

**TEAM HANDBOOK 2023**

**OUR VALUES**

We believe in **happy**

We believe all people should be treated with respect and kindness.

We believe our staff team, schools, parents and children are all part of a SPRING partnership.

**OUR MISSION STATEMENT**

All team members must work towards the main aims and mission of SPRING at all times.

The SPRING mission is:

***To go above and beyond to ensure all children are happy***

**What this looks like:**

- Children are spoken to in a polite and friendly manner at all times

- Team members interact and play with children for the vast majority of session time

- Team members smile and have fun

- Activities are engaging and explained to all children

- Activities available to suit all interests

- Team members scan the room to ensure all children included

- Children are moved from place to place and activity to activity in a ‘jolly’ and enthusiastic way.

- Children are greeted by name in a friendly and welcoming manner

**My personal mission for 2023:**

**Club Base**

It is a team responsibility to keep the club base looking attractive to children, parents and visitors.

All club bases:

* should be made to look inviting for the children before they enter
* should be kept tidy during a session, eg coats and bags stored neatly
* should be tidied and resources stored carefully at the end of each session
* should have attractive displays
* should have the following displayed:
* Planning posters for that week and upcoming weeks
* First Aid certificates (copies)
* Level 3 certificates (copies)
* Information about how to book or contact admin (eg club poster or leaflets)
* Ofsted certificate
* Latest Ofsted report
* Club rules
* Health and safety poster
* Any additional information for parents

**Club Rules**

**BE KIND, BE SAFE**

These rules apply equally to children and adults and are extremely important.

**Food and Drink**

Children should have their own labelled water bottles. These should be topped up as necessary.

At Holiday Club weeks, all food is provided by the family: a generous lunch and at least 2 snacks. No food is given to the children by the club.

At ASC, a good snack is served daily. The snack consists of a choice of fruit and a larger item such as soup, crumpets or wraps. Children should take part in preparing, serving and clearing away snack and should sit at a table to eat.

Children should be encouraged to try new things but kept within their comfort zone.

We do not serve any meat except tuna. Therefore SPRING food is halal. We do serve milk products; vegan diets and other diets can be catered for on request. All SPRING bases are nut-free zones. All team members must be aware of special diets.

**Homework Help**

All ASC clubs start with a “quiet time” where children are encouraged to read and do homework. SPRING team members should assist with homework and read with all Year 1 children, writing in their reading records. Children in other year groups should be listened to when possible.

**Activities**

Holiday Club weeks follow a theme for the week. Activities are laid out which follow this theme as well as allowing free play choices. Holiday Weeks are espeiclaly enthusiastic and exciting weeks, with a great deal of effort put into each theme. It is especially important that Day 1 is well resourced and exciting and that each child goes home happy.

Every day at SPRING ASC and SPRING Holiday Weeks includes both indoor and outdoor activities which have been carefully planned to interest all ages and aid child development. A choice and the option of free play should be offered where possible. The activities on the planning must take place each day, with additional activities if the team desires. Activities should be laid out attractively and introduced and explained with enthusiasm. Work can be displayed at the club base or sent home with children to show parents.

**Club Promotion**

Each club manager is responsible for the promotion of their own club, with team members and admin to support. This includes:

- leafleting in the local area

- leafleting at the school

- ensuring visibility, e.g. by having a staff member at the door of the club, running exciting events in the playground, and so on.

- displaying club posters in the windows

- approaching parents in the playground

- running promotional events

**Performance Management**

SPRING wants to be the best and seeks to improve all the time!

We use a coaching style of performance management.

All SPRING clubs will agree a termly target. All managers and team members will work towards their target.

Managers will observe and coach team members weekly on their individual target, giving feedback in a pleasant, helpful coaching style. All managers keep a coaching log.

Directors will meet managers regularly to discuss staff coaching and other issues.

Clubs will be observed without notice at least once every half term and feedback gathered from all stakeholders.

Regular staff, child and parent surveys are conducted to ensure we understand the needs of our families.

Directors reserve the right to enter club premises at any time, either themselves or via a representative.

All staff members are expected to put enthusiastic effort into meeting their target and supporting their club to find improvements to make.

**Pay and Conditions**

Permanent staff are paid pro rata (annual pay divided evenly across 12 months). SPRING pays a London living wage or higher for all members of staff.

Holiday pay is calculated and added to monthly pay for all staff. Staff are therefore expected to take any leave within school holidays.

Any profits made by the company are shared amongst staff following the AGM in August.

SPRING does not routinely pay for any term time absences, including for sickness or appointments, except at the Directors’ discretion.

**Policies**

All our policies can be found on our SPRING website: www.springasc.co.uk. We welcome your input into our policies – let us know of any changes you think should be made.

**Expectations for Team Members**

1. SPRING VALUES. Keep these at the core of all you do at all times.
2. SPRING MISSION STATEMENT. Work towards the SPRING and club base mission statement at all times.
3. BE KIND

All team members are expected to treat each other and all children with kindness at all times. This includes ensuring everyone is included, listened to and treated with respect. Teasingm shouting or disrespectful language to or about any child or adult will not be tolerated.

1. WORK AS A TEAM

Help your colleagues and manager to enjoy their job and support them to provide the best possible service.

1. BE ENTHUSIASTIC

Staff must be visible and joyful in their conduct. All children and parents should be greeted warmly, and a pleasant goodbye given.

1. PROFESSIONAL CONDUCT

All members of staff must act professionally at all times. This includes (but isn’t limited to) good time-keeping, practical clothing, kind and professional conduct towards others, appropriate social media use, appropriate reporting back to the admin team. All personal devices (phones etc) muct be locked away during club hours.

1. SAFEGUARDING

Team members must be aware of the safety of the children at all times. They should be aware of the risks identified for each activity and put appropriate measures into place to safeguard the children in their care. They must ensure children are supervised adequately and raise any concerns with their manager of the SPRING directors. Ratios must be adhered to at all times. SPRING preferred ratios are 1:8.

Team members must attend regular safe guarding training and follow guidelines on keeping children safe.

Refer any accident to a trained First Aider and ensure First Aid procedure is followed. Any head bumps or more serious injuries warrant a phone call home. Ensure the accident book is always updated.

Team members must ensure they are familiar with each child’s medical and dietary needs.

1. ID

All team members must wear a high vis vest or SPRING logoed top and wear staff ID at all times.

1. PLANNING

The planned weeks must be advertised to the children and families in advance and all planned activities must go ahead. Team members are welcome to provide additional activities to interest individuals either on the go or in advance with the agreement of the manager.

1. PREPARATION

Team members should ensure they know what is coming up in the planning and make sure they are clear on how to run the activity. Activities must be laid out in an attractive manner and explained with enthusiasm to the children.

1. RESOURCES

Team members must make sure all club resources (including food) are labelled, looked after, packed away neatly and securely and any missing items reported to the manager.

1. INTERACTION AND ENTHUSIASM

All team members must show pleasant staff-child interaction at all times. An enthusiastic club is a happy club.

1. INTERACTION WITH SCHOOLS AND PARENTS

All interactions must be friendly and pleasant at all times. You are the face of our club.

1. STAFF ABSENCE

Team members are expected to be punctual and to complete their session shifts as expected. Absence due to sickness or other unforeseen circumstance must be reported to both the manager and the admin team. Managers report their own absence to the admin team and to their partner club manager. It is the manager’s responsibility to find cover from the bank list to ensure the club stays within ratio. Any team member may be asked to work at any local SPRING club to provide necessary cover.

1. SHOW INITIATIVE.

Make up that extra activity. Create that display. Go that little bit further. It’ll make everyone happy!

**Expectations for Managers**

1. SPRING VALUES. Keep these at the core of all you do at all times.
2. SPRING MISSION STATEMENT. Work towards the SPRING and club base mission statement at all times.
3. BE KIND

All team members and management are expected to treat each other and all children with kindness at all times.

1. BE ENTHUSIASTIC

Team members must be visible and joyful in their conduct. All children and parents should be greeted warmly, and a pleasant goodbye given.

1. PROFESSIONAL CONDUCT

Managers must ensure all team members act professionally at all times. This includes (but isn’t limited to) good time-keeping, practical clothing, kind and professional conduct towards others, appropriate social media use, appropriate reporting back to the admin team.

1. SAFEGUARDING

Managers must ensure a daily risk assessment takes place.

Registers must be kept carefully each session. If any child is absent, first check with the school and then phone parents.

Any head bumps or more serious injuries warrant a phone call home. Ensure the accident book is always updated.

Ratios must be adhered to at all times. SPRING preferred ratios are 1:8.

Managers must attend regular safe guarding training and follow guidelines on keeping children safe.

Managers must ensure they are familiar with each child’s medical and dietary needs.

1. ID

All team members must wear a high vis vest or SPRING logoed top and wear staff ID at all times.

1. PLANNING

All members of staff have the opportunity to contribute towards planning and to approve the planning each half term. The main activities and the majority of the minor ones **must** take place. Club managers are welcome to plan additional activities to interest individuals.

1. PREPARATION

It is the manager’s responsibility to ensure resources are available for upcoming activities. Activities must be laid out in an attractive manner and explained with enthusiasm to the children.

1. RESOURCES

Managers must make sure all club resources (including food) are labelled, looked after, packed away neatly and securely and any missing items reported to the admin team. Food must only be used for club purposes – it must not be used by any member of staff without the prior agreement of the admin team.

1. INTERACTION AND ENTHUSIASM

Managers must encourage pleasant staff-child interaction at all times. An enthusiastic club is a happy club.

1. INTERACTION WITH SCHOOLS AND PARENTS

All interactions must be friendly and pleasant at all times. You are the face of our club.

1. INFORMATION SHARING

We share information with parents and schools to benefit the children in our care. Parents of our EYFS children are encouraged to provide “All About Me” information to the club and are asked about their child’s favourite activities and any special requirements. Safeguarding concerns are shared with the school DSL (Designated Safeguarding Lead – usually the headteacher). EYFS children have half termly observations which are shared with parents and the school. Team members are encouraged to have informal chats with school staff about the children’s day and to pass on anything of interest to parents.

1. STAFF ABSENCE

Team members must report absence to both the manager and the admin team. Managers report their own absence to the admin team and to their partner club manager. It is the manager’s responsibility to find cover from the bank list to ensure the club stays within ratio.

1. SHOW INITIATIVE AND ENCOURAGE INITIATIVE.

Make up that extra activity. Create that display. Promote the club in that unusual way. Go that little bit further and encourage your team to too. It’ll make everyone happy!

**A Final Word**

We are privileged to be in the line of work we are in. SPRING has very high standards for itself and the service we are providing parents is very good indeed. Thank you for your hard work, enthusiasm and dedication to SPRING and the families we work with.