



Queensgate Primary School



Larks and Owls Policy

Aims

The Before and After school club (Larks and Owls) provides quality wrap-around care at Queensgate Primary School. It aims to:

- provide a secure and friendly out of school hours environment with play and the play work principles at the heart of our ethos.
- support working parents by providing before and after school childcare from 7.45am until 8.45am and from 3.15pm until 5.45pm. This provision is for the exclusive use of our pupils.

Allocation of places

Places are subject to availability in accordance within the appropriate staff/pupil ratios, health and safety requirements and at the discretion of the Head Teacher.

Fees (from September 2025)

Before school session	7.45am – 8.45am	£6
After school session 1	3.15pm – 4.30pm	£6
After school session 2	4.30pm – 5.45pm	£6

Staffing

Larks and Owls is run by a team of experienced staff, who are highly qualified in children's care, learning and development and play work. Mrs Green is the Manager of Larks and Owls and Ms West -Morgan is the Deputy Manager. All staff are in possession of an Enhanced DBS and conform with all of the School's employment requirements. Staff are suitably qualified in First Aid and Food Hygiene.

Bookings

Places should be booked using the [ParentPay](#) Clubs Booking module. Places are allocated on a first come, first served basis. Subject to availability, places can be booked and bookings cancelled up to two nights before the session.

Payments options

- **ParentPay** You can pay for Larks and Owls' fees with your credit/debit card through ParentPay, a secure online portal. Sessions do not have to be paid for at the time of booking but must be paid for before they are used. There are four different 'payment items' (before school bookings and after school bookings for both EYFS and the Years 1 to 6 clubs) – credits should be added for all the relevant 'payment items' for club usage.
You will be provided with ParentPay activation information when your child enrolls in school.
- **Childcare Vouchers.** You can pay for the club using childcare vouchers. If you wish to pay using this method please contact the school office who can confirm whether we have an account set up with your childcare provider.
Each time you transfer credits to us you must email admin@queensgate.stockport.sch.uk to inform us how you want the credit allocated (e.g. if you have more than one child how you want the balance splitting between them, and also how it should be split between the before and after school club 'payment items').
Our OFSTED registration number is 106072.

Cancellation arrangements

Booked sessions that are not cancelled at least two nights in advance must be paid for. Booked sessions that are missed, including those through illness, will be chargeable.

Late collection

If you are going to be late for any reason please let club staff know by calling the Larks and Owls direct line – 0161 960 0038

A late pick up charge of £6, per 15 minute period will be made for a late pick up from the after school club which should be paid on ParentPay. The charge is calculated to cover additional administration and staff overtime. If your child is collected late on more than two occasions in any one term then we reserve the right to withdraw sessions. If your child has not been collected from Larks and Owls, staff will use all contact details provided to contact parent/carers of the child. If no contact can be made then local police/social services will be informed.

Breakfast Club

Children should be handed over to a member of staff at the entrance door to the Larks and Owls mobile classroom from 7.45 am. We provide a wide choice of healthy options for breakfast. Hot food is served until 8.30am. Children are taken to their classes at 8.45 am.

After-school club

At Larks and Owls after school club we offer the children a snack each evening. We provide fruit every day and if the children are hungry, they may have fruit at any time. Drinking water is always available.

Nursery and Reception are taken from their classroom to the meeting point to be registered by Larks and Owls staff. A register is taken at the beginning of each session. You can leave messages via the school office (0161 439 3330) or admin@queensgate.stockport.sch.uk or through your child's communication book (infant children).

Parents should collect their child from the entrance door to the Larks and Owls mobile.

Behaviour

School policies, including behaviour, apply in the same way as they do during the main school day. We reserve the right to refuse a child who fails to meet these standards. If the behaviour of the child is unacceptable for the safe and efficient running of the club, parents will be informed of this by a member of the school's senior leadership team.

Dealing with children who are unwell

With the welfare of the child who is unwell in mind and in the interest of the remaining children, if in the opinion of the staff, a child is ill, then the parent / carer will be contacted and requested to collect them as soon as possible. Staff will make the sick child comfortable as possible and continue to monitor their progress. Where it is felt necessary an ambulance may be called.

Accidents or injuries will be recorded on the appropriate forms. Staff will record all accidents/injuries on the standard school accident/injury form and a copy will be provided for the parent/carers.

Safeguarding Children

All staff employed to run and manage the club are employed by the school and have full DBS clearance. Safeguarding procedures are in place in accordance with the school's policies.

Complaints

In the event of a parent wishing to make a complaint, this should be made in the first instance to the member of staff organising the club. If a parent is still concerned then the matter should be taken to the Headteacher.