IMPORTANT INFORMATION 2018/19

St Mary's Primary School
Hart Road
Byfleet
Surrey
KT14 7NJ
Tel: 07387 396767/ 01932 410300

Aims

The aims of the club, known as The Hive, is to provide quality recreational, educational and creative facilities for the pupils of St Mary's School in a caring, stimulating and safe environment.

The Hive is run by St Mary's C of E Primary School and is based on the school site. The breakfast session is open from 7.45am to 8.45am and the after school session from 3.20pm to 5.30pm. Both run from Monday to Friday, term time only. The playground and equipment are made available to The Hive in the after school session and activities suitable to children aged 4 – 11 years are planned and provided.

There are opportunities for children to take part in creative play and children are supervised at all times. Both, morning and after school sessions, provide a relaxed environment with supportive staff. A healthy snack is provided along with a drink and this is included in the daily charge.

Organisation

The Hive comes under the direct management of St Mary's C of E Primary School, with the Headteacher and the Governing Body having overall management responsibility. There is currently one Manager, one Deputy Manager and seven Playworkers. Please see below for a list of personnel:

Mrs N Bold – Manager
Mrs D Gibbons – Deputy Manager
Mrs S Hills - Playworker
Mrs C King – Playworker
Miss J Lovell – Playworker
Mrs D McCloy – Playworker
Mrs K Platt – Playworker
Mrs D Taylor Sohal – Playworker
Mr D Walker – Playworker
Mrs C Wilby - Playworker
Mrs J Young – Playworker

Booking Your Childs' Place

Parents are required to book places in advance and payment of fees is in advance – **bookings will not be accepted unless full payment has been made via the online payment system**. Please note that the school is registered to accept childcare vouchers. Please contact the school office for further information. The Hive can accommodate up to 35 children in breakfast club and up to 40 children in the after school club on an average ratio of 1:8.

An annual membership fee of £6.00 per family is payable at the start of each new academic year (eg September 2018). Bookings will not be accepted without prior registration.

Charges for 2018-2019 will be:

Breakfast session: £3.50 with breakfast, £3.00 without breakfast
After school session: £7.50 per daily session for the 1st or only child and £7.00 for siblings per daily session or any part thereof
Charges will be reviewed annually and one half-term's notice will be given of any change.

Bookings should be made via the Hive Manager. **Fees must be paid in advance prior to the end of the preceding half term (eg fees for the Autumn Term are due before the end of the Summer Term). This is to ensure that adequate staff are available for each session.**

We appreciate the need for emergency bookings and these too should be made at the earliest opportunity. If an emergency arises throughout the day a telephone call should be made to the School Office where the staff will check whether your child(ren) can be accommodated, if places are available. Fees for these emergency bookings must be made by the next working day via the online payment system and a registration fee of £6 will apply if your child is not already registered.

No refund will be given for the cancellation of places (by the parent). Should the school need to cancel a session, a full refund will be provided.

Behaviour / Discipline
All children will be expected and encouraged to follow the schools golden rules:-

We are gentle – we don't hurt others
We are kind and helpful – we don't hurt anybody's feelings
We listen – we don't interrupt
We work hard – we don't waste our own or others time
We are honest – we don't cover up the truth
We look after property – we don't waste or damage things

Children shall be rewarded in the usual way. If a child's behaviour is deemed unsafe or detrimental to others or themselves then The Hive reserves the right to withdraw the child's place. A full explanation shall be given to the child and parent by the Headteacher. Every effort will be made to manage situations before withdrawal being considered.

Health and Safety
The Hive will endeavour to keep children as safe as possible. The staff are trained in First Aid and are familiar with the school fire procedures. Should an incident occur that requires a parent to be notified immediately, the Headteacher shall take steps to ensure they are advised at the earliest opportunity. If an incident does not require immediate consultation with a parent, they will be given a full explanation on collecting the child at the end of the session. All accidents are recorded in the accident record book.

Safeguarding

The safety of all the children is of paramount importance. In line with St Mary's school policy all staff will be subject to an enhanced DBS and Disqualification by Association check prior to employment. The responsibility for this sits with the Headteacher as does ensuring all staff receive the appropriate level of safeguarding training. The Headteacher or Deputy Headteacher, as the Designated Safeguarding Lead (DSL) is usually available during club sessions. In the event of the DSL not being available contact will be sought immediately.

Delivery & Collection of Children

KS1 and Foundation children will be delivered to the club for 3.20pm by a member of staff. If a child is to be collected by someone who the club are not familiar with, then the parents shall be contacted by telephone, if not previously advised. The child shall not be released into their care without the authorisation of the parents. We do not wish these procedures to be restrictive but they are put in place to ensure the safety of the children.

In the event of a place being booked, but you wish to collect your child at the end of the normal school day (3.20pm), collection will be required to take place from the After School Club. No child booked into the After School Club will be released from their classroom for safeguarding reasons.

The session ends at 5.30pm and a penalty charge for late collection of a child from the After School Club of £5.00 will be added for the first 15 minutes and £1.00 per minute thereafter. Whilst we appreciate that occasional unavoidable delays can happen we do require those collecting a child to telephone the club on **07387 396767** at their earliest opportunity. We also appreciate that there may be occasions where pupils require emergency cover (eg late pick up from end of school day). In this instance the above penalty charges apply. Penalty payments must be paid in cash upon collection of your child(ren). Any overpayment will be credited and a receipt issued by the school office on the following working day.

In the event of a parent failing to notify the club of a delay, the staff will attempt to contact the parent by telephone at 5.35pm. If this is unsuccessful we shall then contact the emergency number supplied by the parent. If by 5.45pm no plans are in place for the parent or emergency contact to collect the child then Social Services shall be informed via The Emergency Duty Team.

Social Inclusion

The Hive is committed to caring for children in a multi-cultural community and gives the undertaking to:

Treat all children in our care with equal concern and without prejudice to their religion, racial origin, cultural background, gender, disability or special needs.

Our aim is for The Hive to be available to all children who attend St Mary's regardless of ability. We are also committed to ensure these clubs are available to those who experience social disadvantage through family or financial hardship. If a pupil is identified by the school as someone

who may benefit from attending, the Headteacher shall take appropriate steps to ensure funding is in place for this to happen.

Escorting a child to hospital

In the event that a child needs to receive medical attention, the staff **will not** transport or escort them to hospital. This is to maintain appropriate ratio levels at the club. If a child needs urgent medical attention a member of staff shall remain with them whilst an ambulance is called. The parents shall then be notified of the action taken.

If a child does not require the ambulance service, the staff shall contact the parents and request the early collection of the child and the parent will be advised so seek appropriate medical attention.

In the event of an emergency

The club will follow the school's Emergency Plan which includes evacuation to the outside assembly area in the event of the fire, or to remain in the building in the event of a Lock Down.

Complaints

The success of the club depends on co-operation between staff, parents and children. We wish to hear the views of all those involved and any comments or complaints should, in the first instance, be made to the staff. Should a Parent wish to take this further then the Headteacher should be notified. If, after this, the Parent is still not satisfied, the school would ask that the Complaints Procedure is followed. Further information on the schools Model Complaints Procedure & Policy please refer to the school website or hardcopies are available in the school office on request.

Terms and Conditions

1. Children must be collected from the After School Club by 5.30pm.
2. Should arrangements be made at any time for another adult to collect a child, the staff must be informed prior to the end of session and where possible introduced to the adult concerned. The child will not be released without parental approval.
3. Adults dropping a child at Breakfast Club **must** present themselves to a member of staff and **must** sign the child into the register.
4. Adults collecting a child from After School Club **must** present themselves to a member of staff and **must** sign the child out in the collection register.
5. A child should not bring in personal toys from home or items of value. In the event that a child has taken them into school they must be given to the staff at the beginning of the session. The school will not be held responsible for any loss or damage to any item handed in.
6. Behaviour at The Hive that is considered to be unacceptable or inappropriate may result in the withdrawal of the child's place. The Headteacher will endeavour to advise parents prior to such action being taken in the hope that the issue can be resolved.
7. Respect for and proper use of all property, equipment and premises is to be maintained by all persons at all times.
8. Any complaints should first be discussed with the staff and thereafter the Headteacher. If unresolved the Model Complaints Procedure & Policy is available on the school website or hardcopies are available in the school office on request.
9. The membership fee of £6.00 is required upon application to become a member and is non-refundable. Thereafter it is to be paid each September or on joining. Failure to pay will result in the withdrawal of pre-booked places.
10. Bookings must be made for a minimum of half term. Bookings must be paid a minimum of half-termly, in advance. No refunds shall be given for booked sessions not used. Ad-hoc or emergency sessions are subject to availability.
11. All bookings should be made directly with the Hive Manager.
12. All payments MUST be made via the online payment system at the time of booking. Booking Forms will not be processed without full supporting payment. A link to this can be found on the schools website.
13. In the event of a session not being required due to a child leaving the school before the end of the school day, the Club must be notified that the child will not be attending. In this instance a refund will not be given.
14. In the event of the late collection of a child a charge of £5.00 shall be levied for the first 15 minutes and £1.00 per minute thereafter. We appreciate that occasional delays may occur but The Hive must be contacted on 07387 396767 at the earliest opportunity.
15. Failure to collect a child or notify The Hive by 5.45 pm will result in Social Services being informed via The Emergency Duty Team.
16. The Hive reserves the right to withdraw a child's place in the event of persistent late collection.