficient training and support to ensure that all staff is able to derive the maximum job satisfaction.

Objectives

- To provide 80 (Monday to Thursday), 50 (Friday) and 45 (Breakfast Club) places for children from families who require secure, quality childcare due to work, training or education commitments.
- To provide a staff:child ratio to a maximum of 1:10 Monday - Friday.
- To employ qualified/experienced staff, where possible, and encourage staff to take part in further training opportunities to ensure that the workforce is as qualified as possible.
- To have regular contact with parents/carers and to encourage their involvement in the club.
- To offer a wide range of creative play and learning activities which include arts and crafts, games, music, storytelling, trips as well as the opportunity for homework and quiet play. Moreover, outdoor and physical play is actively encouraged e.g. playground, gym hall.
- To monitor, update and develop procedures to ensure high quality care complying with all relevant legislation.

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Places, Cost and Registration

Places at TASC are allocated by the Manager and the TASC administrator on a first-come-first-served basis with members who used the club in the previous academic year, their siblings, and members attending the Annual General Meeting given priority over those applying as new members. If the Club is full, a Waiting List is operated by the Manager and TASC administrator.

Fees for the academic year 2020/21:

Days	Session Time	Cost per Session
Monday to Thursday	15:10 - 17:45	£9.00
Friday	12:20 - 17:45	£14.00
Breakfast Club	08:00 - 09:00	£4.00

Fees are to be paid monthly in advance by standing order and/or childcare vouchers. In rare cases, arrangements can be made with prior agreement of the Manager for fees to be paid electronically (by card within TASC premises) or by an one-off Bank Transfer. Unfortunately, TASC cannot accept payments in cash or cheques.

The total monthly cost is calculated by multiplying the total weekly figure by 38 weeks and dividing by 11 months (payments are made from August to June inclusive).

A 15% sibling discount applies. The 15% discount will be applied to the sibling/s with the lower monthly fee.

There is an annual registration fee of £15 per child, capped at £30 per family. This fee is to be paid once at the beginning of the year, is non refundable and is not a down payment of the monthly costs of the After School Club/Breakfast Club.

Fees are to be reviewed annually by the management committee in advance of each new academic year. TASC will always try to be in line with the club's aim to provide affordable childcare.

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Registration/Application Forms

Parents/Carers are required to complete the online application form for each child, which must be completed prior to the child's start date with TASC. **We are unable to care for children without this information.** The information in this form is treated as confidential in accordance with the Data Protection legislation and our Confidentiality Policy.

During term time TASC collects children attending Towerbank Primary School. TASC can accept children from different schools during holiday clubs.

Please make sure you provide accurate and up-to-date information on your application form. For any changes on the information provided or any updates, please contact TASC administrator as soon as possible. This is inclusive but not limited to change of primary contact, emergency person, address, phone number, medication, conditions, allergies, other medical information, serious events etc. All information provided by parents/carers at the beginning of each academic year is to be reviewed every six months; TASC will remind parents/carers to check all details of their application via email.

Fee Policy/Late fee policy

In order for TASC to run a high-quality childcare service it is essential that fees are paid on time. Fees are due monthly in advance by the 10th of each month. If you are unable to set your standing order or voucher payment by this date, please consult with TASC manager and/or administrator.

If you fail to pay on time, TASC may:

- Suspend all services until payment has been made in full. This means your child(ren) would be unable to attend TASC until the overdue amount is paid.
- If necessary, TASC will terminate the contract permanently and your child(ren) would lose their place at TASC.
- Charge an administration fee of £10.

TASC will notify you in writing of the action being taken if your fees are unpaid.

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If you are unable to pay fees on time it is important that you contact TASC's Manager (sophiasim.tasc@gmail.com) or Administrator (elainemurie.tasc@gmail.com) immediately. Where possible TASC will work with you to agree on a plan to enable you to keep your child(ren)'s place(s).

TASC Holiday Club

TASC typically provides holiday clubs during the October, February, Easter and Summer school holidays. Details will be communicated to parents/carers in advance, including cost, session times, programme, how to book etc. All holiday club costs need to be paid in advance by parents/carers by the deadline announced before each holiday club. Please make sure that you submit all applications on time so our team can plan fun and exciting activities!

One Month Policy

All parents/carers should let TASC know as soon as possible if they plan on leaving or reducing their children's sessions.

We have a standard policy of one month's notice for parents/carers who would like to reduce or drop their places with TASC. This policy allows us to plan ahead for the number of children we expect for each month. Also, due to that, we cannot give refunds in case the month of notice has not been used.

Late collection/Absence policy

TASC is not covered by our insurance policy beyond 5.45pm Monday to Thursday and 5.30pm Friday, and our staff are employed and paid up until this time. Using school premises also means that we have to adhere to the conditions of our let which require us to vacate the premises at these times to allow the janitor to check the building and lock up.

It is a condition of acceptance of a child's place at TASC that all children must be collected by 5.45pm Monday to Thursday and 5:30pm Friday.

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TASC requires from all parents/carers to notify them daily if their child/ren will not attend TASC for a day or a limited number of days. This notice should be given at least an hour prior to the end of the school day and TASC pick ups (3:10pm or 12 on Friday) by email (tasc49@gmail.com), text or phone (07796597976). If an unexpected absence occurs and parents/carers are not able to notify TASC team, a member of staff will contact them - please make sure to be reachable so we can make sure that your child/ren are safe!

We understand that there may be some occasions where parents/carers are unable to collect their child/ren on time due to circumstances beyond their control. In these circumstances the club requires that alternative arrangements are made and the parent/carer contacts the club as soon as possible to let them know.

Late pick up notices will be issued to those who do not manage to collect their children on time on a regular basis. If we have to issue three of these notices the child's place at the club can be withdrawn, as the contract will have been broken.

We reserve the right to charge £8 for the first 15 minutes and £5 per additional 5 minutes thereafter.

Medication

Parents/carers must provide TASC with any required regular or emergency medication for their child and complete and sign a medication form prior to their child attending TASC. Failure to do so will mean that TASC is unable to provide childcare services for your child.

Where parents/carers choose not to provide TASC with the medication, you have an obligation to inform TASC staff where the medication is kept (e.g. schoolbag) and provide written confirmation as to under what circumstances you authorise TASC staff to administer the medication to your child (e.g. medication is required seasonally, e.g. hay fever). To ensure the safety of all children TASC staff must have confirmation that any medication for your child not held directly by TASC is stored safely and not within easy reach of other children.

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In the event of an emergency TASC can only provide medication to children where prior consent has been given - all parents/carers are required to provide medical authorisation on individual child registration forms.

Emergency Closure

TASC management and staff will make every effort to keep the Club operating as normal during its usual opening hours and to provide Holiday Care whenever possible.

Please note that the Club is only open on days pupils are required to attend school.

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However the Club may need to close, due to exceptional or unforeseen circumstances.

Possible reasons for emergency short and long term closures include but are not limited to:

- Serious weather conditions
- Heating/Electricity system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are safe.

TASC has a mobile phone on the premises used specifically for the club's operations. Parents/carers can contact us during Club opening hours. The number for the TASC mobile is 07796597976. In emergencies, this phone number will be the primary point of contact. Although parents/carers are more than welcome to contact us in case of emergency and we will do our best to ensure that our children and families are safe and well informed, we ask for your understanding if the communication between staff and parents/carers is a bit slow. TASC's primary concern is to keep children safe and in the event of a large amount of calls coming

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in, we might not be able to communicate with all of you via phone. TASC will send emails to parents/carers in case we are not able to communicate via phone.

After the immediate danger has passed or the emergency has been resolved:

- A member of staff will contact parents/carers to collect their children using the main TASC mobile phone. If the parents/carers are not immediately available, staff will use the emergency contacts list.
- All children will be supervised at a designated safe point until they are safely collected.
- If after every attempt, a child's parent or carer cannot be contacted, the Club will follow it's Late Parent/Uncollected Child procedure.

If unforeseen circumstances arise, such as bad weather or power failure, TASC will give parents/carers as much notice as possible. Though management reserve the right to cancel TASC sessions at any time, this is exceptionally rare and we will always endeavour to give parents/carers as much prior notice as possible.