



The Coombes Church of England Primary School
Wrap-around care
Sunflower Club



Policies & Procedures

September 2022



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INTRODUCTION

The Coombes CE School wrap-around care Sunflower Club ("Club") is part of The Coombes CE Primary School and is open exclusively to children who attend the school.

It is run by a team, including a Club Manager, a Club Supervisor, a cook and numerous playworkers. The Headteacher and supporting Governor's oversee the provision and financials of the Club.

OPERATING HOURS

The Sunflower Club will operate on all school days between the hours of 7.30am to 8.35am (Breakfast Club) and 3.20pm and 6.00pm (After School Club). The Club will NOT operate on inset days, public holidays, school holidays or on days when the school closes due to unforeseen circumstances. On the last day of each term the After-School Club will operate between the hours of 2.15pm and 4.30pm, this session will not include a snack.

REGISTRATION

To have access to the Club for their child/ren, parents'/carers' must complete a registration form. A registration fee of £15.00 per family is applicable upon registration to cover the administration costs for setting up the child as a user within the Club.

To register a child within the Club, parents need to contact the Club Manager.

ADMISSIONS PROCEDURE

To attend the Club, Children must be within the age range 4-11 years, attend The Coombes CE Primary School and be registered with the Club.

The numbers of children at each session are limited by our insurance and staffing numbers. Places will be allocated on a first come first served basis once the half-termly booking period opens. Once all places at a session are full, a waiting list will be kept.

The Club will offer a maximum of 40 Breakfast and 64 After-School session places.



BOOKINGS

Sessions are to be booked half-termly in advance. Where the number of applications for a place in either Breakfast Club ("BC") or After School Club ("ASC") exceeds the number of places available, waiting lists are held (with a separate list for BC and ASC) for the next available places. In such cases, the following criteria will be applied for the allocation of places.

Waiting list criteria in this order:

- Relevant looked-after children (*see below).
- Children of members of the Club Staff.
- Children already using the Club regularly wishing to renew their sessions of the preceding half term – additional days and changes to days will only be made if spaces are available.
- Siblings of children already in the Club wishing to book the same sessions their siblings have used in the preceding half term – additional days to their siblings will only be made if spaces are available based on the waiting list criteria excluding this sibling criterion.
- Children requesting the highest number of sessions.
- Remaining places will be allocated on a first-come-first-served basis and will be kept on a waiting list in this order.
- When we are not able to offer all days that have been requested, we will offer as many sessions as possible. If parents/carers choose not to accept the days available, the child will remain on the waiting list in the same priority order and the places will be offered to the next child on the waiting list.
- Any special circumstances will also be considered at the time of application following submission in writing to the Club Manager. The Headteacher and Governing body will have the final discretionary power on admission to the Club.

Waiting list criteria

(*A 'relevant looked-after child' – 'a child who is looked after by a local authority in accordance with section 22 of the Children Act 1989' at the time of application to the club, and who the local authority has confirmed will still be looked after at the time when admitted to the Club.)

AD-HOC BOOKINGS

Ad-hoc bookings are any bookings made from the first day of the current half term. All ad-hoc bookings will be subject to availability and **must** be booked and confirmed prior to a child attending. To book an ad-hoc place, parents'/carers' can email the Club Manager sunflowerclub@coombes.wokingham.sch.uk or if place is required in less than 48hrs time, by ringing the Club Phone on 07470 494275.

Ad-hoc bookings for breakfast sessions close at 3pm for the following day. Afternoon ad-hoc bookings close at 2pm for same-day bookings.



FEES

	Session	Fee	Additional Detail
Breakfast	7:30am-8:35am	£5.50	Breakfast Provided
Short After-School Session	3:20pm-4:30pm	£6.50	Fruit provided
Full After-School Session	3:20pm-6:00pm	£11.50	Healthy Snack provided

Fees must be paid in advance by the date given in the booking cycle. Payment can be made by childcare vouchers, or debit/credit card via Tucasi ScoPay.

Where ad-hoc bookings are made by telephone or email, the fee must be paid at the earliest opportunity. Payment must be made before subsequent ad-hoc bookings are agreed.

Fees must be fully paid before the beginning of each half-term. If sessions booked have not been fully paid at the beginning of the next half-termly cycle, the Club will not accept bookings until all fees owed have been paid.

Club Fees will be reviewed annually.

CANCELLATION POLICY

Neither refunds nor credits will be given for any cancellation initiated by parents/carers in relation to pre-booked or ad-hoc sessions for the Club.

Where, in exceptional circumstances, sessions of two consecutive weeks or more need to be cancelled (not including for holiday) parents/carers should write to the Club Manager explaining the reasons for the cancellation in order that refunds may be considered by the Headteacher on a case-by-case basis. Only in very exceptional circumstances will refunds be considered.

In the event that the Club has to be closed due to unforeseen circumstances, the following policy will apply (see also Emergency Closure Policy, below):

- Shortage of staff: sessions may be re-booked or credited to the parent/carer – cash refunds will not be given.
- Act of God (e.g. snow): no refunds or credits will be given.
- School decision to close (e.g. boiler failure or strike action): please note that our insurance policy requires that the Club can only operate if the school is open, however, we commit to honouring staff pay. Credit for future bookings may be carried forward in some circumstances.

Parents/Carers are responsible for informing the Club, if their child/ren are going to be absent due to illness or other circumstances. This can be done by notifying the school or phoning the Club on 07470 494275.



Drop-Off and Collection Procedures

From 7.20am, club staff will ensure the doorbell is placed on the school gate and that the club advertising board is placed in the allocated position.

Breakfast Club

Drop off for Breakfast Club begins no earlier than **7.30am**

Access will be via School Gate 4 and parents will be required to ring the doorbell and wait for a member of club staff to greet them at the gate.

Staff will ensure they have a register to hand and welcome the child in and escort them to the club.

At the end of Breakfast Club, staff will accompany EYFS/KS1 children to their classroom. KS2 children will walk to class independently once the gates are opened.

The club Supervisor will ensure equipment, including food, is tidied away and the Sunflower Room is locked.

At the start of the afternoon session

EYFS and KS1 children collected from classrooms by club staff

KS2 children if required will be supported by staff to make their way to Sunflower Room at the end of the school day, where they will be greeted by a member of club staff.

Teachers will receive a copy of the block booking register at the start of the half-term and will be informed daily by the Club Supervisor if any ad-hoc booking for children in their class have been made. This will be done before 3pm as ad-hoc booking will close at 2pm on the day.

From 3.30pm, club staff will ensure the doorbell is placed on the school gate and that the club advertising board is placed in the allocated position.

When a parent arrives to collect a child from Sunflower Club, a member of staff will meet them at Gate 4 (doorbell pressed on arrival). The club Supervisor will:

- Identify the parent
- Request the password for collection (if required)
- Inform the parent of the snack offered/ eaten that day and the activities on offer
- Pass on any messages from teachers to parents, including behaviour incidents/ rewards
- Ask the parent to sign the child out.
- A member of club staff will escort parents off-site to lock Gate 4.

Procedures for both Clubs

- Parents/Carers must ensure that their children know that they are to attend the Club on a given day.
- Teachers will advise children under eight that they must go to the Club room where they will be met by a member of the Club staff. Children who are 8 and over are responsible for making their own way directly to the Club room promptly after school, taking their bags with them.



- Children attending after-school activities will be taken by extra-curricular club providers to the Club room when the activity has ended.
- All children attending a session will be placed on the register and signed in by the Club Supervisor or a member of the Club staff. The register will be available for the duration of the session and children will be signed out by the parent/carer on collection.
- If a child is in year 6 and written instruction have been received from the parent/carer for the child to make their own way home then the Club Supervisor will sign the child out, and another member of the Club staff will countersign.
- If a child is expected at the After-School Club session but does not arrive, then he/she will be looked for, and the parent/carer contacted.

At no point during the session will a child be allowed to leave the premises unless they are with a member of the Club staff or are being collected by their parent/carer. The exception to this is if the child is in year 6 and express permission has been given by the parent/carer and a letter has been written by the parent/carer giving specific instruction for their child to make their own way home.

Children will not be allowed to leave with adults other than parents/carer unless authorisation has been received from the parent/carer. Details of persons authorised by parents/carers to collect their child must be given on the registration form.

In exceptional circumstances where it is necessary for the child to be collected by another person not notified and not known to the Club Supervisor, identification will be requested and a password system used. Parents may be contacted to confirm collection.

Where possible, Club staff member will provide parents with verbal feedback at the end of a session regarding the amount of food eaten and activities engaged in by the child.

LATE COLLECTION / EARLY DROP-OFF

- Children must be collected PROMPTLY at the end of each After-School Club session. A flat rate of £20 (to cover staffing costs) will be charged if a child is collected after 6:00pm. For late collection after a part session, the full session fee will be incurred. For Breakfast Club, children must **not** be dropped off before the session start time of 7.30am. Early entry will not be permitted.
- If a child is not collected from the Club by 10 minutes after the end of the session (i.e. 4:40pm part session/ 6:10pm full session) and no notification has been received, the Club Supervisor will try to contact the parents/carers or emergency contacts given on the Registration Form. If the parents/carers or emergency contacts cannot be contacted, then an Incident Report will be written and the Headteacher/Governing Body will be notified.
- If by 5:00pm (part session) / 6:30pm (full session) the child still has not been collected and contact still cannot be made, Social Services will be contacted. Two members of the Club staff (or one member of staff and Senior Leader from the school) will be present until the child is collected.



Regular late collection will result in the following procedure

- There will be an initial discussion between the Club Supervisor and the parent/carer involved and a verbal warning will be issued.
- If the late collection persists the matter will be referred to the Club Manager/Headteacher and a written warning will be issued.
- Continual late collection of children will result in membership of the Club being withdrawn.

RESPONSIBILITIES OF PARENTS/CARERS

It is the responsibility of parents/carers:

- To ensure those details given on Registration are kept up-to-date and that any relevant changes of personal details contact numbers or medical details are immediately notified to the Club Manager/Supervisor.
- To ensure that the Club Manager/Supervisor is kept informed of all persons authorised to collect their child/children.
- To collect their child/children **ON TIME** or pay a fine for late collection.
- To ensure that all fees, including ad-hoc fees are paid on time.
- To inform the Club Supervisor if their child will be unable to attend any session for any reason.
- To ensure that their child/children know when they will attend the Club, and to advise their child/children to go straight to the Club room when lessons, or other after school activities, finish.
- To have read the Club Policies and abide by them. Copies of the policy document are available to download from the school's website or a hard copy can be obtained upon request.

Membership of the Club may be withdrawn if parents/carers fail to meet the above responsibilities.

BEHAVIOUR MANAGEMENT APPROACHES

Rewards

Each time a child in the Club demonstrates excellent behaviour, is kind, caring, helpful or considerate they will be provided with a raffle ticket. Raffle tickets will be placed in the reward box, designed by the children within the Club. Each Friday, raffle tickets will be drawn (if your child's name is drawn on a Friday and they are not attending, the reward will be taken at their next appropriate session), and children chosen will be able to choose a reward. These may include:

- Choosing the DVD or Game to play within the Club from 5pm
- A small 'prize' such as a keyring or rubber
- A sticker book (and sticker) to receive and collect reward stickers in



- A chance to take home Sunny the sunflower for the weekend with or without recording their adventures in 'Sunny's Sunrise to Sunset Schedule' diary.

Sanctions

The following are actions which may be used by the Club staff in the event of unacceptable behaviour by a child;

- Staff will always attempt to speak quietly with the child and reinforce behaviour expectations.
- Staff will always act as a mediator with children who may not be playing appropriately together.
- If a child fails to behave appropriately, they will be withdrawn from the activity. Their parents/carers will be informed (by phone and/or upon collection) and an incident report will be filled out.
- Time out within the Club
- Other sanctions e.g. help tidying the Club space and/or loss of choice over some activities within the club will also be used at staff as they deem appropriate.

Where behaviour is consistently poor and/or detrimental to the running of the Club, this may result in expulsion from the Club for one session. The parents/carer and the Headteacher will be informed immediately concerning the reason for the expulsion. If on the child's return, they continue to behave inappropriately, and to the detriment of the other children attending the Club, that child will be asked not to attend the Club for a longer period of time and the parent/carer and the Headteacher will be informed.

Before any dismissal from any session there will be close liaison with the parent/carer, and attempts made to understand the child's behaviour and give help and advice where applicable. However, the Club Manager's/Supervisor's decision will be final and supported by the Headteacher.

All incidents relating to behavioural issues will be logged on an incident form, which the parent/carer will be asked to sign on collection of the child.

EMERGENCY PROCEDURES

In the event of an emergency the Club Supervisor/member of the Club staff will ring the relevant emergency service i.e., Fire, Ambulance or Police. Telephone numbers for all services including gas, electric, water will be easily accessible.

When it is deemed necessary, children should be escorted from the building and assemble at the emergency assembly point. The Register should then be taken to ensure that all children, staff, volunteers and visitors are accounted for. Parents'/Carer's will be phoned as soon as possible to arrange collection.



EMERGENCY CLOSURE POLICY

Whilst we endeavour to provide a consistent service, there may be occasions when, due to events beyond our control, the Club will have to close, as follows:

- In the event that not enough staff are available to run the Club safely, a decision will be taken either to close the Club or continue with reduced numbers. Should a decision be taken to reduce the numbers, children of the Club staff and serving Club Trustees will take priority for available places.
- In the event that the Club is forced to close for staffing or other reasons (e.g., premises related - flood, no heating etc. or weather related) contact will be made using the emergency contact numbers provided on the registration forms, and parents/carers will be asked to arrange collection of their children at the earliest opportunity.
- Parents should refer to the policy section of The Coombes CE Primary School website for guidance on weather related closures. They should check this website, local radio and social media for current information. This particularly applies in the case of potential closure of the Breakfast Club when weather is severe and there is the likelihood that the Club will not be open to accept children at the start of the day.
- If an emergency closure situation arises before an afternoon After School Club session, the Club Manager/Supervisor will contact parents/carers or emergency contacts of each child due at the session to request that the children be collected at the end of the school day i.e., 3.20pm.
- Should the situation occur during any session the Club Supervisor will contact parents/carers/emergency contacts of children present at the session to inform them that the children must be collected immediately.
- If the Club has to close due to premises being made unavailable, the Club Manager/Supervisor will be responsible for contacting all parents/carers/emergency contacts of the children due at the next session. In this instance it is likely that the school will already be contacting parents/carers to arrange collection of children. However, we must ensure that the named contacts are informed that the Club will not be running and that children must be collected by 3.20pm. The school office will then be advised of all successful contacts to avoid duplication of effort.
- It is the responsibility of all parents/carers to keep the Club informed of up-to-date emergency contact numbers, and once contacted to ensure that their children are collected as soon as possible.

Please see Cancellation Policy above for details regarding fees.



FIRE PROCEDURE

Fire Drills

Fire drills are to be practised regularly, at least once a term and at times when new children are in attendance to ensure all the Club staff and children know the procedure. A record of fire drills will be kept, together with a report of any difficulties encountered and these will be noted and addressed.

A variety of members of the Club staff should lead fire drills throughout the school year.

The Coombes CE Primary School's emergency evacuation instructions will be clearly displayed and followed in any emergency.

In the event of a fire or other emergency, the Club will follow school procedures and contact parents for collection.

FIRST AID AND ILLNESS POLICY

An Accident Report Book will be kept which will be used to record any accidents at the Club. Information will include time, place of accident, name of person injured or involved in the accident, name of witness, details of injury and any first aid administered, subsequent action taken and the name of the person dealing with the incident. Parents/carers will be informed and the parent/carer must sign the Accident Report Book on collection of their child.

At least one member of the Club staff who is caring for children will have the appropriate first aid qualification. If professional medical treatment is necessary the Club Supervisor will arrange for such treatment to be given and will inform the child's parent/carer of the situation by telephone.

In the event of illness, the Club Supervisor will use their discretion to decide if the child's parent/carer should be notified and if necessary, arrange for the child to be collected or taken home. A record of illness, any authorized medication given e.g., Ventolin inhaler and any subsequent actions shall be kept. The Club will not care for children who become ill during the school day.

The Club Supervisor will ensure that the contents of the First Aid Box are maintained as necessary, and that only trained staff has access to it.

The Club Supervisor will ensure that the details of individual children's medical conditions e.g., asthma, epilepsy or allergies are kept with the First Aid Box and the Accident Report book.

In the event of a major accident, where a child requires hospital treatment, the Club Supervisor must co-ordinate the following actions with members of the Club staff will:

- **Apply First Aid, as appropriate**



- Call an ambulance providing details of the injury, the location of the Club and the name of the child.
- Call the child's parent/carer.
- If the child's parent/carer has not arrived at the Club by the time the ambulance is ready to leave, then a member of the Club staff will accompany the child to hospital in loco parentis and staff cover will be sought to maintain the safety of the children remaining at the Club.
- Record the incident in the Accident Report Book as soon as possible after the accident.
In the event of:
 - Food poisoning affecting two or more children or
 - Any serious accident/illness or injury or death of any child whilst in the Club's care

The Headteacher/Operations Manager must be notified and a RIDDOR report form filled in, with a copy sent to Ofsted. RIDDOR forms can be completed on-line at www.hse.gov.uk/riddor.

In the event of a serious accident, illness or injury to any child, the Local Authority Designated Officer (LADO) will also be informed: 0118 974 6141 or LADO@wokingham.gcsx.gov.uk

FOOD POLICY

Meal times play an important part in bringing together the Club members at the end of their school day.

The Club Cook has the responsibility to maintain the food preparation and storage areas in a clean and hygienic state and must hold a Certificate in Food Handling. Other members of the Club staff should also hold a Certificate in Food Handling prior to preparing food.

Before the food is prepared, the surfaces in the food preparation area should be thoroughly cleaned. After use, the entire food preparation area should be cleaned.

While food is being prepared, no other activities should be going on in the food preparation area. Children are encouraged to help prepare and serve a snack and drink at the start of each session.

Food will be stored in a separate food store and not mixed up with the general play equipment.

FOOD OFFER

The Club is keen to promote the health and well-being of children within the Club by providing a healthy range of snacks/small meals for the children. A half-termly menu will be developed (in line with Government dietary guidance) and communicated to parents prior to each booking period. The menu provides a variety of food options which can be chosen by the children. The menu provides healthy options for all dietary requirements with options available to suit the personal, medical, cultural needs of children.



Breakfast Offer

Cereals, Toast and Fruit

After-School

Light snack such as: open sandwich, jacket potato, wraps or similar

HANDLING OF PAYMENTS

In line with The Coombes CE Primary School, the Club is run on a 'cashless' basis. No cash or cheque payments can be accepted. Any payments made to the Club must be paid online using the school Scopay payment.

LOST CHILDREN PROCEDURE

In the event that a child who is due to attend the Club does not appear, the Club Supervisor will contact the parents/carers to establish if there is a change to the arrangement. If child should be attending the session but has not appeared then a member of the Club staff will talk to the child's teacher and will co-ordinate a search for the child.

If the child still cannot be found following a search, then the parents/carers will be informed, and a Headteacher notified. Emergency procedures should then be followed.

RECORD KEEPING

All records for the Club staff and children will be kept confidential and will be held in a secure cabinet/office. Records are kept for the following for a minimum period of seven years or in line with statutory requirements:

- Register (not confidential)
- Daily Record of Attendance (not confidential)
- Registration form (confidential)
- Booking form (not confidential)
- Accident Report Book (individual reports are confidential)
- Medication form (confidential)
- Incident reports (i.e., to the Club Committee – Confidential)
- Head Injury Reports/First aid records (individual reports are confidential)
- Complaints, including outcome of the investigation (confidential)



SAFEGUARDING AND CHILD PROTECTION

The Club is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

The Club has a responsibility under the Children Act regarding every child's safety.

In the event of the Club staff having any concern about the welfare of any child within the Club, the staff will need to act within the requirements of Berkshire LSCB Child Protection Procedures (Local Safeguarding Children Board).

The Designated Safeguarding Leads (DSL) for the Club will be the same as is designated for The Coombes CE Primary School.

If a member of the Club staff sees anything or are informed by a child of anything that gives them cause for concern regarding the child's welfare, they must:

Listen to what the child has to say.

Make a judgement as to whether the child needs immediate medical attention.

Inform one of the DSLs immediately and not discuss it with others.

Record what the child has said as soon as possible.

The DSL will then:

Consider whether a discussion with the parents/carers may be appropriate.

Make a judgement as to the necessity of immediately contacting Ofsted and the Duty, Triage & Assessment Team managed by a Social Care Team if there is reasonable cause for concern. The Duty, Triage & Assessment Team's telephone number is 0118 908 8002. The telephone number for the Emergency Duty Team (out of hours) is 01344 351999.

In order to provide an environment where children are safe from abuse, the Club administrators will take all necessary steps to ensure that all members of the Club staff and volunteers have been appropriately checked before taking up employment within the Club. Safeguarding & Child Protection will form part of induction and ongoing training and staff meetings.

The Club staff should avoid being on their own with a child or putting themselves into difficult situations where possible misinterpretation may occur.

All members of the Club staff and volunteers will have been interviewed and a DBS (Disclosure & Barring Service) check and two references taken up from them. Anyone awaiting any of the above will only be allowed to work at the Club if working alongside another member of the Club staff who has been cleared by Ofsted.



Where an allegation of abuse is made against a member of the Club staff, parents/carers should contact the Headteacher who will inform the DSL and provide a written report.

The DSL will:

Inform the Local Authority Designated Officer (LADO) on 0118 974 6141 or LADO@wokingham.gov.uk immediately.

Make a judgement as to the necessity of immediately contacting the Duty, Triage & Assessment Team (managed by a Social Care Team) if there is reasonable cause for concern. The Duty, Triage & Assessment Team's telephone number is 0118 908 8002. The telephone number for the Emergency Duty Team (out of hours) is 01344 351999
Email: triage@wokingham.gov.uk

If an allegation is made against the DSL then the Committee Safeguarding Lead or Chairperson will oversee the procedure above.

SPECIAL NEEDS POLICY

The Club aims to enable all children to enjoy its facilities regardless of the child's individual needs, provided that this is in the best interest of the child.

If a parent requests a place for a child with additional needs, the Club will assess and consider the child's individual needs whilst attending the Club. Where possible, the club will make suitable practical arrangements to meet the child's care needs. **Where a child attending the Club has significant needs, the Club reserves the right to not accept the child into the club if it feels that the place would impact on the safe operation of the Club or the efficient and effective provision within the club for all children.** All information regarding a child's individual needs will be kept confidential in line with the Club's Confidentiality Policy and will be updated as necessary.

All members of the Club staff must be fully aware of each child's needs and individual programme, where necessary suitable training will be given.