



IMPORTANT INFORMATION 2025-2026

**St Mary's Primary School
Hart Road
Byfleet
Surrey
KT14 7NH
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 8.35am, breakfast being served from 7.45am – 8.10am and the after school session from the end of the school day 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 7 Playworkers. Please see below for a list of personnel:

Mrs N Bold	Manager and deputy safeguarding lead
Mrs D Gibbons	Deputy Manager
Mrs K Platt	Playworker
Mrs Workman	Playworker
Mrs Evans	Playworker
Mrs Ahmed	Playworker
Mrs Suarez	Playworker
Miss Allen	Playworker
Miss Barnes	Playworker

Booking Your Childs' Place

Parents are required to book using their child's scopy account.

Please note that the school is registered to accept childcare vouchers.

If you are using childcare vouchers to pay, please

1 – book your child's session

2 – create the voucher

3 - send a receipt/screenshot to the hive@stmarys-byfleet.surrey.sch.uk

The Hive can accommodate up to 32 children in breakfast club and up to 40 children from Monday to Thursday and 24 children on a Friday in the After School Club on an average ratio of 1:8. For any help in booking please see our 'How to Book' information leaflet.

If you are using childcare voucher to pay, please ensure these are raised prior to booking.

The manager will complete the staffing on a Friday morning for the following week. If there any changes needed to your booking, you will need to be done by the Thursday for the following week. This can be done by emailing the Manager at hive@stmarys-byfleet.surrey.sch.uk . Any requested changes needed after the staffing has been complete will not be honoured and no refund will be given.

Charges for 2025-2026 will be:

Breakfast session: £5.50
After school session: £12.50

Charges will be reviewed annually.

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 or please send an email to the Hive and school office, and the staff will check whether your child(ren) can be accommodated. Fees for these emergency bookings must be made by the next working day via the online payment system.

Cancellations

Should the school need to cancel a session, a full refund will be provided. We are unable to cancel/refund any session made after the Thursday prior to the week cut off requirement. The school is unable to provide refunds for payments made by childcare vouchers. In the case of cancelled sessions paid for by childcare vouchers, the cost of the session will be credited to your child's Scopay account for use against future bookings.

Behaviour / Discipline

All children will be expected and encouraged to follow the school's 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 for positive behaviour. 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 is 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 and lockdown procedures. Should an incident occur that requires a parent to be notified immediately, the Hive manager 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 and in line with St Mary's school policy, all staff will be subject to an enhanced DBS 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, deputy Headteacher, Assistant Headteacher and SENDCo as the Designated Safeguarding Leads (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

Breakfast Club

Foundation and KS1 children will be escorted to their classroom by a member of staff at the end of the Breakfast Club session. KS2 children make their own way to their classroom ready for registration.

After School Club

Foundation and KS1 children will be escorted to the After School Club by a member of staff. KS2 children will be dismissed by the class teacher and will make their own way to the After School Club. If any child does not arrive to their scheduled session, the Hive manager will contact the parent immediately.

Parents or carers will drop off and collect their children directly to the Breakfast and After School Club gate which can be accessed to the right of the school through the staff car park. If a child is to be collected by someone who is not their parent / carer, then the parent **must** inform the club in advance as to who is going to collect the child. Please note, the person must be over 18 years old. If anyone other than the parent / carer arrives to collect the child, and the Hive have not been notified in advance, the parent / carer will be called by the Hive manager to seek authorisation to release the child. We do not wish these procedures to be restrictive but they are put in place to ensure the safety of the children.

Changes to Scheduled Bookings

If you have booked your child into the After School Club, but you wish to collect your child at the end of the normal school day, you **must** notify the Hive in advance by calling or texting **07387 396767** or emailing hive@stmarys-byfleet.surrey.sch.uk. Where possible, we would request that you contact the Hive directly rather than the school office.

Late Collection / Penalty Charges

The After School Club session ends at 5.30pm. 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. **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. This will be added to your scopay account. Payment will be required the following 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 the DSL on duty shall be informed and they will contact Social Services via The Emergency Duty Team.

Emergency Cover

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 and the charge will be added to your child's scopay account.

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 Hive manager. 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. I understand that Foundation and KS1 children will be escorted to their classroom by a member of staff at the end of the Breakfast Club session. KS2 children make their own way to their classroom ready for registration.
2. I understand that Foundation and KS1 children will be escorted to the After School Club by a member of staff. KS2 children will be dismissed by the class teacher and will make their own way to the After School Club.
3. Children must be collected from the After School Club by 5.30pm.
4. 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.
5. Adults* dropping a child at Breakfast Club **must** present themselves to a member of staff and **must** sign the child into the register.
6. 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.
7. 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.
8. 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.
9. Respect for and proper use of all property, equipment and premises is to be maintained by all persons at all times.
10. Any complaints should first be discussed with the Hive manager 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.
11. Bookings must be made online using the online payment system. No refunds shall be given for booked sessions not used. Ad-hoc or emergency sessions are subject to availability.
12. All non planned bookings should be made directly with the Hive Manager.
13. All payments **must** be made via the online payment system at the time of booking. If booking using child care vouchers, these need to be raised prior to booking.
14. 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.
15. 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.
16. Failure to collect a child or notify The Hive by 5.45 pm will result in the DSL on duty contacting Social Services via The Emergency Duty Team.
17. The Hive reserves the right to withdraw a child's place in the event of persistent late collection.
18. For health and Safety reasons, we kindly ask you not to park in the staff car park.

** The term 'adult' is a person aged 18 years or over*

I confirm that I have read The Hive Information Booklet and agree to the above terms (please retain a copy of the terms and conditions for your own reference):

Signed: _____ Name (please print): _____

Date: _____