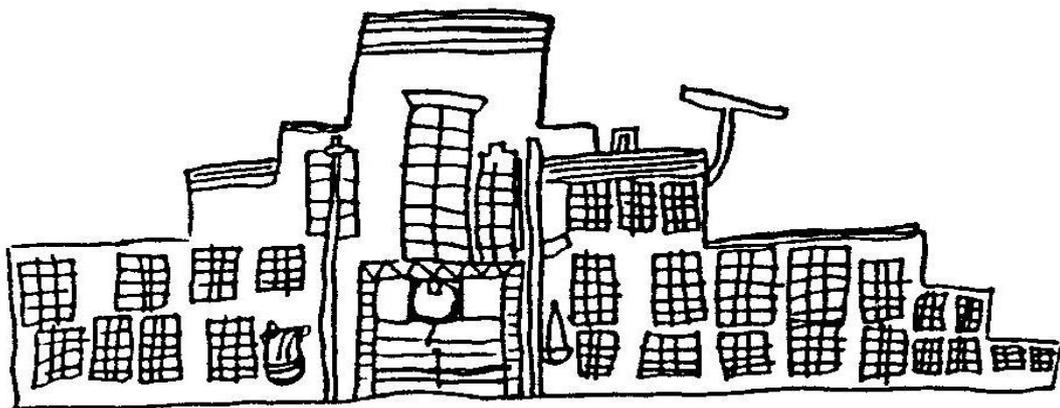


# Important information relating to 'The Haven' After School Club



## **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 can children 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
- A deputy supervisor
- Additional play workers

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

## **Charging**

Sessions booked half-termly on a regular basis are charged at £12.00 per session.

Sessions booked on an ad-hoc basis 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. A late payment is considered any payment made 2 weeks after the payment was due. For attendance at regular sessions this will be 2 weeks after the start of each half term period and for attendance on an ad-hoc basis this will be 2 weeks after the payment date stated on the invoice. 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**

Once you have been informed that there are places available on the days you require you will need to complete the following forms:

- Admission form
- Emergency Treatment Permission form
- Terms and Conditions form (at the back of this pack)

Parents are required to book places in advance. Fees are due at the start of each half term period and payments must be made within 2 weeks to ensure a late payment charge is not incurred.

We appreciate that whilst parent's 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 'regular' bookings should be made on a half termly basis, ad-hoc sessions will be invoiced monthly at the start of each month and should be paid via the school's 'Wise Pay' system by the date specified on the invoice. Failure to pay, without prior agreement with the Headteacher, may result in a child's place being withdrawn.

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.

Admission forms can be obtained from the school office and bookings should be made through them.

## 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 5 golden rules. These are:

- Always listen carefully and be respectful of others.
- Always do our best.
- Follow instructions the first time.
- Be caring, polite, courteous and co-operative.
- Walk quietly and sensibly around school.

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, the ASC supervisor 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, the ASC supervisor 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 Children's Centre entrance. On arrival parents / carers are requested to ring the bell 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, the ASC supervisor 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 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 of 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](mailto:thehaven@clarendon.surrey.sch.uk)

## Terms and Conditions

# The Haven After School Club



1. Sessions 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.
2. Regular bookings must be made for a minimum of half term. (A regular booking is defined as the same day or days every week.) Regular bookings must be paid half-terminly, in advance. 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 directly with the School Office. Whilst 'regular' bookings should be made on a half termly basis, bookings for ad-hoc sessions can be made on the day, subject to availability, but preferably as far in advance as possible.
5. All ASC session payments should be made through the school's 'Wise Pay' system or through the Childcare Voucher Scheme.
6. Payments for 'regular' bookings must be made 2 weeks after the start of each half term period and payments for ad hoc session bookings will be invoiced on a monthly basis and should be paid via the school's 'Wise Pay' system by the date stated on the invoice.
7. A charge of £25 will be payable for late payment. A late payment is considered any payment made 2 weeks after the payment was due i.e. 2 weeks after the start of each half term period for 'regular' booked sessions and 2 weeks after the payment date stated on the invoice for ad-hoc bookings.
8. Failure to pay, without prior agreement with the Headteacher, may result in a child's place being withdrawn.
9. 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.
10. Absences, (including illness, holidays, school trips) from sessions booked still require full fees to be paid.
11. In the event of the late collection of a child a charge of £10.00 shall be levied for every 10 minutes thereafter.
12. The ASC reserves the right to withdraw a child's place in the event of persistent late collection.
13. Failure to collect a child or notify the ASC by 6.30pm will result in Social Services being contacted via the Emergency Duty Team.
14. Fees are set by the Headteacher, in consultation with the school's governing body. The school reserves the right to change these fees annually; however parents will be given at least half a term's notice of a planned change.
15. 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.
16. Any changes to a child's information, (such as medical conditions, allergies, address or contact numbers) must be given to the school in writing to enable us to maintain up to date records.
17. The ASC finishes at 5.55pm each day. All children must be collected by this time.
18. Should arrangements be made at any time for another adult to collect a child, the school must be informed prior to the session and, where possible, introduced to the adult concerned. The child will not be released without parental approval.
19. 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.

Parent copy

20. 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.
21. Respect for and proper use of all property, equipment and premises is to be maintained by all persons at all times.
22. 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.
23. All information exchanged by any person involved with the ASC will be kept strictly confidential.
24. 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.

***We recommend that parents/carers should read the terms and conditions before signing below. In signing this agreement you are acknowledging that you have understood and agree to them.***

*Having read, understood and accepted all statements made above, I would like my child to be registered to the Clarendon Primary School's After School Club (The Haven)*

**Signed:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Please sign both copies of this agreement; return one to the school office and retain one, along with the 'important information document', for your records**

**Please tick the regular weekly sessions required:**

Monday	Tuesday	Wednesday	Thursday	Friday

**N.B** - If these are different to the original days indicated on your 'expression of interest' form or there are now additional days required, please contact the school in advance to ensure there is availability on these days.

*Please complete a different 'terms and condition' agreement for each child you are requesting a place for.*

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