



# Coppice

## Primary Partnership

Growing Together, Striving for Excellence.

### Extended Services Policy

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## 1. Admissions

- 1.1. Children may attend the Breakfast Club (BC) / and After School Club (ASC) on a full-time or a part-time basis.
- 1.2. Children may attend Holiday Play Scheme (HPS) and One Hour Club (OHC) on a full-time or a part-time basis.
- 1.3. Requests for Breakfast Club / After School Club and One Hour Club should be made in advance using Arbor.
- 1.4. To secure a place, bookings for the Holiday Play Scheme should be made using Arbor.
- 1.5. Extra sessions at any of the Extended Services can be requested at any time and places are subject to availability. It is therefore recommended that parents / carers do not request 'same day' bookings although we will try to accommodate such wherever possible. All requests must be made using Arbor. Please refer to the Extended Services page on the relevant school's website. Places at Extended Services will be confirmed in writing.
- 1.6. Extended Services places are available on a first come first served basis via Arbor.
- 1.7. Spaces for siblings are also subject to a space being available and take no priority over other children
- 1.8. Provisions are organised for the maximum number of children in accordance with the risk assessment carried out by each school having regard to the age and needs of the children and the type(s) of activity, referring to the relevant guidance.
- 1.9. After School Club, Breakfast Club and One Hour Club fees are non-refundable for non- attendance of sessions unless due to attending a school trip or event. Any refunds will be processed via Arbor.
- 1.10. The Holiday Play Scheme fees are only refundable if a cancellation is made in writing at least 48 hours in advance.

- 1.11. Two week's written notice, or payment of two week's fees must be paid in lieu of attendance should a child stop attending the club.
- 1.12. Special Needs: Where a child has a specific need, including a disability, admission will be based on:
  - 1.12.1. All parties agreeing that the environment is appropriate for the child.
  - 1.12.2. Liaison will be arranged with relevant professional support networks if applicable.
  - 1.12.3. The degree of integration is acceptable given staffing levels.

## **2. Opening Hours and Fee Structure**

### **After School Club (ASC)**

- 2.1. Is open term-time only in each school with sessions running from the end of school until 1800. It will be closed during the holidays, including bank holidays and INSET days.
- 2.2. The fee for each session is £12.50 and is inclusive of afternoon snack and drinks.

### **Breakfast Club (BC)**

- 2.3. Is open term-time only in each school with sessions running from 0730. It will be closed during the holidays including bank holidays and INSET days.
- 2.4. The fee for each session is £4.50 and is inclusive of breakfast and drinks.

### **Holiday Play Scheme (HPS)**

- 2.5. Is open during the school holidays including INSET days. The Holiday Club for the trust is based at Loose Primary School. When offered, The HPS at Loose Primary School is open from 0830 – 1630.
- 2.6. It will be closed on bank holidays and also for a period over Christmas. Christmas closure dates will be communicated during Term 1.
- 2.7. HPS will be closed for any other days as notified by the School
- 2.8. The fees payable are: £27.50 for a full day from 0830 to 1630

- 2.9. The fee excludes snack and lunch and children must attend with snack and packed lunch.
- 2.10. The HPS reserves the right to apply a small additional charge to cover the cost of specific activities e.g. swimming. This will be clearly displayed on the published schedule of activities.

### **One Hour Club (Loose only)**

- 2.11. Is open term-time only for Years 2 to 6 with sessions running from 1520 to 1620. It will be closed during the holidays including bank holidays and INSET days.
- 2.12. The fee for each session is £3.00
- 2.13. Children who on leaving the One Hour Club attend the LASC will pay a single fee of £12.50 and receive an afternoon snack and drinks.

### **3. Collection / Late Payment Charges**

- 3.1. Children must be collected promptly at the end of the Club session.
- 3.2. The last pick-up and hand over times are:
  - 3.2.1. HPS –At Loose Primary School 1630 for a full day.
  - 3.2.2. ASC – 1800
  - 3.2.3. One Hour Club – 1620
- 3.3. If a child is not collected at the end of the school day, then for safeguarding reasons, they might be put into either the One Hour Club or ASC. In these instances, parents will be charged the relevant fee.
- 3.4. If your child is not collected on time at the end of One Hour club or an extra curriculum school club, they will be placed in After School club and parents will be charged the relevant fee of £12.50.
- 3.5. The Trust recognises that occasionally things happen outside of parents' control which affects collection arrangements and will always work with parents to resolve these issues where possible. The Trust shall apply the following procedures for late collections and reserves the right to apply an additional charge where a child / children are picked up late from Clubs.

- 3.6. In respect of Afterschool school club the following will apply:
- 3.6.1. First late collection – ‘verbal’ warning
  - 3.6.2. Second late collection – ‘written’ warning
  - 3.6.3. Third and each subsequent late collection – £15 fee
  - 3.6.4. The ‘late collection’ policy will be applied on a rolling 13-week / 2 term period.
- 3.7. In respect of the Holiday Playscheme, a late pick up fee of £10 will be applied for every 15 minutes or part thereof beyond the close time. This is to cover additional costs incurred by the Trust.

#### **4. Invoicing and Payments**

- 4.1. All extended day needs to be pre-booked on Arbor. Ad-hoc bookings are welcomed. This is dependent on space being available and therefore parents are always advised to book in advance. If ad hoc, the trust will expect payment in full prior to any sessions being used.
- 4.2. Fees are to cover all sessions booked (usually termly) and are non-refundable for non- attendance except where the reason is due to participation on a school activity.
- 4.3. Refunds will only be given where the required two weeks’ notice is given in writing to the school to cancel or amend the booking and will be processed via Arbor.
- 4.4. Retainer fees are not required however failure to pay for sessions on time, or where debts are carried over into a subsequent term, may result in the Trust withdrawing access to the Extended Services.
- 4.5. Payment for Extended Services can be made either by way of:
- 4.5.1. Arbor
  - 4.5.2. Childcare vouchers (these cannot be used for One Hour club)

#### **Holiday Play Scheme**

- 4.6. Fees are payable in advance via Arbor and must be paid in full to secure the booking.

4.7. Refunds will only be given where the required 48 hours' notice is given in writing to the school.

4.8. For children who are not pupils attending a Trust school, without exception, bookings must be made in advance and payment made in full via invoice. The school reserves the right to refuse attendance if fees are not paid in advance.

## **5. Unpaid Invoices**

### **After School Club / Breakfast Club / One Hour Club:**

5.1. Unless otherwise agreed with the school, all bookings must be paid for prior to the sessions taking place. Failure to do so, or have in place an agreed payment plan, may result in access to the Extended Services being withdrawn.

### **Holiday Play Scheme:**

5.2. Payment must be made in advance via Arbor to secure a place on the scheme. This is to enable the school to arrange the appropriate numbers of staff for those attending, and to ensure there are sufficient resources available for events that are being run.

## **6. Refunds & Credits**

- 6.1. On receipt of a request to amend / cancel a previously paid for booking the following will apply:
- 6.1.1. A refund will be issued via Arbor.
  - 6.1.2. Refunds and credits are subject to the required notice being given to amend / cancel a booking.

## **7. Administration**

- 7.1. Places will be allocated on a first come first served basis via Arbor.
- 7.2. It is advisable to book places in advance for the extended services as we need to ensure the welfare and safety of those attending for safeguarding reasons, and cannot exceed staff / pupil ratios. We plan staffing levels based on the number of bookings received and cannot guarantee that there is space on the day.

- 7.3. Parents are required to provide details of anyone else likely to be involved in collecting their child from the After-School Club / Holiday PlayScheme.
- 7.4. Parents are required to provide contact numbers for the entire time a child is in the After School Club / Holiday Play Scheme / Breakfast Club and are requested to inform staff of any changes.

### **After School Club / Holiday Play Scheme**

- 7.5. Specific to ASC and HPS, on registering any child the parent/carer(s) are required to complete a registration form with the child's details and the details of all parties who may be responsible for collecting the named child.
- 7.6. Parent/carers are also required to provide a password, which can be used in the event that any of the authorised persons (from the registration form) are unable to collect the named child.
- 7.7. For 'first time' pick up, an authorised person will be required to provide a suitable form of identification. E.g. driving license/passport

## **8. Arrival & Departure Policy & Procedure**

- 8.1. After School Club / Holiday Play Scheme / Breakfast Club / One Hour Club will operate a rigorous procedure regarding the security and safety of all children within our care.
- 8.2. There is a clear procedure in place for both arrival and departure of all children attending the clubs. In order to ensure the safety of the children it is not possible to make allowances, which do not adhere to the policy and procedure outlined in this document.
- 8.3. Parents / Carers must inform the school by not later than 1200 if their child will not be attending the One Hour Club or After School Club.
- 8.4. Children will not be allowed in to the extended services until the start of the session
- 8.5. Parents / Carers must not leave children unattended before the start of the session for Breakfast Club and the Holiday Play Scheme.

### **Arrival to Holiday Play Scheme**

- 8.6. Children will not be allowed into the HPS until the start of the session, 0830 for those attending all day.
- 8.7. Children must be registered by parent / carer(s) in person and not left to arrive on their own.

### **Arrival for Breakfast Club**

- 8.8. Children will not be allowed into Breakfast Club before 0730.
- 8.9. Parents must not drop children off before 0730 and leave unattended on the school site.
- 8.10. The Trust is not responsible for the arrival of any children that are not accompanied by a parent / carer.

### **Procedure on All Arrivals**

- 8.11. At the beginning of each After School /Holiday Play Scheme/ Breakfast Club session there will be a formal register taken.
- 8.12. Staff from other clubs must inform the After-School Club Supervisor of the arrival /non-arrival of all children expected to attend an After-School Club session.
- 8.13. The formal register will be kept in a secure place once taken.

### **Non-Arrival for After School Club**

- 8.14. In the event of a child not arriving during this time the following procedures will be put into place:
  - 8.14.1. The designated member of staff registering the children will immediately notify the Supervisor.
  - 8.14.2. The Supervisor will make contact with staff from relevant class, clubs and the school office to ascertain attendance at school that day.
  - 8.14.3. The Supervisor will contact the named Parent/Career on the initial registration form to ascertain the whereabouts of the child.

### **Non-Arrival for Holiday Play Scheme/Breakfast Club**

- 8.15. Non-arrival to the Holiday Play Scheme or Breakfast Club will result in an assumption that the child is not attending the session and monies will not be

refunded. The school will not contact a parent / carer to ascertain where the whereabouts of a child / children as it is expected they will be accompanied to registration.

### **Collection**

- 8.16. The After-School Club/Holiday Play Scheme has a procedure for the collection of children that is agreed and known to the parents, children, staff and school staff.
- 8.17. Parents and Carers must complete the appropriate form informing the After-School Club/Holiday Play Scheme who is authorised to collect their child.
- 8.18. Any authorised adult must bring identification which, includes a photograph: e.g. passport/driving license on their first visit. In addition to this, the authorised adult must produce the appropriate password stated on the child's registration forms. Parents must inform staff of any other adult collecting and the child will not be released unless they use the password.
- 8.19. If a person is added to the authorisation list at a later date, they must be introduced to the staff and their name added to the registration form.
- 8.20. There is a waiting area for Parents, Carers, and Authorised Adults in the Main Reception at Coxheath and Loose. At St Katherine's for BC and ASC the waiting area is outside the school's main office.
- 8.21. Those collecting must not enter the main building unless invited by a member of staff but wait for their child to be brought out by a member of staff.
- 8.22. A member of staff will indicate on the register when a child leaves the ASC or HPS.
- 8.23. In the event that it is not possible for any of the authorised persons to collect a child and someone else is sent, the following procedure must be followed:
  - 8.23.1. The Supervisor must be contacted and a full description of the person including their name must be provided.
  - 8.23.2. To establish it is the named Parent/Carer the Supervisor will ask you to confirm the previously agreed password.
  - 8.23.3. When the person arrives, identification will be checked and the password will need to be provided and confirmed.

### **Non-Collection of a child**

8.24. In the event that a child is not collected from the After School Club or Holiday Play Scheme by the end of the session, the Supervisor should:

8.24.1. Establish if a message has been left by the Parents / Carers

8.24.2. Try to contact the Parents/Carers. Appropriate messages must be left asking for them to contact the club immediately.

8.24.3. A member of staff must remain near the telephone in order to receive the call.

8.24.4. If the child has not been collected by the end of the Club's registered session and contact with the named Parent/Carer has not been established the Supervisor must contact other authorised collectors from the registration form.

8.24.5. The Supervisor must inform the Headteacher or designated member of staff. After all avenues of contact have been exhausted and the Club has not received any contact from the Parent / Carer or authorised collectors the Headteacher (or designated member of staff) will make the decision to contact the Duty Safeguarding Team (KCC) on 03000 423158 or via the Integrated Front Door on 03000 411111, or outside of office hours 03000 419191.

***At no time will a staff member be permitted to take a child off the premises unless instructed to do so by either the Designated Safeguarding Leader, Senior Leader or Headteacher.***

## **9. Sickness**

9.1. The After-School Club and Holiday Play Scheme's priority is to provide an environment where children and adults are protected from the spread of illness and infection.

9.2. We do not provide care for children who are unwell, have a high temperature, or sickness and diarrhoea, or who have an infectious disease.

9.3. Parents / Carers are asked to telephone the club on the first day of their child being absent with illness and give the reason.

9.4. Children with headlice are not 'excluded' but must be treated to remedy the condition.

- 9.5. Parents / Carers are notified if there is a case of headlice.
- 9.6. Parents / Carers are notified if there is an infectious disease such as chicken pox.
- 9.7. Parents are asked not to bring their child to the Holiday Play Scheme who has been vomiting or had diarrhoea, until at least 48 hours has elapsed since the last attack.
- 9.8. A child with a high temperature should remain at home and should only return when the temperature has remained normal without the assistance or temperature reducing medication.
- 9.9. Parent / Carers will be notified immediately if a child develops a high temperature. Every attempt will be made to reduce the child's temperature by an appropriate method of cooling them down.
- 9.10. Children known to have a rash or to be suffering from a non-specific virus will not be permitted to attend the After-School Club or Holiday Play Scheme without first receiving medical advice.
- 9.11. Children who have been prescribed antibiotics for specific conditions may attend After School Club or Holiday Play Scheme only on the advice of their GP.
- 9.12. If due to being unwell or following an accident, a paramedic is called or a child needs hospital treatment, parents will be notified in all cases and without delay (hospitals usually refuse to treat a child without a parent or legal guardian being present, except in cases of extreme emergency). If absolutely necessary and if possible a member of staff will collect the child's details and accompany the child to the hospital and will wait with the child until the parent / carer arrives.
- 9.13. If a child becomes unwell during either an after-school club or holiday play scheme session, a parent / carer / named contact will be contacted in order to collect the child.
- 9.14. Cuts or open sores will be covered with a suitable dressing.
- 9.15. Good hygiene practice concerning the clearing of bodily fluids is carried out at all times.

9.16. Parents / Carers are asked to inform the after-school club or holiday play scheme of any injuries and/or distinguishable marks such as scratches or bruises received outside of the after-school club.

9.17. Staff follow guidance in literature produced by the health protection agency.

## **10. Medication**

### **Prescribed Medication**

10.1. A child may attend all clubs whilst receiving medication as long as one or more of the following applies:

10.1.1. The child has a long-term medical condition and requires on going treatment

10.1.2. The child is well and not distressed but needs to complete a course of treatment in order that he/she remain well

10.1.3. That the child is no longer infectious

### **Administering Medication**

10.2. Staff will administer prescribed medication to a child if we have received a written request from the parent/carer and it has been agreed.

10.3. The parent / carer will need to complete a medication form giving details of the treatment and this will be held in the after-school club medication file as a matter of record.

10.4. The parent / carer will need to sign the medication form each evening on collecting the child for the duration of the course of treatment.

10.5. In the event of treatment being long term, the form should be signed at the end of each week.

10.6. The parent / carer is required to notify the Supervisor regarding any changes to the treatment or medication.

10.7. Medication must be clearly labelled and stored in an appropriate manner.

## **11. Privacy Notice**

The Trust will hold personal data to enable it to fulfil its safeguarding and child protection responsibilities. It will share data with the necessary authorities to fulfil those responsibilities. For further details, please refer to the Privacy Notices on the relevant school website.

