



Small enough to care...big enough to inspire

Extended Services Policy

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AIMS

- To recognise that the child's needs and safety are paramount.
- To provide care and guided play in a safe, happy and stimulating environment.
- To work in partnership with the parents, carers and other professionals to help children to learn and develop.
- To take into account the children's needs arising from race, culture religion or language.
- To take into consideration any disabilities that the child may have and make appropriate arrangements to include that child in all activities (see equal opportunities policy).
- To provide the opportunity for a child to fulfil his/her physical, intellectual, emotional, social and language skills.
- To ensure that children and their parents are offered high quality out of school care and education that promotes equality and values diversity.
- To provide a beneficial service to the local community

We aim to ensure that each child:

- is in a safe and stimulating environment;
- is given generous care and attention through a small ratio of qualified staff to children;
- has the chance to join with other children and adults to play, work and learn together;
- is helped to take forward her/his learning and development by being helped to build on what she/he already knows and can do;
- is in a setting that sees parents as partners in helping each child to learn and develop.

STAFF *Club Manager* Mrs H Carter (After School Club only)

Club Assistant Mrs M Hogarth (After School Club & Breakfast Club)

Bookings: Bookings for Out of School Care are made with the school office. All bookings must be made by the Friday of the week before they are required.

Sessional Hours

Breakfast Club	8am – 8:50am	£4.00 per session
After School Club (1st hour)	3.30pm – 4.30pm	£5.00 per session
After School Club (2nd hour)	4.30pm – 5.25pm	£4.00 per session

Arrivals: Breakfast Club – each child is met at the door and welcomed into the setting.

A breakfast selection is made available to the children. Please advise the school office of any dietary requirements.

After School Club – All children attending the club will be registered in Class 1 by a member of the club staff before moving into the After School Club setting.

Departures: Breakfast Club – Children will be taken to their classes at 8.50 a.m.

After School Club – All children must be collected by a responsible person. Please advise school if someone else will be collecting your child.

Fees

Fees cover attendance at booked sessions and breakfast/snacks. Fees will not be refunded or waived for any absence e.g. sickness, family holidays etc. unless 48 hours' notice has been given. The charge will occur under the discretion of the Headteacher.

Payment of Fees: Fees should always be paid weekly in advance of your child taking up the session. Sessions booked last minute must be paid for on the day and will incur an additional £1 charge.

Childcare vouchers are accepted as a method of payment at our registered GOV site – please ask the school office for our registration details. Fees can be paid via ParentPay

Late Collections Fee: It is important that you collect your child on time. Late collection has implications for ratios and planned staffing. *A penalty charge of £5.00 for every 10 minutes over the allocated session time* will be made for any late collections.

1. Cancellation, Withdrawal and Fees in Lieu

Cancellation: We operate a cancellation policy. It states that cancellations/ changes to sessions must be made by noon (12pm) 24 hours in advance to the school office in writing. Failure to do so will incur payment in full. Please email: bursar@uphollandcrawfordvillage.lancs.sch

Behaviour Management

The ethos of our breakfast club and after-school club is in line with the six shared values adopted by school as the agreed basis for our behaviours. These are:

- Kindness
- Respect
- Integrity
- Happiness
- Perseverance
- Friendship

We provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment.

Positive behaviours are encouraged through the use of praise and stickers. Any incidents of unacceptable behaviour will be discussed with the parents. Consistent occurrence of unacceptable behaviour will be referred to the Headteacher who will meet with parents to discuss the behaviours. The Headteacher reserves the right to withdraw a place at after-school or breakfast club in the instance of continued unacceptable behaviour.

Bullying

Bullying involves the persistent physical, verbal or emotional abuse of another child or children. If staff are concerned that bullying is taking place in after-school or breakfast club, the Headteacher should be informed immediately.

Use of reasonable force (see separate policy)

In exceptional circumstances, specific physical intervention may be necessary to ensure the safety of a child, other children and staff, i.e. holding a child who is angry to prevent them hurting themselves or others. Details of such an event (what happened, what action taken, by whom and name of witnesses) are brought to the attention of the Headteacher and recorded in an incident log. The parent or carer will be informed on the same day and will be asked to sign the incident book to indicate that they have been informed.

CHILD PROTECTION

Crawford Village Primary School breakfast and after-school clubs strive to create an environment in which children are safe from harm. All staff working in the clubs have relevant safeguarding training in line with whole school Child Protection Policy. Safeguarding policies outlined in the Child Protection Policy apply to both breakfast and after-school club.

PREVENT

This policy is to be read with consideration to the school's PREVENT duty referencing the Counter Terrorism and Security Act February 2015, which gives due regard to 'the need to prevent people from being drawn into terrorism or be subject to radicalisation.' As part of the school's safeguarding procedures, our policies comply with this Act and below is a link to DfE guidance about this duty.

http://www.emcsrv.com/prolog/PG/DfE/Schools_Guide-Social_Media_V16.pdf

COMPLAINTS PROCEDURE

Our intention is to work in partnership with parents and the community and we welcome suggestions on how to improve our out of school club. We aim to resolve any complaints quickly by talking to the parent and taking appropriate and prompt action. We believe that it is in the best interests of the school and parents that complaints should be taken seriously and dealt with fairly and confidentially. We aim to bring all concerns about the running of our out of school to a satisfactory conclusion for all of the parties involved. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

How To Make A Complaint:

Verbal Complaints

At times parents may have concerns about the service we provide. Most of these can be resolved by talking to the parent and taking appropriate action. However there may be occasions when parents make a formal complaint about our service in writing or email. Complaints may be made to any member of staff. It will be investigated by the Headteacher. Parents will be verbally informed of the outcome and findings within 10 days. A written record will be kept.

Written Complaints

There may be occasions when parents make a formal complaint about the after-school club service in writing. In this case, the Headteacher will be notified and a full investigation carried out. Any parent who is worried about any aspect of the out of school's provision should at first talk through his/her worries and anxieties with the after-school club leader.

All complaints made in writing or in electronic form from parents will be investigated. The parent who made the complaint will be provided with an account of the findings and of any action taken as a result within 28 days.

A record of complaints against the after-school club and/or the children and/or the adults working in the club is kept, including the date, the circumstances of the complaint and how the complaint was managed. All complaints will be recorded in a Complaints Log.

Confidentiality Policy

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality out of school care and education. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. To ensure that all those using — and working in — the out of school can do so with confidence, we respect confidentiality in the following ways.

- Parents have ready access to the files and records of their own children but do not have access to information about any other child.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- Staff induction includes an awareness of the importance of confidentiality in their role.
- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis.

- Personal information about children, families and staff is kept securely whilst remaining as accessible as possible.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students who are observing in the after-school club are advised of our confidentiality policy and required to respect it.
- Parents' permission will be sought before photographs are taken of children, either as individuals or in groups.

Equality and Diversity policy

We believe that after-school club activities should be open to all children and families and to all adults committed to their welfare. We aim to ensure that all who work in, or volunteer to help with, our out of school have an equal chance of doing so.

Admissions

Crawford Village Primary School after-school and breakfast clubs are open to every family in the community in line with our equal opportunities policy.

Employment

An interview panel will appoint the best person for each job and will treat fairly all applicants for jobs and all those appointed. A commitment to implementing the school Equality Policy will form part of the job description for all workers. Vacant posts will be advertised and all applicants will be judged against explicit and fair criteria.

Activities

Each week our After School club operates a 'Themed Week' where the activities are selected from a range of upcoming world events or from the children's own interests. Examples include indoor and outdoor games, arts and crafts, sewing and knitting, baking and cinema nights. All activities are posted on our school website.

Food

A range of breakfast foods will be offered to children attending breakfast club and a healthy snack will be offered at after-school club. We work in partnership with parents to ensure that the medical, cultural and dietary needs of all children are met. We help children to learn about a range of food and promote healthy eating in line with the whole-school approach in this area. The daily menu for after-school club will be varied on a termly basis. This information will be shared with parents at the beginning of each term.

Resources

Resources will be chosen to give children a range of experiences which develop their personal, social and emotional development. Activities and materials will be selected to help children to develop their self-respect and their respect for other people as well as promoting cultural diversity.

Special Educational Needs & Disabilities

Crawford Village Primary School recognises the wide range of special educational needs and disabilities that may exist in children and families in the community. Any children who attend the club who are on the school SEND register will have their Individual Education Plan shared with the club leader in order to ensure their needs are met whilst at the club. Planning for out of school meetings and events will take into account the needs of all children with needs or disabilities (see SEND policy). Prior to any child who is on the SEND register attending breakfast or after-school club, a meeting would be held between the club leader and SENDCo to ensure staff are fully informed about the needs of the child.

Health & Safety

Crawford Village Primary School places great emphasis on the health and safety of our children. Our clubs are a safe and healthy place for children, parents, staff and volunteers. Staff, parents and children are made aware of health and safety issues to minimise the hazards and risks to enable us to provide a healthy and safe environment.

We have public liability insurance and employers' liability insurance. The certificate is displayed.

Our induction training for staff and volunteers explains health and safety issues so that all adults are able to adhere to the whole-school health & safety policy and understand their shared responsibility for health and safety.

Pupil safety

All staff working at the breakfast or after-school club will have Disclosure & Barring Service clearance. All children are supervised by adults at all times. Appropriate staff:pupil ratios are maintained at all times.

Security

Systems are in place for the safe arrival and departure of children. The children's arrival is recorded by the session leader in the register. Children will only be allowed to leave the club with parents or with adults who are authorised by the child's parents to collect their child. Our systems prevent unauthorised access to our premises and prevent children from leaving the premises unnoticed.

Kitchen

Children do not have unsupervised access to the food preparation areas. Cleaning materials and other dangerous materials are not accessible to children.

Electrical/gas equipment

All electrical/gas equipment conforms to safety requirements and is checked regularly. Our boiler/electrical switchgear/meter cupboard is not accessible to the children. Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them. Lighting and ventilation is adequate.

Storage

All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing. Food is stored safely, e.g. refrigerated, frozen or in dry store cupboards.

Equipment

Before purchasing new equipment and resources, we check that they are safe and suitable for the ages and stages of the children for whom they are intended. The placement of play equipment allows adults and children to move safely and freely between activities. All equipment is regularly checked for safety and cleanliness and any items deemed to be dangerous are repaired or discarded. All materials — including paint and glue — are non-toxic. Physical play is constantly supervised.

Food and drink

The out of school club views snack and meal times as an important part of the club's session/day and it represents a social time for children and adults and helps children to learn about healthy eating. All snacks provided will be nutritious and pay due attention to children's particular dietary needs. Before a child starts to attend the club, we find out from parents their children's dietary needs, including any allergies. We record information about each child's dietary needs in her/his registration record and parents sign the record to signify that it is correct. We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them. We implement systems to ensure that children receive only food and drink which is consistent with their dietary needs and their parents' wishes. All food and drink is stored appropriately. Snack times are appropriately supervised and children do not walk about with food and drinks. We operate systems to ensure that children do not have access to food/drinks to which they are allergic. We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves. Drinking water is freely available.

First aid and medication

At least one member of staff with a current first aid training certificate is on the premises or on an outing at any one time. Our first aid kit is regularly checked by a designated member of staff and re-stocked as necessary. It is easily accessible to adults but is kept out of the reach of children. At the time of admission to the out of school, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.

If a child is on prescribed medication that must be administered 3x or 4x per day, the medication will be administered at after-school club. All medication must be stored in the original container and clearly labelled with child's name, dosage and any instructions. Written information and consent will be obtained from the parent, giving clear instructions about the dosage, administration of the medication and permission for a member of staff to follow the instructions. All medications will be kept in a lockable cupboard.

The administration of any medication is recorded accurately (name of child receiving medication, times and dosage of medication that should be administered, date and time when medication was administered, dose, type of medication, what is the medication for, administrator and witness) and parents sign the medication book to acknowledge the administration of medicine. We check with parents that their child has not suffered any adverse side effects from the medication before. We recommend that parents administer the first dose of any new medicine at home.

See Medicines in School Policy

Accident / Injuries – Our accident book is kept safely and accessibly. All staff and volunteers know where it is located and how to fill it in. It is reviewed to identify any potential or actual hazards. Any injury requiring General Practitioner or hospital treatment to a child, parent, volunteer or visitor is reported to the local office of the Health and Safety Executive.

Visitors

All visitors to breakfast or after-school club must follow the procedures outlined in the school Visitor Policy. Identification is required and checked by the staff e.g. in the event of someone from a utility company visiting the premises whilst the club is in session.

Fire safety

Fire exits are clearly marked, never obstructed and easily opened from inside. Emergency exit procedures are explained to new members of staff, volunteers and parents and are practised regularly. Records are kept of fire drills which take place in the club once a term. Fire safety equipment is serviced regularly. The out of school club will follow the procedures for evacuating the building in the event of the fire bell being sounded in a way that ensures that all children are safely led away from the building and adults do not take any unnecessary risks. Staff must fully understand the required procedures and understand their role. We perform a formal risk management assessment at least once a year and monitor risks each day. We keep registers of children, staff and visitors to the club for each session.

Illness & Hygiene

Illness

- Any member of staff suffering or taken ill whilst on duty with diarrhoea or such like which could affect the health of the children or staff will not be permitted to enter the club and sent home.
- Any member of staff with cuts or skin lacerations should keep them suitably covered to safeguard the children and any other staff from infection.
- In the event of a child vomiting or having a faecal episode, all other children must be removed from the area concerned and a member of staff will clean up using a suitable anti-bacterial cleanser, wearing the disposable gloves and apron provided in line with the school's risk assessment for cleaning up of bodily fluids.
- Parents are asked not to bring into the out of school any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.
- Any child that becomes ill whilst under supervision in either breakfast or after-school club will be taken to a quiet area in the out of school away from other children reassuring the child and keeping him/her calm. The parent / carer will be informed and asked to collect the child.

Medication

Asthma

Any children who suffer from asthma must have their inhaler in school to enable them to use it if required at breakfast or after-school club. Inhalers are kept in a suitable place which is accessible to the child.

Hygiene

Staff have food hygiene certificate to ensure the hygienic storage, preparation and serving of all food. All children are encouraged to wash and dry their hands before having any refreshments and snacks provided. The refreshments are served from the kitchen using plastic items which are washed after every use. The kitchen is cleaned thoroughly daily with all utensils equipment and areas cleaned using anti-bacterial cleansers.

Safety

- Regular safety checks are made on toys and equipment by staff and maintained in good working order.
- All equipment is clean and safe and complies to British Safety Standards.
- The staff are First Aid trained and the club leader is ultimately responsible for any accident injury or illness.
- The club leader maintains the First Aid Box and the Accident Report Book. Any minor accidents can be dealt with by any member of staff, other staff to be aware

and calm and distract other children. The decision on the severity/treatment to be assessed by first aider and club leader.

- All accidents/injuries must be recorded and countersigned by the parent/guardian.
- The fire equipment is well maintained and all groups of children participate in fire drills every term.

Lost Children Procedure

In the event a child becoming lost whilst in breakfast or after-school club, our procedures would be put into practice to ensure that a systematic approach for finding the child is taken and consideration is given to the levels of risk to the child.

If a child is lost, we will ensure a search is made for the child as soon as possible, with parents and authorities notified at the appropriate stage, and a high level of care being maintained to other children at the club while procedures are followed.

A thorough search would be made of the building and outside area. If this was unsuccessful, the police and parents would be contacted immediately and a continued search would ensue with the involvement of both parties. The Headteacher would be also be called if they were not present in the building.

No Smoking Policy

Crawford Village Primary School operates a no smoking policy at all times. We ensure that children are in a smoke free zone inside and outside the building.

Reporting to Parents

We inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure.

We keep all parents informed about how the group is run and its policies and procedures. We aim to give parents and their families the opportunities to contribute their own skills, knowledge and interests to the group. We encourage all parents to contribute in whatever form this may take.

New starters

Children should feel safe, stimulated and happy in breakfast and after-school club and feel secure and comfortable with staff. We want parents to have confidence in both their children's well-being and their role as partners with the club. We hope our club is a welcome place where children settle quickly and easily because consideration has been given to their individual needs and circumstances.

Before a child starts at the club, we aim to provide his/her parents with information regarding the club. Just before a child is ready to attend we provide

opportunities for the child and his/her parents to visit the club. When a child starts to attend, we work with his/her parents to decide on the best way to help the child to settle into the out of school club.

Staffing

We are committed to an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with or without disabilities, from all religious, social, ethnic and cultural groups. We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation. Our club leaders hold the minimum of CACHE level 3 DPP, NVQ level 3 or an equivalent qualification.

Policy reviewed: February 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026

Next review: September 2027