



THE HIVE CLUB - PARENT HANDBOOK

Welcome to The Hive Club

Welcome to The Hive Club, part of the Our Hope Hive community.

We provide a warm, nurturing and inspiring space for children aged 4-11, where they can relax, play, build friendships and grow in confidence before and after the school day.

At the heart of everything we do is a strong belief in community, connection and childhood joy.

We are proud to offer something a little different:

- A welcoming, non-school environment
- A short walk from school to support independence
- A calm, home-from-home atmosphere

At The Hive Club, we are proud to have a team with a wide range of experience and professional qualifications in childcare, education and child development. This range of expertise supports high-quality provision, strong safeguarding practice and inclusive support for all children.

Rebecca - Owner

As an ex Primary Headteacher Rebecca has over 30 years of teaching, learning and leading experience across the Early Years and Primary age range. She has been through several Ofsted inspections and has a thorough understanding of how to safeguard and nurture the wellbeing of children and young people.

Jackie - Club Manager

Calm and gentle, Jackie leads our team with over 30 years of early years' experience. She plans meaningful, playful activities based on your child's interests.

A Typical Day at The Hive Club

Children are collected from school by our staff and walk together to The Hive Club. This short walk supports:

- Independence
- Road safety awareness
- Social connection

Once at the club, children follow a relaxed routine:

Arrival

- Hang up belongings

- Settle into the space

High Tea

- Shared mealtime experience

Play & Activities

- Free play (indoor and outdoor)
- Creative activities
- Calm spaces available

Snack Time

- Healthy snack served
- Opportunity to chat and connect

Wind-down & Collection

- Calm activities before home time

Our Approach to Play and Development

We believe children learn best through play.

At The Hive Club:

- Play is **child-led**
- Adults support rather than direct
- Children are given time and space to explore

We support:

- Confidence and independence
- Social skills and friendships
- Emotional wellbeing

Hive Helpers

Older children can take on leadership roles as Hive Helpers, supporting younger children and building responsibility and pride.

Children can ask to be a Hive Helper if they are at the Junior School or in the Summer Term of Y2.

Working in Partnership with Parents

We value strong relationships with families.

We will:

- Keep you informed about your child's time at club
- Share any concerns or updates
- Be available for conversations at collection
- Communication is via email and phone, incidents and safeguarding notes are recorded on kidsclub

Admissions, Bookings and Fees

Sessions are booked via our booking system.

- Fees are payable in advance
- Sessions must be booked in advance
- Changes and cancellations require notice
- Booking system <https://ourhopehive.kidsclubhq.co.uk>
- Payment terms are monthly
- Notice period is one month before invoicing on 20th.
- Late payment is charged at £10 a week per club

Arrival and Collection

School Collection

Children are collected by staff and walked safely to the club.

Collection from Club

- Children must be collected by an authorised adult
- A password system may be used

Late Collection

If you are running late, please contact us as soon as possible.

Collection by Another Adult

We must be informed in advance.

- You can collect up until 6pm
- 07826 880606 for late collections
- £8 late collection charge

What to Bring

- A labelled water bottle
- Coat and wellies (we're walking from school and go outside in all weathers!)
- Change of clothes if likely to be needed (especially for younger children)
- Any medication, clearly labelled and handed to a staff member

Food and Drink

We provide a high tea and snack if children are still with us at those times – high tea is around 4pm and snack at 5.15pm

- Children are offered **water only**
- We promote healthy eating habits
- Allergies and dietary needs are carefully managed
- Allergies and dietary information is recorded on kidsclub
- Children can bring their own food if diet is difficult

Personal Care and Independence

We understand that younger children may need support with toileting.

- Children are encouraged to be independent
- Staff will support where needed
- Care is provided sensitively and respectfully

If a child has an accident:

- They will be supported to clean and change
- Parents will be informed
- Spare clothes should be provided

Behaviour and Relationships

We promote positive behaviour through:

- Clear expectations
- Kindness and respect
- Strong relationships

We support children to:

- Resolve conflicts
- Understand emotions
- Build friendships

Bullying is not tolerated and will always be addressed promptly.

Inclusion and Additional Needs

We are committed to being inclusive.

We:

- Work closely with families
- Support children with additional needs
- Adapt our approach where needed
- Rebecca is our SENCo
- Please start a conversation if you need support

Safeguarding and Child Protection

The safety and wellbeing of children is our highest priority.

- All staff are trained in safeguarding
- We follow strict procedures
- Concerns are reported and acted upon
- Designated Safeguarding Leads (DSL's) are Rebecca Hope and Jackie Sim
- Contact us straight away if you have any concerns or information, we should be aware of.

Health, Illness and Medication

If your child is unwell:

- Please keep them at home

If a child becomes unwell at club:

- Parents will be contacted

Medication:

- Can be administered with written consent

Accidents:

- First aid is given
- Parents are informed

If your child has regular medication or emergency medication, please record this on kidsclub and ask Rebecca for a form to complete to plan medication administration and storing.

Complaints and Feedback

We welcome feedback.

If you have a concern:

1. Speak to a member of staff
2. Contact the manager
3. Follow formal complaints process if needed

Our full Complaints Policy is available in the pack attached.

Speak to Jackie in the first instance and then contact Rebecca
manager@ourhopehive.com

Important Information

Opening Hours:

Breakfast Club is 7am until school drop off, After School Club is from school until 6pm

Contact Details:

thehiveclubworthing@gmail.com

Location:

Our Hope Hive

Term Dates:

We follow West Sussex term dates and TAB INSET days

Key Policies

Available on our website in one document

- Safeguarding & Child Protection
- Behaviour Management
- Anti-Bullying
- SEND Policy
- Local Offer
- Admissions & Fees

- Complaints
- Administering Medication
- Intimate Care
- Healthy Eating
- CCTV Policy
- Equalities & Inclusion