

Durham Lane Primary School Before and After School Childcare Clubs
Information, Terms and Conditions March 2022 (Next review March 2023)

Parents and Carers wishing to use the clubs are asked to carefully read this information, terms, and conditions. Terms and conditions are reviewed annually. If any changes to terms and conditions occur prior to this, parents and carers will be notified of these in writing.

1. The Clubs

Our Before and After School Childcare Clubs are part of Durham Lane Primary School; they are governed by the school's Governing Body and are subject to OFSTED inspections as part of the school's Inspection cycle. They are run by Durham Lane staff; in this way we are able to offer a consistency and continuity of provision as the staff and children know each other well and share the same core values as are enjoyed during the school day. A schedule of activities are planned for the clubs. Children can join in with the planned activities or take time to read or do their home learning. The clubs aim to be flexible and reasonably priced. The service is non-profit making. An additional fee is charged for breakfast and a snack tea is included in the second session of the after school club.

Durham Lane Primary School is committed to safeguarding and promoting the welfare of children. To achieve our commitment, we will ensure continuous improvement and development of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our staff and volunteers.

Aims

- To provide childcare before and after school for Nursery to Y6 pupils.
- To offer a safe, secure and friendly environment in which children can enjoy a breakfast and afternoon snack served in a relaxed and supervised environment.
- To provide a calm play environment in which children can engage socially with children from other year groups, therefore strengthening relationships in the school community.
- To enhance the community spirit of Durham Lane Primary School by supporting families to balance home and work commitments

We offer before and after school club care for all pupils including Nursery. We also offer a range of activity clubs for pupils in Reception to Year 6. These activity clubs usually change every term. You will be notified of what activities we have on offer for your child's year group each term.

2. Staff

All our staff are DBS checked and there is a First Aid Trained member of staff on duty in every club.

Club Manager: Mrs C Ennion

Deputy Manager: Mrs L Sampson,

Assistants: Mrs Afsar, Mrs S l'Anson and Mrs Gehrman

Other members of our school staff may work in our clubs on an ad hoc basis to cover staff absence.

3. Before and After School Club Contact

For enquiries please contact Caroline Ennion

01642 780742

caroline.ennion@durhamlane.org.uk

If you wish to contact the After School Club staff during the club, please telephone **07732 191548**.

4. Opening Hours

The clubs are held in the Learning Zone, although the hall and the playground/field may also be used. The Before School Club is open from 7.30am. The After School Club is open until 5.50pm. There may be exceptional days throughout the year when the After School Club may not be open, have different opening and closing times or a change of venue within school. Parents and carers will be notified of these as soon as possible.

5. Arrival and Departure for Before School Club

- Children cannot arrive at the Before School Club any earlier than 7.30 am or 8am, (depending on your booking), at the main entrance of the school. If there is not a member of staff in the office to greet your children, please ring the video doorbell.
- If children are brought to the Before School Club without a booking, every effort will be made to accommodate them.
- We ask that you do not drive into the school car park, but park outside on the residential road.
- Please do not allow your children to come into Before School Club without an adult.
- Children will be escorted to classes at the end of Before School Club by club staff.

6. Arrival and Departure at the After School Club

- All children will be signed into the club by After School Club staff.
- **After School Activity Club at 4.30pm Pickup**, please could parents wait outside on the path area, and make sure you are within the school grounds and not on the roadside. The activity club leader will lead the children out to you.
- **After School Club at 4.30pm Pickup**
- Please could parents come into the school office reception area and ring the video doorbell. A member of staff will speak to you to confirm they know you are there, before bringing your child to you. If you do not get a response within a few minutes, it maybe that the Wi-Fi is not in range, please could you telephone **07732 191548**.
- A member of the club staff will bring your child out to you.
- Children will not be allowed to leave the After School Club with anyone under the age of 16 years old or anyone who is not authorised to pick your child up.
- Please do not use the staff car park.

I appreciate that some parents will have a child in after school club and an activity club, please could these parents come inside the reception area

7. Parental/Carer Involvement

The Before and After School Club's aim is to provide a safe, stimulating and caring environment where children and parents/carers are welcome and valued. We believe that it is important to work together with parents/carers to ensure their children's best interests are met. The Club Manager is always happy to discuss any concerns so that any issues are dealt with quickly. A copy of the school's complaints policy can be found on the website.

8. Booking and Payments

Bookings and payments are to be made via Schoolcomms/Schoolgateway App.

After School Club bookings and payment are to be made by **7.30am the day of the session** you require. Bookings and payment for Before School Club are to be made by **7.15am on the day** of the session you require. The payment must be made at the same time as the booking.

Bookings are still accepted after these times, please contact **Mrs Ennion** in the school office **01642 780742**. A manual booking will be made and payment must be made via Schoolcomms/School gateway App immediately.

The current fees are:

Before School Club – Nursery – Year 6

7.30am with Breakfast **£5.50**

8.00am – 8.45am **£4.50** (Breakfast an additional **50p**)

At 8.45am the children are escorted to their classrooms.

Nursery After School Club

3.00-4.30pm **£5.50** (Includes a Snack Tea at 3.00pm)

3.00-5.50pm **£10.00**

After School Club and Activity Clubs – Reception – Year 6

3.15/3.25pm - 4.30pm **£5.00**

3.15/3.25pm - 5.50pm **£10.00** (Includes a Snack Tea at 4.30pm)

9. Childcare Voucher and Tax Free Childcare Payments

If you require to pay for club bookings by the childcare voucher or the governments tax free childcare scheme, you need to contact Caroline Ennion as a different payment request needs to be set up for the schoolgateway App.

We currently are registered to accept childcare vouchers from EdenRed, Computershare, Kiddivouchers and Sodexo. If you require to use a different scheme please notify us of the company and we will apply to register.

If you have registered for the Governments Childcare Tax Free scheme please notify the school of your child's code number.

Please can payments be made as soon as possible after bookings are made to avoid a debit balance on your account and to avoid a debt notification being sent to you. Parents who do not pay via childcare schemes have to pay on the App when a booking is made, it's only fair that everyone does the same.

If you have paid via a childcare voucher scheme the school will receive an email confirming your payment from the childcare voucher company. Once the payment has been received into the Stockton on Tees Borough Council bank account your payment will be processed within 48 hours and your debit balance will be credited.

If you have paid via the governments tax free childcare scheme, we do not get notification. Please can we request that an email is sent to caroline.ennion@durhamlane.org.uk stating the amount paid and the date it was paid. Once the payment has been received into the Stockton on Tees Borough Council bank account your payment will be processed within 48 hours and your debit balance will be credited.

10. Cancellations

- Cancellations should be the exception not the rule and must be made FIVE WORKING DAYS in advance to avoid being charged by contacting Caroline Ennion.
- If your child has been sent home from school, booked places will still need to be paid for.
- If your child is off school sick for 1-2 days, booked places will still need to be paid for.
- Should the illness continue for more than 2 days, credit will be given against future bookings. It is not possible to provide any refunds.
- If a child is showing signs of being unwell whilst they are in a club, staff will notify the parent/carer and ask them to collect their child, the full booked session will be charged for.
- In exceptional emergency situations resulting in a child not requiring a booked place, the Head Teacher may choose to allow a credit to be made.

11. Late Collection

Please notify the After School Club by ringing the mobile number, **07732 191548**, if you are unable to pick up your child on time. Late Collection fees will be made as follows:

- If a child booked in until 4.30pm is collected late (by 5 minutes or more), the full session cost of £10.00 will be charged.
- If a child booked in until 5.50pm is collected late (by 5 minutes or more), there will be a £5 charge for the first (or part of) 10 minutes apart from in extenuating circumstances at the discretion of the Head Teacher. Continued late collection may result in the withdrawal of the club place.

12. Security

For security and safeguarding purposes, we will not allow any child to depart from the club unless we have a password. Adults collecting any child/children must present themselves to a member of staff. In line with school policy, all staff receive regular safeguarding training and updates from the Designated Safeguarding Lead (Mrs. Gregory); any concerns which Club staff have are passed on to the DSL.

13. Sickness

- Children who are off school sick cannot attend the Clubs.
- In line with school policy, children may not come into the Before School Club if they have vomited in the previous 24 hours.
- If a child is showing signs of being unwell whilst they are in the Before and After School Club, staff will notify the parent/carer and ask them to collect their child.
- Club staff must abide by the school's Administration of Medication Policy.

14. Accidents and First Aid

Sensible precaution is taken to ensure the safety of children. If your child has a minor injury whilst in our care, first aid will be carried out within the club. An injury form will be filled in by the adult who dealt with the incident and you will be informed. Our staff are First Aid trained.

15. Valuables

As with school, no personal items should be taken into After School Club.

16. Behaviour

The Before School Club and After School Club staff encourage the children to respect themselves and others in a relaxed, friendly environment with clear expectations and boundaries. We use the school's core values to underpin our behaviour policy. The Before and After School Club will implement the same consequences and reward systems that are used within the main school.

The Head Teacher, in conjunction with the Before and After School Club Manager, reserves the right to withdraw a place for a child, temporarily or permanently, if the conduct of the child is unacceptable and it appears to the Head Teacher that the continued presence of the child is incompatible with the interests of the Club.

17. Refreshments

The clubs are nut free. Breakfast is offered. Nursery children will be offered a snack tea at 3.00pm. Children in the later session of After School Club will be offered a snack tea at around 4.30pm. Please do not provide your child with their own breakfast or snack tea unless this has been agreed, with the Club Manager, for dietary requirements. We will meet individual dietary requirements wherever possible. We recognise the importance of healthy nutrition for children and for it to be delivered in a calm and friendly environment. Drinking water is available at all times.

18 Parental Conduct

To ensure the best outcomes for our children, everybody needs to respect the professional relationships required in schools. Our staff work to the highest expectations of professional conduct and are held to account should their behaviour fall short of our expectations. We therefore ask that all parents frame questions and concerns in a calm and respectful manner to prevent parental behaviour becoming an issue in itself. Violence and verbal abuse towards staff members will not be tolerated. Please be aware that we reserve the right to refuse access to this facility for any parent or carer who refuses to abide by the procedures and protocols in place to ensure the safety and welfare of our children.

19. Agreements

School Agreement

We agree to:

- Provide a safe, stimulating and caring environment where children and parents are valued
- Ensure that all children are safely escorted to and from the clubs by a member of staff
- Not allow any child to leave the After School Club with anyone other than the parent/carer or authorised person.
- Notify parent/carer if your child is showing signs of being unwell, making every attempt to contact one of the people listed on the Registration sheet to arrange collection of your child
- Adhere to ALL of Durham Lane Primary School's policies.
- Ensure that all children are supervised at all times during club opening hours.

Pupil Agreement

Pupils attending the clubs must agree to:

- Demonstrate the school's core values at all times showing respect for themselves, adults, peers and resources.
- Tell an adult if they have a worry or concern.

Parent Agreement

Parents of pupils attending the clubs must agree to:

- Adhere to the Before and After School Club terms and conditions in full.
- Notify the Manager of any changes in contact details or family situations, Court Orders or situations of risk in relation to the child for which any special precautions may be needed.
- Notify the Manager that their child may have learning/physical difficulties. Should the staffing level need to be increased to meet any special behavioural needs of your child, then the daily session rates will be adjusted accordingly.

20. Parent/Carer/Pupil Feedback

Durham Lane values the opinions of its pupils and parents. Systems will be in place, and communicated to parents/carers and pupils, to facilitate feedback.

21. Fire Procedure

In the event of a fire, children and staff will follow the normal school procedures, leaving the building in a calm orderly fashion via the closest exit. They will congregate on the school playground. The club register should be taken outside and all names checked. There will be a fire practice