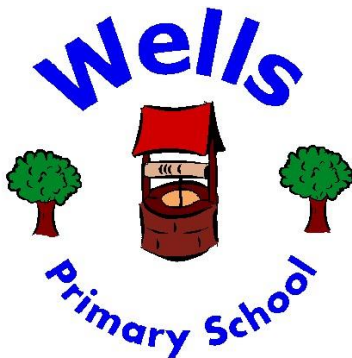


Wells Primary School

Extended Services



Handbook for Parents and Carers

Contents

1. Welcome
2. Aims and objectives of Wells Primary Extended Services
3. Activities
4. Admissions and fees
5. Absence and late collection
6. Food and drink
7. Medicines and first aid
8. Behaviour
9. Child Protection
10. Confidentiality
11. Personal items of value
12. Equal opportunities
13. Changes in personal circumstances
14. Useful contacts
15. Appendix A Terms & Conditions

1. Welcome

Welcome to Wells Extended School Services. We hope your child will be very happy with us.

The Clubs are run under the guidance of the Governing Body of Wells Primary School and are registered with Ofsted under the school DFE number 3172053. Ofsted and Redbridge Childcare Team monitor the provision.

This booklet aims to provide you with all the information that you require. Should you have further questions please feel free to contact us.

2. Aims and Objectives

- To provide professional supervised extended services for children from Reception to Year 6.
- To encourage a good working partnership between the parents, children and staff
- To encourage and give children the opportunity to learn
- To create an environment that is child centred and offers the children an opportunity to develop through a programme of play in a safe and caring setting
- To offer each child the right to make decisions for themselves and to be involved in the planning and choosing of activities that meet their interests
- To provide opportunities for participation in outdoor activities
- To work with children within an equal opportunity and culturally diverse framework
- To provide special activities and equipment if required when supporting children with physical disabilities or other identified special needs
- To work to the National Childcare Standards as set out by the registering body, Ofsted. A copy of the Standards is available to be seen on the Ofsted website www.ofsted.gov.uk, under childcare provision.

3. Activities

A range of activities are offered to the children which include:

- Creative play: colouring, sticking, painting and play doh
- Construction: Lego, Duplo, Meccano, K'nex
- Board games: teaching the importance of taking turns.
- Homework: space and atmosphere cohesive with a learning environment

After School club also offers the children outside play and the chance to take part in organised ball games.

4. Admissions and fees

Admissions statement:

Places are allocated on a first come first served basis. Places are available for children from Wells Primary School.

Admissions procedure

To enquire about a place, please contact the school office on 020 8708 0500 to request a registration form.

On completion of a registration form and agreed terms and conditions, the Club Leader will consider the availability of places at the setting. Their decision will be based on the days needed, sibling attendance, any regulatory restraints including Ofsted limits and operational constraints such as staffing and special needs requirements. In the event that there are no places currently available your child's name will be added to the current waiting list, if required.

Children with special needs have the right to be included and for their needs to be met. These needs are most likely to be met when the Club Leader and other staff are aware of and understand the individual needs of your child. Please ensure that you include any relevant information on your registration form and inform the Club Leader of any changes in circumstances.

Fees

We aim to provide a quality service at the lowest possible cost to parents. All the fees we collect are directly used to pay for the staff, organisation and resources for the club. Failure to pay your child's fees may result in termination of their place.

Our current fees (as at April 2024) are:

Breakfast Club

£4.50 per session per child

After School Club

£11.75 per session per child

Should you no longer require your place and termination does not fall at the end of a term, we will require one week's notice or payment in full in lieu. The Clubs are self-funding and we would have to reallocate your place to another child.

Session Times

Breakfast Club

Monday to Friday (term time only) 7:30 am — 8:30 am.

After School club

Monday to Friday (term time only) from 3:00pm until 5:30pm

5. Absences and late collections

Absences

If your child is going to be absent then you must notify the Play Supervisor and the school. This place is not refundable.

Our charges are for the place reserved for your child. If your child is absent we still have to have all our staffing and other resources in place so this means that we are not able to refund your fee.

Late Collection Policy

Details of our late collection policy are attached and include the terms and conditions. If a child is not collected then this creates problems for staff and it may also be upsetting for your child who will see other children going home and begin to worry.

We do understand that there can sometimes be unavoidable delays so it is important that you let us know, wherever possible, if you are delayed.

We have to pay our staff if they are kept at work late and therefore we will charge parents for late collection. The current rate is £1 per minute. However, please do not think that this means you can choose to arrive late and pay for the service. If you are unable to collect your child on time and this happens on more than the odd occasion and without good reason, then with regret we may withdraw your child's place.

6. Food and drink

All food and drink at the clubs is provided following the Food Standards agency guidelines and a list of allergens is on display at all clubs for all food items.

Any allergies or medical needs must be recorded on the initial admissions form. Please ensure you discuss any food concerns with the Club Leader.

7. Medicines and First Aid

If your child has any medical conditions please make sure you include this information on the registration form. Once your child has started at the club, if new conditions or needs occur it is important that you let the Club Leader know.

Children should not attend the Clubs if they are unwell. If your child falls ill during the school day then the school will contact you to collect him/her.

Medicines will be administered following the school policy.

At least one member of staff will be first aid qualified and minor injuries will be dealt with by them. If your child has an accident at our club the appropriate form will be completed and you will be informed

8. Behaviour

Children have the right to play in a safe environment and every member of our Club is equally entitled to that right. All children need clear and consistent limits to help them feel safe. Children are involved in creating the 'rules' for their Club. They are helped to learn self-discipline by following the rules of behaviour that they have been involved in writing. The same standards of behaviour is expected at the clubs, as within the school.

Procedure for dealing with unacceptable behaviour

We operate a similar system to the one used throughout the School that is based on stages with children receiving a warning in the first instance. A copy of this staged system is available on request.

The Club Supervisor's aim is to support the individual with their behaviour problems. If the child's behaviour continues to disrupt other children, he or she may be separated from certain activities or from the sessions. As a last resort the child may be excluded from the After School Club/Breakfast Club indefinitely.

9. Child Protection

Having a clear understanding of child protection is an important part of a Club Supervisor's job.

The National Standards for Day Care expect that all registered providers are aware of their local Child Protection Procedures and follow them at all times. All staff at Wells Breakfast Club and After School Club understand the local procedures and are able to put them into practice.

The procedures are in place to support and protect the child. If Club staff are concerned about your child's welfare they will normally discuss their concerns with you in the first instance. However, they may also need to consult with the school's safeguarding officer and/or Head teacher-

A copy of the Child Protection Policy is available on request

In the event of an emergency

If a serious accident happens to your child, the first aider will make an assessment and medical assistance will be sought. Every effort will be made to contact you as soon as possible. This is one of the reasons that it is also important that you make sure that you give us any change of contact details as well as emergency contact details.

10. Confidentiality

All information concerning your child is kept confidential and the right for privacy is respected. Any information gathered will be on a need to know basis. Only in extreme circumstances, such as a child protection issue or urgent medical treatment, in the best interests of your child, would any personal details be discussed with other professionals.

11. Complaints

We aim to provide a good quality service to parent/carers and their children. The Clubs are monitored and reviewed regularly and we also welcome your ideas and comments about how we can improve our service. However, should a parent or child feel they have a complaint/concern then it is important that this is raised as soon as possible so that we can try to find a solution.

Please contact the Co-ordinator in the first instance. If you feel the complaint needs dealing with at a higher level a written complaint should be sent to the Deputy Head of the school.

Hopefully problems and complaints can be dealt with and resolved swiftly. Unresolved complaints may be taken to the school governing body or Ofsted, the regulatory body

12. Equal Opportunities

We aim to demonstrate through our work that we positively value and respect children of all ethnic origins/racial groups, religions, cultures, linguistic backgrounds and abilities. Children all genders are positively encouraged by staff to participate in all activities. We consider it important to provide a range of experiences and an environment that will instil in the children a positive outlook towards people in our society whom they may see as different from themselves:

- Toys and equipment will be chosen with the differing needs of children in mind
- Books will be chosen to meet all the children's ages and abilities and to reflect the many differing lifestyles there are in our society
- Activities undertaken will aim to include all children or a range of options will be available to allow children to make choices to develop their interest

The Equal Opportunity Policy is available on request.

13. Changes in personal circumstances

In order to help and support the staff to give appropriate and sensitive care to your child, please inform the Club Co-ordinator if there are any changes in your personal circumstances that are likely to affect your child's behaviour e.g. bereavement, new home etc.

14. Useful contacts

Club Co-ordinator: Denise Poulson
Club Leader: Helen Starie

Telephone: 0208 708 0500 (please select option 4 - after 4pm)
Email: extendedschools@wellsprimary.co.uk

Appendix A: Terms & Conditions

The following Terms and Conditions relate to Wells Primary School After School Club. Parents/carers who complete a registration form must sign at the bottom agreeing to the terms and conditions. By signing the registration form you agree that you have read and understood all the terms and conditions.

Parent/Carer Agreement and Consent

By allowing _____ (child's name)

To attend the Wells Primary School After School Club I agree the following:

- Registration forms must be completed in full before your child can be allocated a place.
- Parents/Carers must ensure that all the details on the registration form are accurate and up-to-date, especially with regard to medical conditions.
- In the event of an accident or injury requiring hospital treatment I agree for my child to be taken to the nearest hospital. In the event of such an accident every effort will be made to contact me or my emergency contact representative as soon as possible.
- Every effort will be made to ensure the safety of the children attending the club. However, should an accident or injury occur which is the result of my child disregarding advice or instructions then Wells Primary cannot be reasonably held responsible.
- I agree that a high standard of behaviour is expected from the children using the club. Should my child be persistently disruptive or display continual or extreme bad behaviour this may result in dismissal from the club.
- I agree to ensure that my child is collected promptly at the end of the session and I will abide by the late collection policy.
- I understand that it is important for me to provide the after school club staff with up-to-date details of emergency contacts.
- I agree that the club staff will not allow the children to leave the club
 - (i) with any person other than their parent(s), carer(s) or people authorised to collect, as detailed on my child's registration form.
 - (ii) To go home alone.
- I understand that the club will not run on days that the school is closed to pupils. Parents/carers will not be charged for days that the club is closed.
- If your child is unable to attend a session, you must notify the school office. Please note: At time of booking you select the days you would like your child to attend on Scopay. The school ensures that there is adequate staffing to accommodate pupils. If your child is unable to attend for any reason you will not be entitled to a refund. In the case that you have not yet paid for this session, the monies will be outstanding to the school and your child's place may be withdrawn.
- I agree to book sessions at least two weeks in advance on Scopay and will contact the school if a session is required at short notice.
- Child Care vouchers are accepted. If you choose to pay with child care vouchers you must allow enough time for Wells Primary School to register with the child care voucher provider. We cannot authorise any payments with child care vouchers until the school is registered with the provider. Please note that registering with a child care provider can take up to two weeks. Parents/Carers paying with vouchers or with the Government Tax Free Childcare scheme should inform the school of the sessions required and not make bookings on Scopay. An invoice will be provided which should be paid within two weeks of receipt.

- If payment is not made, including any late collection charges, your child's place will no longer be available.
- Once your child has been allocated a place you must give one month's term time notice (four weeks whilst the school is open) to cancel the agreement. Any session within this one month notice period will be paid in full.
- We will endeavour to provide a high quality service to the children. If you have any concerns, please speak to the After School Club Leader. If matters are not resolved, please contact the school office.

I agree to abide by the Wells Primary After School Club terms and conditions outlined above, the late collection policy and parents' handbook.

Signed _____ Print Name _____

Date _____

Late Collection Policy

It is extremely important that children are collected on time from our extended services as late collections can cause major issues for the school staff.

All curriculum clubs, including any tuition clubs, will end at 4.00pm on their designated day, Wells Primary After School Club ends at 5.30pm each day

Parents/Carers agree to make appropriate arrangements for their child to be collected at the stated finish time. Please be aware that late collection after this time will be charged at £1 per minute.

Parents/Carers must appoint a responsible person to collect their child and those responsible persons must be named on the registration form. It is the parents/carers responsibility to ensure those authorised to collect children understand the importance of collecting the child on time.

Please note: children will only be dismissed to the responsible adults named on the registration form. Any confusion which leads to the child remaining in the school's supervision will result in the late fee being charged.

On the first occasion that a child is collected late, parents/carers will be reminded of the late collection policy agreement. The school office will automatically contact parents/ carers regarding the late fee payment.

On the second occasion that a child is collected late, parents/carers will be reminded of the late collections policy. The school office will automatically contact parents/carers regarding the late fee payment and the extended schools coordinator will contact the parents/carers to discuss the exclusion procedure.

If a child is collected late on more than two occasions, the child will be excluded from the course and course fees will not be refunded.

Parents/Carers must contact the school if they are aware that they will be late to collect their child.

Extended Schools Registration Form

Pupil's Surname: _____ First Name(s): _____

Male/Female: _____ Date of Birth: _____

Address: _____

_____ Postcode: _____

Please select which club you wish to book and the days you would like your child to attend (indicate selection by ticking the appropriate box)

Breakfast Club

Monday	Tuesday	Wednesday	Thursday	Friday
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After School Club

Monday	Tuesday	Wednesday	Thursday	Friday
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Primary Contact

Parent/Carer's Name: _____

Address (if different from above) _____

_____ Postcode: _____

Telephone Numbers – Mobile: _____ Work: _____

Relationship to child: _____

Secondary Contact

Parent/Carer's Name: _____

Address (if different from above) _____

_____ Postcode: _____

Telephone Numbers – Mobile: _____ Work: _____

Relationship to child: _____

Please continue overleaf

In case the school is unable to reach either of the above people, please provide details of an emergency contact.

Emergency Contact Name: _____

Address: _____

_____ Postcode: _____

Telephone Numbers – Mobile: _____ Home: _____

Relationship to child: _____

Medical Details

Doctor's Name: _____ **Phone Number:** _____

Address: _____

_____ Postcode: _____

Does your child have any medical conditions? (asthma, eczema etc): _____

Does your child have any allergies? (If none please state 'none') _____

Does your child have any special dietary requirements (e.g vegetarian, halal) (please circle) Yes No

If YES please give details: _____

Declaration

I confirm that I will book and pay in advance for the club. I have read, understood and agree to abide by the terms and conditions outlined in the Wells Primary School Extended Services handbook.

Signed: _____ Date: _____