



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

Before school session	7.45am – 8.45am	£6.25
After school session 1	3.15pm – 4.30pm	£6.25
After school session 2	4.30pm – 5.45pm	£6.25

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 [Magic Booking Clubs Booking module](#). You will be provided with Magic booking activation information when your child enrolls in school. Places are allocated on a first come, first served basis. Subject to availability, places can be booked up to one day before and cancelled up to two nights before the session.

Payments options

- **Sessions do not have to be paid for at the time of booking but must be paid for before they are used. If sessions are not paid for within one week we reserve the right to cancel any future bookings**
 - You can pay for Larks and Owls' fees via bank transfer, credit/debit card, Childcare Vouchers or Tax Free Childcare Vouchers (TFC) through Magic Booking, a secure online portal. You cannot make a booking if there is a debit balance on your account.
 - It is possible to split the booking cost into **monthly payments** (this can be done using credit/debit card, childcare vouchers or standing order).
 - **Childcare Vouchers.** You can pay for the club using childcare vouchers. If the Childcare Voucher company your employee uses is not listed please contact the office so we can set it up on Magic Booking. 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).
 - **Tax-Free Childcare** -You are able to connect your HMRC Tax-Free Childcare account with MagicBooking so that credits are allocated directly to your child's account without having to email the office. For more information on how to connect your account see the 'help pages'.
- Our OFSTED registration number is 152609.**

Cancellation arrangements

Booked sessions that are not cancelled at least two days 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 £6.25, 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/emergency contacts for 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 also 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.

Medical and dietary needs

Please ensure school is aware of all medical conditions, allergies and dietary requirements for your child(ren).

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 asked 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 with the standard school accident/injury system and a copy will be sent to the parent/carer.

Safeguarding Children

All staff employed to run and manage the club are employed by the school and have enhanced 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.