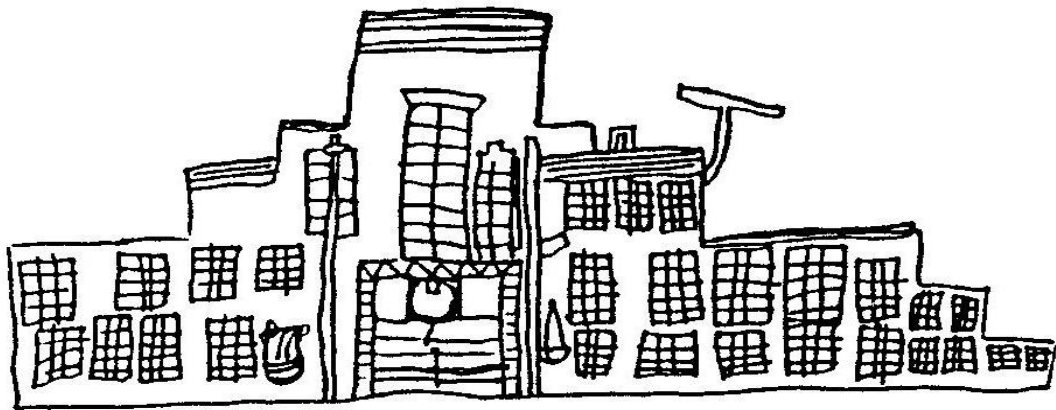


Important information relating to 'The Haven' After School Club



Purpose

The aim of 'The Haven' After School Club (ASC) is to provide quality recreational, educational and creative facilities for the children of Clarendon Primary School within a caring, stimulating and safe environment.

Overview of Provision

The ASC is run directly by the school and is based on the school site. It runs during term time only from 3pm to 5.55pm, Monday to Friday and aims to provide children with a friendly relaxed environment managed by supportive staff.

The inside and outside environments, as well as the equipment and activities provided, are suitable for both nursery and primary aged children and aim to provide a range of creative play and purposeful extended learning opportunities for all children. A healthy snack or piece of fruit will be provided at the start of each session along with a drink. (**N.B** – This is included in the daily charge.)

During each session it is intended that children will have access to:

- A healthy snack, which they can eat in a sociable setting with their peers. (Snacks provided will conform to the appropriate government food standards.)
- A calm, safe environment in which children can play, socialise and explore.
- Indoor and outside environments.
- A planned daily session focus that they can engage in if they wish.
- Opportunities to complete their home learning activities with ASC staff.

Please note: children are not permitted to bring in their own toys or games.

Whilst staff will encourage children to take part in a wide variety of activities and leisure pursuits, children will not be 'forced' to engage with any activity they do not wish to as this is against the purposeful leisure time ethos we aim to promote. Where concerns arise regarding the repetitive selection of activities by individual children, this will be discussed with parents with an appropriate support plan identified, agreed and subsequently implemented.

Organisation

The ASC operates under the direct management of the school, with the Headteacher and the Governing Body having overall management responsibility.

The staffing structure of the ASC will be as follows:

- A supervisor / deputy supervisor
- Play workers

There will always be a minimum of two staff on duty during any one session.

Charging

Sessions booked via a Contract are charged at £12.00 per session.

Ad-hoc bookings are charged at £13.00 per session.

This will be reviewed annually and a minimum half-term's notice will be given of any change.

To enable the school to maintain this daily session cost, a late payment charge of £25 will be payable. Please note if payments are not made this can also affect the subsequent booking of sessions.

When paying through the Childcare Voucher Scheme, you may need the School's **OFSTED registration number: 125088**. For all on line/childcare voucher transactions, you must provide a reference. This should be your child's name. When making payment in this way, we also ask that you email the school on **thehaven@clarendon.surrey.sch.uk** detailing when the payment has been made and how much it was for.

ASC club sessions end at 5.55pm. As staff are not paid after this time, a penalty charge of £10 will be incurred every 10 minutes after this time for the late collection of children. Whilst we appreciate that, on the rare occasion, unavoidable delays can happen we do require the adult collecting to telephone the ASC as soon as they are aware that this is likely. The ASC can be contacted (after 3pm only) on 01784 253379, option 3. If there are three late collections within a half term period a written warning will be issued. If a fourth lateness then occurs a dismissal notice from the ASC may be given.

Booking Your Childs' Place

Bookings are made via the schools Kids Club HQ System. Parents will create an account for each child, and can then create a Contract booking, where the same days can be booked each week for your child to attend.

Parents are required to book places in advance. Fees are invoiced on a monthly basis and can be paid either using a debit/credit card or childcare vouchers.

We appreciate that whilst some parents book days needed each week on an ongoing basis, there may be other occasions when additional spaces are required on an ad-hoc basis. Whilst Contracts are made on a half termly basis, ad-hoc bookings can be made on the Kids Club HQ System and will be payable at the time of booking.

If a session needs to be cancelled, this must be done by a parent; however no refund can be given for the cancellation of places.

The link to the Clarendon Kids Club HQ booking system can be obtained from the school office or can be accessed via our website.

Any problems accessing the system, or making your Contract or Booking then please contact the school office for assistance.

Key policies used in the ASC

Behaviour / Discipline

Whilst the ASC will operate within a more relaxed and informal manner, to ensure a calm, safe and enjoyable environment for all, children will be expected to follow the school's 'golden rules'. These are:

- Follow instructions
- Walk calmly
- Show respect
- Be kind
- Be honest
- Do our best
- Have fun!

Within the ASC children will be rewarded in similar ways to those used in school, e.g. use of praise etc.

In the event of a child becoming disruptive or not following the rules, reminders to do so will be given. Where a child doesn't respond to these, 'time out' will be used to help them calm down, reflect and then re-join the session in a positive way.

If a child's behaviour is deemed unsafe / detrimental to either themselves or others then the ASC reserves the right to withdraw the child's place. In these cases a full explanation shall be given to the child and their parents by the Headteacher; however every effort will be made to manage these situations before this option was considered.

Health, safety and medical treatment

The ASC will endeavour to keep children safe. Staff are trained in first aid and are familiar with the school's fire drill. Should an incident occur, that requires a parent to be notified, a member of staff will take the necessary steps to ensure they are advised at the earliest possible opportunity. If an incident does not require immediate consultation with a parent, the child will be given the appropriate first aid, and a full explanation will be given to the parent/person collecting when the child is collected that evening. All accidents are recorded in the Accident Record book.

If a child requires medical attention beyond that safely available within the ASC, in line with school procedures, an ambulance will be called immediately to ensure appropriate specialist medical treatment is obtained as soon as possible. (Staff **will not** transport children to hospital themselves as they always need to ensure appropriate adult child ratios are maintained). In the event of a child requiring hospital treatment, and a parent or emergency contact not being available to reach the school by the time an ambulance needs to leave, a member of staff will accompany the child and liaise with parents / carers at the hospital. (In any event, parents / carers will be notified of known events leading up to the incident as well as the subsequent actions taken).

In the event of medical concerns or an accident that is felt not to require urgent medical attention, but is causing the child undue upset or discomfort, a member of staff will contact the parents and request their early collection. On arrival, ASC staff will advise the parent / carer of any medical attention given as well as any other appropriate medical attention / advice sought.

Whilst staff will administer required medication to the children, such as Asthma inhalers and/or auto injectors (epi pens), it is the parent's responsibility to ensure these are given to a member of the After School Club staff and that they are in date and in correct working order.

Safeguarding

The safety of all children is of paramount importance. In line with Clarendon's safeguarding policy all staff will be subject to an enhanced DBS check prior to employment and will undertake appropriate safeguarding training and training updates. The Headteacher, as the Designated Safeguarding Lead (DSL) will be available or contactable during club session times; however in the event of them not being available the Deputy Headteacher will be responsible.

Delivery & Collection of Children

Reception children will be collected from the classroom each day and escorted to the ASC by a member of staff, whilst children in KS1 and 2 will report to the ASC once dismissed from class. On arrival, a register will be taken to ensure all children have arrived safely.

At the end of a session, adults arriving to collect children will have to sign them out before they leave. In the event of a child being collected by an adult not authorised to do so on a child's admission form or that ASC staff have not been notified of in advance by the parents, ASC staff will make telephone contact with parents to ensure this is ok.

Children will be collected via the Family Centre entrance. On arrival parents / carers are requested to ring the bell/intercom outside the Centre's doors and wait for a member of ASC staff to come and collect them.

In the event of a parent wishing or needing to collect their child at the end of the school day (3pm) when a place has already been booked at the ASC, the parent will either need to have notified the school office before the day in question or will have to collect them from the ASC after 3.15pm. This is to ensure that the school and ASC are able to ensure the whereabouts and safety of all children. (**N.B** – For safeguarding reasons, without prior knowledge, no child booked into the ASC will be released by their teacher into the playground).

In the event of a parent failing to notify the club of a delay, a member of staff will attempt to contact the child's parent by telephone at 5.55pm. If this is unsuccessful they shall then attempt to contact the emergency number supplied by the parent. If by 6.30pm no plans are in place with either the parent or emergency contact for collection then contact with Social Services will have to be made via The Emergency Duty Team.

Equal opportunity

The ASC is committed to caring for all children. With this in mind, staff will treat all children in their care with equal concern and without prejudice to their religion, racial origin, cultural background, gender, disability or special needs. Furthermore, our aim is for the ASC to be available to all children who attend Clarendon Primary School regardless of ability or need.

In the event of an emergency

In the event of an emergency the ASC will follow the school's Emergency Plan procedures. If necessary, this includes evacuation to the outside assembly area or an appropriate offsite site assembly point. At this point, a register will be taken to ensure all children are accounted for.

In the unlikely event that a child cannot be accounted for, if safe to do so, a member of staff will initiate a search; however in the event that it is deemed unsafe to do so, the appropriate emergency service will be informed as soon as practically possible and again when they arrive on site. (**N.B** – If an initial search proves to be unsuccessful, the appropriate emergency service will be contacted immediately.)

Complaints

The success of the ASC depends on a partnership with staff, parents and children. As with other aspects of the provision, we wish to hear the views of all those involved, both good and bad as this helps inform ongoing service development.

In the event that you feel you need to make a more formal complaint, the school's complaint procedure should be followed. In the first instance concerns should be raised with the ASC supervisor. If a parent / carer subsequently feels that their complaint has not been resolved or appropriately dealt with and wish to take this further then the Headteacher should be contacted. If, after this, the parent / carer is still not satisfied with the outcome, the complaint should be addressed to:

The Chair of the School Governing Body
c/o Clarendon Primary School
Knapp Road
Ashford
Middlesex
TW15 2HZ

For further information

If you would like any further information about the After School Club, please contact the School Office on 01784 253379 or e-mail thehaven@clarendon.surrey.sch.uk

Terms and Conditions

The Haven After School Club



1. Contracts will be confirmed with the Headteacher prior to your child starting and are non-transferable. If you want to stop, reduce or change regularly booked sessions, a half term's notice is required and payment in full for these sessions must be made even if they aren't used. On-going Contracts will be automatically continued each half term, unless the specified notice is given.
2. Contracts must be made for a minimum of a half term. (A contract is defined as the same day or days every week.) Contracts will be invoiced monthly, in arrears. No refunds shall be given for booked sessions not used.
3. Ad-hoc or 'emergency' sessions are subject to availability.
4. All bookings should be made via the schools Kids Club HQ System. Whilst Contracts are made on a half termly basis, bookings for ad-hoc sessions can be made on the day, subject to availability, but can also be booked in advance.
5. All ASC session payments should be made securely through our Kids Club HQ website using a debit/credit card or the Childcare Voucher Scheme.
6. Payments for Contract bookings will be invoiced automatically on a monthly basis and payments for ad hoc session bookings will be paid via the school's Kids Club HQ system at the time of booking.
7. Failure to pay promptly, without prior agreement with the Headteacher, may result in a child's place being withdrawn.
8. In the event of a session not being required due to a child leaving school before the end of the school day, the ASC must be notified that the child will not be attending. No refunds shall be given for booked sessions not used.
9. Absences, (including illness, holidays, school trips) from sessions booked still require full fees to be paid.
10. In the event of the late collection of a child a charge of £10.00 shall be levied for every 10 minutes thereafter.
11. The ASC reserves the right to withdraw a child's place in the event of persistent late collection.
12. Failure to collect a child or notify the ASC by 6.30pm will result in Social Services being contacted via the Emergency Duty Team.
13. Fees are set by the Headteacher, in consultation with the school's governing body. The school reserves the right to change these fees; however parents will be given at least half a term's notice of a planned change.
14. If your child is absent from school due to illness, they will not be permitted to attend the After School Club. When contacting the school to advise of your child's absence, it is your responsibility to inform the school that your child will not be attending the After School Club.
15. Any changes to a child's information, (such as medical conditions, allergies, address or contact numbers) must be updated on the schools Kids Club HQ System to ensure up to date records.
16. The ASC finishes at 5.55pm each day. All children must be collected by this time.
17. Should arrangements be made at any time for another adult to collect a child, where possible this information should be on the schools Kids Club HQ System. If this is not possible, then please contact the school, as the child will not be released without parental approval.
18. Adults collecting a child from After School Club **must** present themselves to a member of staff and **must** sign the child out in the collection register.

19. A child should not bring in personal toys from home or items of value. In the event that a child has taken them into school they must be given to the ASC staff at the beginning of the session. The school will not be held responsible for any loss or damage to any item handed in.
20. Respect for and proper use of all property, equipment and premises is to be maintained by all persons at all times.
21. Behaviour at the ASC that is considered to be unacceptable or inappropriate will not be tolerated and may result in the withdrawal of the child's place. The Headteacher will endeavour to advise parents prior to such action being taken in the hope that the issue can be resolved.
22. All information exchanged by any person involved with the ASC will be kept strictly confidential.
23. Any complaints should first be discussed with the staff and thereafter the Headteacher and subsequently the Chair of Governors if appropriate.

N.B - These terms and conditions supersede any previous terms and conditions.

These term and conditions should be read and agreed online before making any bookings via our Kids Club HQ system. In agreeing these terms and conditions you are acknowledging that you have understood and agree to them.