

# **Innov8 Sportz CIC Parents Handbook Hungerford Primary School**

Company No: 8139360  
Ofsted URN: EY482090  
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**INNOV8  
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Community Interest Company

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## About Innov8 Sportz C.I.C

Innov8 Sportz C.I.C is a registered community interest company. The company began trading in September 2012 with the intention to get more people participating in organised physical activity. Innov8 Sportz C.I.C is a “non-profit” organisation and was started to benefit the community of Wiltshire, Berkshire and the surrounding areas.

We believe that everyone should be given the opportunity to participate in physical activity.

We are dedicated to providing communities with the opportunity to participate in a wide range of physical activities and use sport and recreation as a tool to bring people together and remove social, religious and economic barriers.

Our projects will be innovative and focused on participation through fun, creating an environment where communities can flourish.

**Our Out of School Hours Clubs met all standards in our recent Ofsted inspection. Ofsted says:**

**“Children love this welcoming and well-organised club.” Children “engage in the wide variety of activities on offer. They help staff plan these activities a term in advance and, as a result, are highly motivated and eager to join in.”**

**“Children love being outdoors. They listen intently to instructions from expert sports coaches as they practise athletic skills on the school field. Children thoroughly enjoy their time at the club and say they look forward to coming.”**

# General Terms & Conditions



By signing a Consent Form, or by sending children to attend an Out of School Hours session, parents/carers are agreeing to be bound by Innov8 Sportz C.I.C's Terms and Conditions, as set out in this document. These terms and conditions may be revised from time to time.

## Admissions Policy

Innov8 Sportz C.I.C welcomes all children regardless of age, gender, disability, race, ethnic origin, nationality, colour, religious belief, class or social background, sexual preference, political belief or ability.

Places in Out of School Hours sessions are limited and subject to a waiting list. When considering any vacancies, there is a general order of priority:

Siblings of children already attending,

Children of families where parents/carers are working, studying or retraining and attendance constitutes an integral part of their childcare requirements,

Children with Special Educational Needs where attendance has been deemed to be beneficial,

Children with social care needs who have been referred by a Health Visitor or similar professional

Children who have been on any waiting list the longest, in order, and then

Any other children on a first come, first served basis.

Please note: Requests for places for the following academic year (including those for children starting school for the first time) should be made during the term preceding the summer break.

## Registration

Children will only be permitted to attend once a Consent Form has been completed and received by Innov8 Sportz C.I.C and the allocation of a place has been confirmed in writing.

Parents/carers should contact us by email at [info.innov8sportzcic@gmail.com](mailto:info.innov8sportzcic@gmail.com) in the first instance or speak to our Childcare Manager for more details. Forms should be completed and returned before your child(ren) attend their first session.

## Ad-Hoc Sessions

Occasionally, sessions may be available to book on an ad-hoc basis. Children may only use these sessions if a Consent Form has previously been submitted. To request an Ad-Hoc booking parents/carers should:

Contact our Childcare Manager, **Tina Galbraith (07827 220 308)** directly via a text message or phone call, stating your **child's name, class and which session** they wish to attend to check for availability.

Fees will be invoiced at the end of the month.

## Payment of Fees

Once your child is on an Innov8 Sportz C.I.C register, we will expect your child to attend on the day/s allocated to them. Fees cannot be returned for days unattended. Even if your child is sick, days missed must be paid for. The Consent Form is a contract, and you are liable for all fees until you give notice of leaving (see below for details of how to give notice). Fees paid in advance remain chargeable, even if sessions are not attended.

### At present, fees are:

**Breakfast Club:** £6.00 per child

**After School Club:** £13.75 per child

We offer a sibling discount of 10% for the 2<sup>nd</sup> and subsequent children

Fees are payable monthly, in advance.

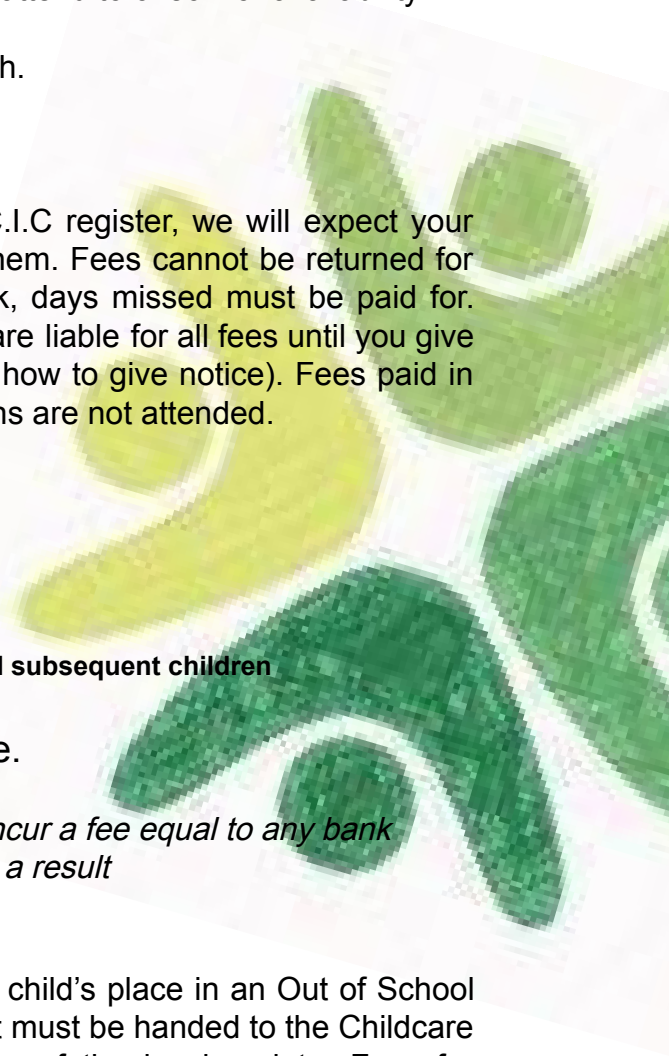
*Unpaid cheques returned by the bank will incur a fee equal to any bank charges incurred by Innov8 Sportz C.I.C as a result*

## Notice of Cancellation or Leaving

Notification must be given in writing if your child's place in an Out of School Hours session will no longer be required. It must be handed to the Childcare Manager two weeks (14 days) in advance of the leaving date. Fees for booked days remain payable in full during this two week period.

Amendments to bookings and/or selection of alternative days of attendance will be treated in the same way as cancellations and the same period of notice is required.

In exceptional circumstances, if you know your child will be away for three consecutive weeks or more (for example, on holiday or due to planned hospitalisation and/or recuperation) the fees may be waived, provided you give written notice two weeks (14 days) before the date of first absence and the waiver is confirmed to you in writing.





## Procedure in the Event of Absence

Parents/Carers must inform the Childcare Manager directly if a child is unable to attend. Notification should be made by telephone on **07827 220 308**, no later than **7.30am for Breakfast Club or 2.30pm for After School Club.**

**PLEASE ENSURE YOU ADVISE THE SCHOOL OF YOUR CHILD'S ABSENCE SEPARATELY AS WE WILL BE UNABLE TO DO THIS ON YOUR BEHALF.**

### Severe Weather and Unsafe Conditions

In the event of an Innov8 Sportz C.I.C session being cancelled due to severe weather or unsafe conditions, parents/carers will be contacted via email in advance of the session whenever possible or, if conditions worsen during a session, via the emergency telephone number they have provided while. The decision to cancel a session due to weather or unsafe conditions lies with Innov8 Sportz C.I.C.

*Fees will not be waived or returned in these circumstances.*

### Overdue Invoices

If any fees remain outstanding one week (7 days) from becoming due parents/carers will be reminded verbally.

If fees remain outstanding one week (7 days) from the verbal notice (14 days from the due date) a written reminder will be issued.

If fees still **remain outstanding one week (7 days) after the written reminder** (21 days from the due date), your child's place will be withdrawn.

Any child absent for more than three consecutive weeks, without explanation, will be taken off the register and their places re-allocated.

In exceptional circumstances, failure or refusal to pay fees may result in legal action being taken to recompense Innov8 Sportz C.I.C for the services provided.

## **Drop Off and Collection of Children**

Parents are requested to enter the school via the main school entrance and ring the bell for attention.

**REMEMBER**, when dropping off or collecting your children, ensure they have been signed in/out on the session register.

Parents are requested to leave the school by the same route.

**Please note:** The main school communal and classroom areas (including cloakrooms) are out of bounds for both children and parents during the Out of School Hours sessions.

Please pick your child from After School Club up at the correct time. If you are going to be late, please contact **Tina Galbraith** on **07827 220 308** as soon as you are aware of a potential delay.

The facilities will be locked at 6.00pm. By this time, parents must either have arrived, make arrangements for a late arrival or for another responsible adult to pick up their children. If by 6.30pm Innov8 Sportz staff have not been able to make contact with a parent or child's emergency contacts, they will have no option remaining other than to contact local Police and Social Services in order for any children remaining on site to be cared for.

Staff will not allow children to leave the premises on their own, unless this has been agreed by the Parent/Carer in writing.

## **Collection by Another Adult**

If your child is to be collected by another adult, it is the parents' responsibility to ensure the Childcare Manager is notified prior to the commencement of the session.

We reserve the right to refuse collection by another adult if we have not been made aware that they are collecting your child.

Parents must also make us aware if there is anyone NOT allowed to collect a child from a session, this must be declared in writing on the date of registration.

## **Medication**

All medication should be handed, at the start of each session, to the Childcare Manager by a parent or the class teacher. It must be clearly labelled with the child's name and the frequency of dosage.

**Parents/carers will be requested to sign a completed medication log. Whilst a child is in Innov8 Sportz care, usually only medication prescribed by a child's own doctor will be held or administered by Innov8 Sportz C.I.C. staff.**

## **Emergencies**

It is a condition of attendance that, for every child, emergency contact numbers must be given.

Parents must make arrangements for an adult known to the child to be available to collect the children in the event of an emergency or illness of a child, where parents/carers are unable to do so.

In the event that an emergency necessitates the evacuation of an Innov8 Sportz C.I.C. session, the children will be escorted to a safe gathering point. Staff will contact parents/carers and request that children are collected immediately.

*It is the duty of parents/carers to ensure that the details held by Innov8 Sports C.I.C. remain up to date at all times.*

## **General Data Protection Regulations (GDPR)**

Innov8 Sportz CIC aims to ensure that all personal data collected about staff, attendees, parents, volunteers and visitors and other individuals is collected, stored and processed in accordance with the General Data Protection Regulation (GDPR)

and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill.

Our policy applies to all personal data, regardless of whether it is in paper or electronic format.

The GDPR is based on data protection principles that Innov8 Sportz CIC must comply with.

The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

### **Adoption of School Policies**

In addition to Innov8 Sportz' own policies and procedures (copies of which are available to view on site at all times) the company has, where appropriate, adopted the School's policies to ensure that the quality of our service is in line with the standards set by the School and complies with Government regulations.

This includes policies relating to the behaviour of staff and pupils.

### **Contact Details**

Emergency and Out of Hours Contacts:

**Jan Loughlin**  
**Telephone: 07810805597**  
Email: [jan.innov8sportzcic@gmail.com](mailto:jan.innov8sportzcic@gmail.com)

**Terry Bathe**  
**Telephone: 07837 535 499**  
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**INNOV8  
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Community Interest Company

Registered Office address: 2 Marsh House, 25 The Parade, Marlborough  
SN8 1NE

### **Closing Comment**

We are always looking for ways to improve as a company and be the best we can be, whilst also helping to inspire others to do the same. We have a real passion for sport and coaching in particular. For us sport is not just about

exercise but all the life skills that flourish on a sports field; sport is about bringing people from all walks of life together to work towards a common goal, whilst knocking down social, religious and economic barriers that exist in everyday life. We feel our job is to provide an environment where this can take place.

## COMPLAINTS PROCEDURE

Innov8 Sportz C.I.C aims to bring all concerns about the running of our services to a satisfactory conclusion for all of the parties involved. To achieve this we operate the following complaints procedure:

**Step 1:** Any parent (or other interested party) that is uneasy about an aspect of Innov8 Sportz C.I.C's provision talks over, first of all, his/her worries and anxieties with the Childcare Manager or a managing director.

**Step 2:** If the matter is not adequately resolved, or recurs, the complaint should be put in writing to Innov8 Sportz C.I.C. Innov8 Sportz will aim to find a resolution to the matter within 28 days of receiving a written complaint.

**Step 3:** If the complaint cannot be informally resolved at step 1 or step 2, the complainant should request a meeting with Innov8 Sports C.I.C.

**Step 4:** If at the step 3 meeting the parties cannot reach an agreement, an external mediator (this would usually be a representative from the school) is invited to help settle the complaint. A mediator has no legal powers but can help to define the problem, review the action so far and suggest resolutions.

**Step 5:** At a final meeting, all parties decide upon an appropriate course of action to take to reach a conclusion of the matter. The mediator may be present at this meeting. Copies of a record of the meeting are signed to signify that the procedure has concluded.

**At any step** of the procedure any parent (or other interested party) may contact Ofsted on 0300 123 1231 or by email at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) for assistance or to make a complaint.