



RADFORD SEMELE
CoFE PRIMARY SCHOOL
A family of learners expecting the best



Out of Hours School Club

Information Pack

September 2024

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Mission Statement

Our club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions; to become competent, confident and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents and carers, working in partnership with them to provide high quality play and care for their children.

Our club is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of policies and procedures.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our club is committed to providing:

- Care and activities that put the safety and needs of the children first.
- Activities that are interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- A team of staff that is experienced, well trained and supported within the school environment.
- An environment where no child is bullied or suffers discrimination in any form.

How to Use Your Club

Opening Times:

	Breakfast	After School
Monday to Friday	7.45am – 8.45am	3.20pm – 6.00pm

<u>Sessions</u>	<u>Pre-Booked Fees</u>	<u>Flexi Session Prices</u>
• 7.45am – 8.45am	£6.00	£7.00
• 3.20pm – 4.20pm	£6.00	£7.00
• 4.20pm – 5.20pm	£6.00	£7.00
• 3.20pm – 5.20pm	£9.75	£10.75
• 3.20pm – 6.00pm	£12.50	£14.50
• 4.20pm – 6.00pm	£9.75	£10.75

Bookings:

- Bookings must be for whole sessions. Bookings for part sessions cannot be accommodated.
- Regular Contract Bookings – most attendance at Radford Semele Out of Hours School Club will, and should be, in the form of contract bookings. Please book and pay for sessions using ParentPay.
- We recommend that you inform your child's class teacher of the days they will be attending club, particularly for those children in Key Stage 1.
- Changes to **contract** bookings can be made online using ParentPay up to 7 days before the required session. Changes cannot be made after this time, and refunds will not be processed for sessions paid for but not used. See the Cancellations section of this information pack for further details.
- *Flexi Bookings – these can be made using ParentPay up to the day of the required session (7.45 for breakfast and 3.15pm for after school).*
- *Emergency Bookings - where we have space in club, we are happy to accommodate emergency bookings. Should you need to book your child into club at **very** short notice you should call the **office** on 01926 426940. **Emergency bookings can only be confirmed when a member of staff has confirmed to you that they are able to accommodate your child in club. These sessions will be added to ParentPay by the school office for payment.***

Registration Form

The registration form must be completed in full and returned prior to your child starting club. Should any details change, the parent/carer must complete and return a new form.

Contact with Club

To speak with a member of staff or leave a message, please call 01926 833226. Alternatively, please email Mrs Reynolds at reynolds.r@welearn365.com. Answerphone messages will also be emailed to Mrs Reynolds.

On school days the phone will be checked at 7.45am and 3.00 pm.

Fees

In the interests of running a sustainable wraparound care facility for parents/carers, it is important that payments are made in advance for services provided. You will be asked to pay in advance online via ParentPay for the required sessions.

If payment is not made, then your child will be unable to attend. All absences will be charged at full price, including illness.

Any parent/carer failing to comply with the club's agreement for payment may have their child's place suspended from the club until the situation is resolved. Any parent/carer who regularly breaks the agreement will have their child's place suspended permanently.

Childcare Vouchers

Fees can also be paid using childcare vouchers. The payment must be made in advance of making any bookings; we recommend you allow **at least** one week for the payment to be processed in full. Please email the school at jennings.j3@welearn365.com to inform us of the childcare voucher payment and this will be added to your ParentPay account.

At the same time please advise whether you want the payment to be allocated to Before OR After School Clubs, or alternatively it can be divided between the two.

Cancellations

- If your child cannot attend a pre-booked session **for any reason**, you will be able to cancel a contract session up to 7 days in advance. After that time period, you **MUST** notify club on 01926 833226.
- Where 1 weeks' notice of cancellation is provided the session will not be charged.
- Where less than 1 weeks' notice of cancellation is provided the session will be charged as normal.

Loss or Damage to Property

Whilst every care will be taken of property, Circles cannot be held responsible for the loss of or damage to children's property. Parents should ensure that their children take care of their personal belongings.

Comments & Feedback

- We are committed to providing the highest quality of care and service for you and your children. If you have any comments or feedback, please ask for our comments book where you can note any comments about the service we provide.
- Alternatively, you can speak with Rachel Reynolds, Club Manager in person or email at Reynolds.r@welearn365.com.
- If you have a complaint, please speak to Rachel Reynolds as outlined above, or refer to our complaints procedure.

Policies & Procedures

Signing In and Out

A member of staff will sign your child in and out of Circles.

Late Collection of Children

If a parent is late for a 4.20pm collection they will be charged for the entire 4.20pm – 5.20pm session. If a parent is late to collect for a 5.20pm collection, they will be charged for the next session. If you are late collecting after closing (6.00pm), you will be charged £5 per every 5 minutes late.

Settling In Procedures

All children are unique and the amount of time that a child takes to settle into club can vary enormously. Children will, therefore, be given time to settle in at their own pace. This will ensure that they feel safe and confident in a new environment.

The club strongly encourages parents and carers to visit the club room with their children during the week before they are due to start club.

Children new to the club will be greeted in a warm and friendly manner. They will be introduced to all members of staff, children, and told about any other regular visitors to the club. The rules of the club and expectations of the children will be explained to each child. Children will be shown around the club, told where they can and cannot go. Children will be encouraged to ask questions and raise any concerns. Fire evacuation procedures and the locations of all fire exits will be explained to children.

Signing in and out procedures will be explained to parents/carers and children.

All staff will supervise children new to the club to ensure that they are happy in their new surroundings. The appropriate level of supervision will be judged according to the child's age, maturity and previous experiences. Staff will talk to new children regularly during the first few weeks to ensure they are happy at club and settling in well.

If it seems that a child is taking a long time to settle into club, this will be discussed with parents/carers. If a parent/carer has a concern about how a child is settling into club, they should talk to a member of staff at the earliest opportunity.

Staff will make every effort to be available to talk to parents/carers at any time to discuss any issues or concerns they may have. If a parent/carer wishes to speak to the Club Manager, they should make an appointment to come in for a chat.