



# South Norwood Primary School

## Extended Services Policy

Revised: April 2024

To be Reviewed: April 2027

### Statement of intent

South Norwood Primary School believes in creating a safe, welcoming and stimulating environment for all the children in its care. The school believes that a safe social atmosphere helps children of all ages to develop their social skills and confidence.

In order to help and support parents, the school aims to provide an affordable and convenient wraparound and holiday childcare service. Breakfast and After School clubs are made available to children aged 4 to 11, allowing parents more flexibility with their working hours.

The clubs will cater for children, ensuring that there is a staff to child ratio of 1:15 at all times.

The school also provides numerous extracurricular clubs and activities as a method of developing children's social, behavioural and academic skills. All clubs and activities are conducted to the same high standard as that of the educational provision.

Wraparound and extra-curricular clubs activities, may include provision by external providers – appropriate safeguarding procedures will be followed with regards to these.

### Legal framework

This policy has due regard to relevant legislation including, but not limited to, the following:

- Health and Safety at Work etc Act 1974
- Children Act 2004
- Equality Act 2010
- Children and Families Act 2014
- DfE (2022) 'Health and safety: responsibilities and duties for schools'
- DfE (2023) 'Keeping children safe in education'
- DfE (2016) 'Wraparound and holiday childcare'

This policy is used in conjunction with the following school policies and procedures:

- Safeguarding and Child Protection Policy
- Supporting Pupils with Medical Conditions and Medical Policy
- Behaviour Policy

- Concerns and Complaints Procedures Policy
- Health and Safety Policy
- Fire Management Policy

## **Wrap around childcare**

Wraparound childcare is defined as childcare provided before and after school which runs until 6pm or later.

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## **Admissions and fees**

The school has a first come, first served policy for admissions to wraparound services. When all the places have been filled, new applications are placed on a waiting list. The following cases are prioritised:

- Siblings of pupils already attending the wrap around care
- A number of spaces will be made available for new EYFS entrants at the beginning of each academic year.

The pupil premium may be used to enable disadvantaged pupils to access wraparound childcare.

The staff to child ratio for our school's wraparound services is 1:15. When activities involve leaving the school premises, this ratio changes to 1:10.

Before registration, parents are given the following information:

- The availability of places
- Admissions and Fees Policy
- Behaviour Policy
- Club Handbook
- Complaints Procedures Policy
- The club's privacy notice

Parents are required to complete and return the following forms before children attend the clubs:

- Registration form
- Medical form
- Parent contract
- Booking form
- Photo permission form

The standard daily fee for attending the breakfast club is £4.50, the after-school care club is £11.50.

The following conditions are also in place:

- All fees must be paid half-termly
- Fees can be paid by electronic transfer
- The clubs accept childcare vouchers
- Fees are charged if attendance is booked and the child does not attend
- There is a fee of £10 for the late collection of children which will increase by £5 every 15 minutes.

## **Extra-curricular clubs and activities**

A wide variety of extracurricular activities are offered with the aim of developing pupils' life skills, these are not the same as wraparound care.

A range of opportunities are provided to pupils to promote a healthy lifestyle and support pupils' wellbeing, to develop pupils' confidence and sporting activities to encourage team work.

In order to ensure that pupils' interests and needs are met, pupils are given the opportunity to contribute to the planning of extracurricular clubs and activities.

Extracurricular clubs are organised, managed and conducted in accordance with the school's existing policies.

Pupils partaking in the club/activity are registered at the beginning and end of the session in order to ensure that nobody is missing.

All extracurricular clubs and activities follow the same procedures and protocols as the school's wrap around services.

Extracurricular clubs do not discriminate against pupils with SEND.

## **Arrivals and departures**

The school is fully committed to the safety and security of all the children in its wraparound, holiday and extracurricular clubs; therefore, several procedures are in place for when children arrive at a breakfast or after-school club:

### **Breakfast clubs**

- Parents drop their child off at the breakfast club.
- Attendance is recorded in the breakfast club's register; the parents of any pupil who was booked to attend, and is not present when the register is called, are contacted immediately.
- A member of the school staff will collect pupils from the breakfast club and escort them to their respective classes.
- The staff member collecting the pupils will be informed of any pupils that did not attend the breakfast club as expected; the school will follow its Attendance Policy if the whereabouts of those pupils remain unknown after registration is called.

### **After-school clubs**

- Reception, Year 1 and Year 2 children will be collected from their teachers or classroom staff. Older pupils if deemed safe to do so (depending on the environment) will make their own way to the club.
- Children will be recorded in the after-school club's register upon arrival, whilst older pupils.
- If a pupil arrives at the collection point, but is not on the register, a staff member will check with

the school and the parent before turning the pupil away.

- Where there are children booked to attend the club, but they have not arrived, the club will call the children's parents immediately.
- Where parents cannot be contacted, and the whereabouts of any children remains unknown, the club will follow the procedures outlined in section 7 of this policy.

The school has the following procedures in place for when children leave an after-school:

- Upon registration, parents will complete an Authorised Person\_Information Collection Form, which outlines:
- The names and contact numbers of any individuals authorised to collect their children from the club on their behalf.
- At the end of the after-school club, their child will be signed out before they leave the premises.
- If someone other than the person registered is collecting the child, staff must be notified by the registered person in advance. The registered person must also provide a description of the individual and confirm the password.
- If the registered person is running late, staff must be notified before the end of the collection period by the registered person. If no notification is received, the club will follow the procedures outlined in section 10 of this policy.

Children over 10 years-old can leave the premises unaccompanied if written permission is given by the parent.

Children under 10 years-old are not permitted to leave the premises unaccompanied.

### **Involving parents**

The school aims to achieve effective communication with parents; therefore, it has the following protocols in place to ensure effective information sharing:

- Parents are invited to visit the facilities before their child attends.
- All the club's policies are available on the school's website, and hard copies are also available upon request.
- All members of staff take note of information from parents that could affect the happiness and wellbeing of their child.
- Parents are welcomed at the collection point to exchange information and provide updates on their child's wellbeing.
- An annual survey is conducted to collect feedback and improve services.

### **Missing child procedure**

The school has procedures in place to ensure the safety and wellbeing of all the children in the school's care. If, at any time, a child cannot be located, the following steps are taken:

- All members of staff are alerted that a pupil is missing.
- 2 Members of staff conduct a search of the premises and the surrounding area.
- A member of the Senior Leadership team is informed.
- Remaining staff stay with the other children involved in the club, in order to prevent further problems and keep a calm atmosphere.

- If the child is not located within 10 minutes, the police and the parents of the child are informed.
- The search for the child continues until the police arrive.
- The headteacher liaises with the police and the parents of the child.

## **Uncollected children**

Staff members do their best to ensure effective communication between clubs and parents. If a parent is late, the following procedures are followed:

- A member of staff attempts to contact the parent using the details provided on the registration documents.
- The parent is reminded that they must notify a member of staff if they are running late and late arrival will result in penalty fees.
- If contact is not made, a message is left. The member of staff then attempts to reach the emergency contacts listed on the registration form
- For the duration of the wait, the child is supervised by two members of staff
- When the parent arrives, they are issued with a penalty notice for late collection of their child.

If the parent is more than 30 minutes late, the following procedures are followed:

- If a member of staff has not reached the parent or an emergency contact, they contact the local social care team for advice
- The child remains on the premises with a member of staff, or is placed with the local social care team
- If the child has left the premises with the local social care team, a note is left on the door to the club informing the parent of the child's location. A contact number and address is displayed.

## **Health and safety**

All members of staff at the school are aware of their responsibilities and duties in regards to the Health and Safety Policy. All members of staff are responsible for:

- Recording incidents, accidents and near misses.
- Maintaining a safe environment for children and adults.
- Taking part in any relevant health and safety training.

## **Illness and injury**

In the event of illness or injury, the school will act in accordance with the and the Allergies and First Aid Policy.

All members of staff are trained in first aid and are aware of their duties if a child is injured or becomes ill. In cases of minor illness or injury, the following procedures will be adhered to:

- If a child becomes ill, the parents are contacted and asked to collect their child
- If a child is complaining of illness, but the member of staff does not believe it is serious, they monitor the child until the end of the session
- If a child suffers a minor injury, first aid is administered and the child is closely monitored for the rest of the session

If a child suffers a major injury or becomes seriously ill, the following procedures are implemented:

- If a child needs to go to the hospital, an ambulance is called and a member of staff accompanies them
- The parents of the child are notified immediately
- Following the incident, members of staff conduct a review of the incident in order to prevent any such incident from occurring in the future

## **Medication**

Members of staff always act in accordance with the school's Supporting Pupils with Medical Conditions Policy and Medical Policy

Members of staff are aware of the importance of administering prescribed medication to children. The school and its clubs understand that parental consent is crucial and has the following rules in place for administering medication to pupils:

- Before any medication is given, the child's medical forms are checked to see if the medication has been approved by the parent.
- When a member of staff administers medication, another member of staff witnesses the process.
- Details of the process are recorded on the child's medication form.
- If a child refuses to take the medication, the member of staff does not administer it. The parent is notified immediately.
- If a certain medication requires training to administer medication, only members of staff with the relevant training will administer it.
- If there are changes to the dosage or frequency of the medication, the changes are recorded on the medical forms. Parents are required to sign the forms again before any change in procedure.

## **Behaviour**

The school's wraparound childcare services are subject to the existing Behaviour Policy; disciplinary issues are reported to the parents of the child.

Repeated breaches of the Behaviour Policy may result in the child being barred from attending the clubs.

Any outstanding fees paid by the parent are returned if a child is barred from attending the clubs.

## **Anti-Bullying Policy**

The school has a strict **Anti-Bullying Policy** which is implemented at all times.

Any child who is the victim of bullying is supported in a sympathetic and friendly manner.

If bullying is reported, it is noted and investigated by a member of staff and the parents of both children are informed.

The school defines bullying as repeated harassment of others, including psychological, physical, verbal or emotional abuse.

If it is discovered that bullying has taken place, the following procedures are adhered to:

- Incidents are dealt with in a sensitive and thorough way
- Victims have the chance to discuss what happened with a member of staff
- Victims of bullying are reassured that the case will be taken seriously
- Victims of bullying are monitored to ensure further incidents do not occur
- If another pupil reported the incident, they are reassured that they did the right thing
- The child who is accused of bullying is made to understand why their behaviour was wrong
- If the bullying persists, more serious action, such as exclusion, is considered
- All incidents are reported to the headteacher, and incidents are recorded and investigated.

Bullying of a sexual nature will **never** be tolerated and will be addressed according to the procedures outlined in the school's Safeguarding and Child Protection Policy. Where crimes, such as rape, assault by penetration, sexual assault and up-skirting, are included in a report of bullying, the police will be notified.

### **Emergency evacuation/closure**

In exceptional circumstances, such as adverse weather conditions, heating failure or serious illnesses, the clubs are closed.

In the case of an emergency, the following procedures are followed:

- Emergency services are contacted
- All children are evacuated from the building and taken to the designated emergency assembly point
- A member of staff collects the register and checks that all the children are at the emergency assembly point
- If a child is missing from the emergency assembly point, the emergency services are immediately informed
- Parents are contacted to collect their children
- All children remain at the emergency assembly point until they are collected by their parent

If a child has not been collected after undergoing the emergency procedure, members of staff follow the uncollected child procedure.