

TSS Extended Care **Policy and Procedures**

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It is a primary aim of our school that every member of the school community feels valued and respected, and that each person is treated fairly and well. We are a caring Christian community, whose values are built on mutual trust and respect for all. This policy reflects our Christian values and ensures the ethos of all achieving and thriving permeates our wrap around care.

STAFFING

The After School Club is managed on a day to day basis by the appointed Club Supervisor, who reports directly to the Business Manager. There will always be at least two members of staff present during the Club's opening hours. Depending on the numbers of children under 5 requiring the After School Club, maximum numbers will be no more than 30 children. Club leaders are able to bring their own children to the club free of charge. This applies to under 14s only. Club leaders are required to book their children on using the online booking system. Sessions booked but not used will be charged at the rate of a short session.

The Breakfast Club is managed by existing school staff who report to the Business Manager. One member of staff is on duty each morning. Depending on the numbers of children under 5 requiring the Breakfast Club, maximum numbers will be no more than 15 children.

All staff will hold an up to date DBS check and have attended Safeguarding training.

There will always be at least 1 person on site who holds a Paediatric First Aid qualification. Ratios of adults to children will be adhered to as set out in the EYFS standards. Our ratios are 1 adult to every 8 children under 5 and 1 adult to every 14 children who are 5 and over.

All Club staff are employed by the school and are subject to the terms and conditions and disciplinary rules set out by the Royal Borough of Windsor and Maidenhead. All staff are aware that confidentiality is very important and that the breaking of our confidentiality rules could lead to disciplinary action by the Governing Body.

Staff training is considered important to the well-being of our parents/carers and their children; therefore, training is ongoing and updated as necessary.

ADMISSIONS POLICY AND REGISTRATION REQUIREMENTS

The Breakfast and After School clubs are open to all children attending Trinity St Stephen Church of England First School. All enquiries regarding admission should be referred to the school office.

FEES AND BOOKING

Booking is done online through our Scopay system. You should have received a log in to this system on joining the school. Please contact the school office if you have either not received it or are experiencing booking or payment issues. Payment does not have to be made at the time of booking but payment must be made within 14 days. Child care vouchers may be used to pay for Breakfast and After School clubs. Please notify the school office if you intend to pay for either club using this method. If you qualify for free school meals or have done during your time at the school, please speak in confidence to either the school Business Manager or Headteacher. We may be able to offer reduced charges.

Refunds: Any refunds will be, in the first instance, paid into booking further sessions. If for some reason further sessions are not required a refund will be made.

If parents/carers need to book with less than 24 hours' notice, please contact the school office but be aware that it may not be possible to accommodate the request if no places are available. Parents who have not booked onto Breakfast Club by 3.30pm of the previous day may find there are no places available and will be turned away if this is the case.

CHANGES TO SESSIONS

If you wish to cancel your child's pre-booked session, we require **24 hours' notice by email**. We understand that there may be times when your child cannot attend the Clubs due to unforeseen circumstances, e.g. illness or an unexpected family commitment. However, due to the appropriate number of staff being in place for the expected number of children each day, you will still be required to pay for the session, irrespective of whether or not your child attends.

If we are forced to close the Club (e.g. Snow Days), you will **not** be charged for the session and the fee will either be held in your account for further bookings or a refund made. The school will always try to give as much notice as possible if either club is not running.

If you have any questions or would like to discuss the above, please feel free to speak to the school office.

ARRIVALS AND DEPARTURES

Every effort will be made to take late bookings, but parents/carers are responsible for checking that there are spaces available by contacting the school office at office@tssfirst.co.uk or telephoning 01753 862540.

Children must be collected by a responsible person.

If you are late collecting your child/children, i.e. after 5.00pm or 6.00pm depending on your booking, we will apply a charge of £5.00 per 5-minute block or part of i.e. 8 minutes will cost £10. A late letter will be issued and payment must be made within 7 days. We are obliged by law to notify the RBWM Duty Social Worker if any child has not been collected 30 minutes after the Club has closed at 6pm and we have been unable to make contact with either the parent/carer or the alternative emergency contacts we have been given. Any problems with attendance and collection times will initially be dealt with informally (on the lines of an approach to the parent/carer). However, persistent problems (3 such occurrences in 1 term) will be brought to the attention of the Head Teacher and they will make a decision regarding the said parent/carer future use of the Clubs.

NON-COLLECTION OF A CHILD

If a parent/carer fails to collect a child at the end of the session, the staff will attempt to contact the emergency telephone numbers that the parents/carers have supplied, dealing only with the persons who have been nominated as emergency contacts on the child's SIMS records. If, after 30 minutes, contact has not been made with any of the nominated persons, the Club Supervisor will contact the RBWM Duty Social Worker. Two staff members will remain with the child until a suitable adult assumes responsibility for the child. A log of late collections will be kept.

SETTLING IN and BEHAVIOUR EXPECTATIONS

Staff will carefully monitor new children and discuss any concerns with their parents/carers.

Children are expected to follow the behaviour expectations of school. Failure to follow adult instruction or behaviour that impacts on other children's enjoyment of the club will be recorded and children will be reminded of the expectations. If a further incident occurs within the same week parents will be made aware. Any incident which involves a refusal to follow the club behaviour expectations will be communicated to parents and may result in the family being asked to remove their child from the club. Serious incidents (hurting another child or member of staff) will result in parents being contacted immediately and removing their child. Any removal from the club will be for a period of time and discussed with school staff and parents. A date will be given for reinstatement. More than one serious incidents may result in a complete exclusion.

FOOD AND DRINK

At least 1 member of staff in the Club holds a current Food Hygiene Certificate. The After School club offers children a light snack and a drink, with fresh drinking water available throughout the session.

EQUIPMENT AND ACTIVITIES

All equipment used by the Clubs meets the required safety standards and is checked regularly for defects. Equipment is cleaned regularly and stored in an appropriate way. Children are involved in decisions regarding what is purchased for the Club. The Supervisor and staff will facilitate play and create play spaces for the children. There will be opportunities for free choice and free expression of ideas, games and activities. There will always be an alternative choice in play, crafts and games.

PHYSICAL ENVIRONMENT

Our Club's premises are kept safe and secure at all times and there is adequate space for all play opportunities undertaken. The Clubs will maintain an open room layout, allowing the children the opportunity to move freely between activities. All children will have adequate space to play and interact freely. The staff will ensure that the environment is clean and safe. The outdoor area will be kept clean and hazard free and the staff will ensure that the children and young people are safe and secure at all times.

HEALTH & SAFETY

The Clubs recognise the need to promote health and safety in order to achieve improved standards and safe methods of work. It is the Clubs policy to take all steps within their power to prevent personal injury, health hazards and damage to property. A member of staff, who is trained in paediatric First Aid, will always be present and we will ensure that this training is kept up to date. An induction is undertaken with all new staff.

The Control of Substances Hazardous to Health Regulations 1988 – COSHH

The Club works within this legislation and takes care to:

- Store all cleaning materials in a locked cupboard
- To manage any hazardous spillage immediately

RIDDOR- REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURANCES

Any reportable accident, dangerous occurrence or cases of disease will be reported without delay to our enforcing authorities - OFSTED and RBWM.

SITE SECURITY

The Club staff are responsible for ensuring that all areas used by the children are kept secure at all times. All adults visiting the Clubs will be asked for identification and a record of visitors will be kept. If an unidentified person is seen on site the children will be counted immediately and kept in a secure area whilst a member of staff deals with the incident. The staff should not compromise their own safety, so will call for assistance as soon as possible.

The playground gate will be locked at 3.30pm. All external doors will be secured and free from hazards. The main entrance front door will be security locked at all times. Children are not be permitted to answer the front door at any time.

FIRE SAFETY

The Clubs will work within the legislation set out in The Fire Precautions Act 1971, amended to the Fire Safety (Workplace) Regulations 1997. All staff and children will follow the school's fire and emergency evacuation procedures.

HEALTH, ILLNESS AND EMERGENCY

At least 1 member of staff holds an up to date Paediatric First Aid qualification. The Clubs keep an adequate stock of First Aid items and ensures that these are replenished regularly. A First Aid box is kept with easy reach of staff at all times, both on and off site.

ACCIDENTS

Meeting all legislation set out in the Health and Safety (First Aid) Regulations 1981:

We will take good care of the children, but in the event of an accident requiring hospital treatment, every effort will be made to contact the parents/carers. If the child cannot be accompanied to hospital by their parent/carer and they require emergency medical assistance an ambulance will be called. A member of staff will stay with the child at all times. Staff will treat small cuts and bruises. All accidents will be reported to the parents/carers and entered into our Accident Book. Parents/carers will receive a copy of the form.

SICKNESS

If a child has been sent home from school due to illness, it is considered that the child is also unfit for either Club. Parents/carers are responsible for notifying the Club that their child will not be attending. The Supervisor's decision is final in the matter of whether or not a child is fit enough to attend the Club. As per the school's Attendance Policy, if a child has suffered from diarrhoea and/or sickness, parents/carers are asked not to bring them to the Club until at least 48 hours has elapsed from the last episode.

MEDICINE

In the event of children needing prescribed medication whilst attending the Club, a signed form must be filled in by the parents/carers prior to any administration of medicine. Medicine will be administered in the presence of an additional adult and a record will be kept of time and dosage signed by the staff member who has administered it, and countersigned by a witness. These records will be kept in a locked cupboard. The Supervisor has the right to refuse to administer any medicines.

INFECTIOUS AND COMMUNICABLE DISEASES

It is the responsibility of the Supervisor to report any diseases or suspicion of diseases to the Head Teacher immediately. The Clubs are subject to the regulations set out in the legislation regarding the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985.

EQUALITY OF OPPORTUNITY

The Clubs are an Equal Opportunities organisation. The aim of our Equality of Opportunities Policy, in conjunction with the school's policy, is to ensure that no individual receives less favourable treatment on the grounds of gender, age, race, colour, ethnic or national origin, religious beliefs, social class or disability. All children will have access to good quality, safe and affordable play opportunities with, where appropriate, supervision provided in accordance with age and need. No child will be denied access as a result of discrimination. All staff will value and respect the different religions, cultures, languages and abilities in our society and so value and respect each child as an individual, without stereotyping. All children should feel respected and valued and able to play free from racial and other types of harassment or abuse from other children or adults. Where children express views or act towards the detriment of others, these views and actions will be challenged in the appropriate manner according to the child's age and level of development. Overall responsibility for this policy lies with the Governing Board, the Administrator, the Supervisor and the staff. The policy itself will be reviewed and updated on a regular basis.

SPECIAL EDUCATIONAL NEEDS/INCLUSION

Within the bounds of our staff training and facilities we will always strive to accept special needs children, provided the environment meets their specific needs. Parents/carers of SEN children will always be consulted regarding the child's access to the Clubs. However, any decisions made must ensure that the safety of the Clubs as a whole is maintained. We will work in partnership with parents/carers and other agencies in meeting individual children's needs. The provision for children with SEN/disabilities is the responsibility of all members of staff and our Equal Opportunities Policy strives to ensure equality of access and opportunity to our premises and facilities. We will ensure the privacy of children with SEN/disabilities when intimate care is being provided.

CHILD PROTECTION/SAFEGAURDING

The school follows procedures to ensure that children in its care are safe from harm. We will ensure that all applicants for work within either Club, whether voluntary or paid, will be interviewed before an appointment is made, DBS checks carried out and references provided. All references will be followed up. The Clubs follow the school's policies and procedures for safeguarding, including the policy for intimate care.

DOCUMENTATION AND INFORMATION

The Clubs recognise the importance of maintaining up to date and accurate records and the policies and procedures necessary to operate safely, efficiently and in accordance with the law. The Clubs are aware of their obligations with regard to the GDPR act of May 2018. The information kept within our Clubs is stored in the school office and access is restricted to school staff only. Staff work within strict confidentiality rules and information will not be shared unless we either have permission or the child's welfare is compromised. Parents/carers are obliged to complete all documentation requested by the Clubs and must submit a request in writing if they do not wish to disclose information. The Clubs reserve the right to refuse admission if we do not hold all the information needed to ensure that the children are safe.

Parents/carers are obliged to inform the Clubs of any changes to their circumstances. When you accept a place for your child/children at the Clubs you are also required to abide by our Club's policies and procedures (this document). A copy is available to view on site, or you can request a paper copy.

CONFIDENTIALITY POLICY

Our work will bring us into contact with confidential information. To ensure that all those using and working in the Clubs can do so with confidence, we will respect confidentiality in the following ways:

- Parents/carers will have ready access to files and records of their own children, but not any other children
- Staff will not discuss individual children with people other than the parents/carers of that child
- Information given by parents/carers to Club staff will remain confidential within the setting
- Personnel issues will remain confidential to the people involved
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will remain within the Clubs
- The Clubs will comply with all requirements of the Data Protection Act.

COMPLAINTS

As a school we believe that all staff are working hard to ensure children in our care achieve and thrive. As part of this we foster good relationships with our parents and carers. Please always approach the Club Supervisor in the first instance if anything is of concern. If concerns are not resolved via this informal route please approach the Head Teacher. Finally, our Complaint Policy is available on the website if problems are not resolved. <https://tssfirst.co.uk/our-school/policies/generalpolicies>

Reviewed:	Head Teacher	
Approved:		
Ratified:	Governing Body	
Review frequency		

With grateful thanks to St Edward's Catholic First School whose policy was used as the bases for this document.