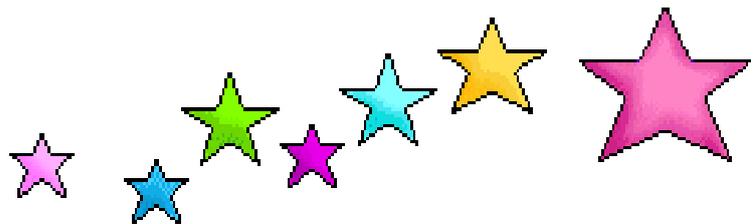


# St Augustine's Catholic Voluntary Academy



## Little Stars Breakfast and After School Club Policies and Procedures



Reviewed May 2021

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*These policies and procedures should be read in conjunction with the policies of St. Augustine's Catholic Voluntary Academy.*

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## **Administering Medication**

Medication will never be given to children without the prior written request/consent of the parent/carer via the completed permission to administer medicine to children forms.

When asked to administer medication staff should discuss the request with parent/carer to determine whether the child is well enough to attend the setting.

A member of staff will be assigned to administer medication or witness self- administration for each individual child concerned. They will also be responsible for ensuring that:

- The medication is properly labelled and safely stored during the session. It must be in its original container with the pharmaceutical label that includes the child's name, the date it was dispensed, the type of medicine and the dosage to be given and the expiry date.
- Another member of staff acts as a witness when medicine is administered.
- All necessary details are recorded on the medication form

Please note the Club will only give recently prescribed medication. If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the person in charge and the child's parent/carer will be notified, and recorded on the Medication Record.

If a child needs medication requiring specialist knowledge or training, only trained staff may administer the medication. If staff are not trained, it may not be possible for the child to attend until training has been undertaken in order to protect the child and meet their needs appropriately.

If there is any change in the type of medication - whether regarding dosage or other changes to the information given on the Medication Form - a new form must be completed.

Little Stars follows the St. Augustine's school policy for 'Supporting children with medical conditions.' This policy can be found on the school website.

## Admission Fees

The Club will accept children between the ages of 4 and -11 years (Early years to Year 6 inclusive).

## Registration

When a parent/carer contacts us enquiring about a place for their child, they will be given information, which includes details of the Admissions and Fees and how to obtain the correct forms and whether there is a place available for their child.

The child and their parent/carer will be invited to visit and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration and booking form to confirm their child's place.

**Parents/carers must complete all registration forms and send them to the Manager in person or by email [ann.eason@st-augustine.lincs.sch.uk](mailto:ann.eason@st-augustine.lincs.sch.uk) and activate their Parent Pay account prior to their child starting at the club. If registration documents have not been completed and the parent/carer's Parent Pay account is not activated, the child will not be admitted to the club until this step is complete.**

To ensure that admissions to the Club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a place available, the Club's waiting list procedure will be explained and activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to the Club in writing. The details of this request will be placed on the waiting list, in order in which they were received.

## Booking Places and Cancellations

Once a place at the Club has been confirmed, parents/carers may book their child into sessions at Little Stars by contacting the Little Stars Manager on **07949 285780**.

The Club requires a minimum of **two working days' notice** in advance of the sessions required so that the Club have time to plan staffing and resourcing effectively.

Children who have not been booked in, will not be able to attend the Club.

We ensure that every session booked for your child is fully staffed to provide effective supervision to ensure every child's safety and wellbeing is maintained at all times. Accordingly, and once a session is booked, parents will be charged. A minimum of **two working days' notice** must be given to us to change a session. If less than two working days' notice is given, parents/carers will still be charged for the session. Please note that sessions remain payable, even if your child cannot attend due to illness.

## Fees and Charges

The fee structure is as follows;

Breakfast Club from 7:30am – 8:45am	£4.50 (includes breakfast) Pupils from St. George's escorted to school.
After School Club until 4:30pm	£5.50 (includes a snack and drink)
After School Club from the end of school – 6pm	£9.00 (includes a light tea)

## **Payments and Discounts**

Payment for Little Stars breakfast and after school club will be via ParentPay which is a secure online payment system.

The school is now a cashless environment. All parents will be issued with a login via an activation letter if they do not already have an account.

If you do wish to pay with cash, you may of course still do so by using a Paypoint facility at a local Paypoint store which will in turn credit your Parentpay account.

One 10% discount is available per family with more than one sibling attending Little Stars, with the discount applying to the youngest sibling's session (s).

A discount of 10% applies to children of St Augustine's members of staff.

## **Late Collection**

Being late can happen to all of us but in an emergency or if a parent/carer is likely to be late collecting their child, the parent/carer must inform Little Stars by telephone as soon as possible. In the event of a late collection, the Club will make a charge of £5 for each 15-minute period in order to cover staff costs.

Please note that our staff will always stay and ensure that your child is looked after until collection.

## **In The Event Of Non-Payment of Fees**

Parents/carers can access their bills at any time on their Parent Pay account. Bills are uploaded on a monthly basis at the end of each calendar month. Parents/carers are expected to clear their balance at this point in the month. If, after the first week of the month, there are unpaid accounts, a debt reminder will be generated by Parent Pay and sent to parents/carers. If, after the end of the second week of the month, there are still outstanding amounts on the account, the child will not be able to attend the club until full payments have been received.

Prompt payment of fees helps all families by keeping our costs down. We recognise, however, that occasionally some parents/carers may experience financial difficulties. If this is the case, please contact us as soon as possible so that a suitable payment plan can be arranged.

The process, in the event of non-payment of fees, will be:

- The Manager will liaise with the parent/carer concerned.
- A payment plan will be established.
- Where there is no resolution or the plan is not adhered to the child's/children's place will be withdrawn.
- As a last resort and to be fair to all users, legal action will be taken to recover fees if necessary.

## **Review of Fees**

The Club will review fees on an annual basis. If fee changes are agreed by the Local Governing Body of St. Augustine's, they will be notified to parents with one month's notice.

## **Staff and Visitors**

All staff must sign in and out on the Inentry system on arrival and when leaving.

All visitors to the Club are required to sign in and out on the Inentry system in the entrance hall.

## **Behaviour Management**

We recognise the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.

In Little Stars, we aim to help children to:

- Develop a sense of caring and respect for one another
- Build caring and co-operative relationships with other children and adults

Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Develop a range of social skills and help them learn what constitutes acceptable behavior.

Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

## **Behaviour Management Strategies**

We will follow the St Augustine's CVA school's **Behaviour Policy**. See school website.

The Manager and the staff will make every effort to create a tolerant and caring environment where bullying behaviour is not acceptable. In any instance of bullying, staff will follow the school policy. See school website.

The Manager and the staff will manage behaviour according to clear, consistent and positive strategies.

## **Bullying**

We are committed to providing an environment for children and staff that is safe, welcoming and free from bullying.

Bullying of any form is unacceptable, whether the offender is a child or an adult. The victim is never responsible for being the target of a bully.

Staff, children and parents/carers, will be made aware of our stance on bullying. Such behaviour will not be tolerated or excused under any circumstances.

We define bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse.

## **Children Settling In**

All children are unique and the amount of time that a child takes to settle can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

We strongly encourage parents/carers to visit the premises with their children before they are due to start. During this time, we require that the parents/carers complete and return the Registration Form. Children new to the club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the Club.

Children will be informed about the routines and the programme of activities. They will be shown around, told where they can and cannot go, and have both registration and signing out procedures made clear.

Ground rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions to the Fire Safety policy.

On their first day, children will be introduced to the other children at the club. The child will be encouraged to get to know the other children and settle into the group.

Where appropriate a new child will be assigned a Key Worker that will ensure that the child feels included in play and activities and that their needs are being met.

All staff will supervise new children to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

Staff will ask how a child is feeling, what activities they enjoy and if they are unhappy about anything. If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

## **Complaints**

Little Stars is committed to providing the very highest standards of education and support and places great value on its strong partnership with parents. However, we recognise that from time to time concerns or complaints may arise and it is our aim to work with all parties involved towards a satisfactory resolution. For more information go to the **Complaints Policy** on the St. Augustine's school website.

## **Data Protection and Freedom of Information**

Little Stars aims to ensure that all personal data collected about staff, pupils, parents, visitors and other individuals is collected, stored and processed in accordance with the General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill. For more information, go to the **Data Protection and Freedom of Information Policy** on the St. Augustine's school website.

## **Fire Safety and Fire Risk Assessment**

See the **Health, Safety and Environmental Policy** for St. Augustine's school on the website.

## Healthy Eating

We are committed to providing healthy, nutritious and tasty snacks and drinks for children during our sessions in line with the DfE document 'Standards for School Food in England' March 2019. The Manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

When preparing food and drink, staff will be mindful of the provisions in the Health and Safety policy. At least one member of staff to hold Food Handling certificate and are fully trained in food storage, preparation, cooking, and food safety.

Parents and carers are required to complete the registration form, including information about any special dietary requirements or allergies the child suffers from.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food or drink will never be used as either a punishment or reward.

The staff here will make every effort to promote healthy eating as part of a healthy lifestyle.

- Staff will discuss with children the importance of a balanced diet where appropriate
- Children will be involved in the planning of menus
- We will ensure that snack time incorporates plenty of fruit, low fat and low sugar food
- Good quality food will be offered
- Excessive amounts of fatty or sugary foods will be avoided
- We will provide a choice of healthy drinks
- Fresh drinking water will be available at all times
- Children will be introduced to different religious and cultural festivals and events through different types of food and drink

## Typical Weekly Menu

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Breakfast	Choice of cereals, toast or waffles.	Choice of cereals, toast or waffles.	Choice of cereals, toast or waffles.	Choice of cereals, toast or waffles.	Choice of cereals, toast or waffles.
Snack	Choice of biscuit or breadsticks Water/Milk	Choice of biscuit or breadsticks Water/Milk	Choice of biscuit or breadsticks Water/Milk	Choice of biscuit or breadsticks Water/Milk	Choice of biscuit or breadsticks Water/Milk
Light Tea	Pitta breads, ham, cheese, hummus with tomato and cucumber.  +++ Fruit Yoghurts	Toasted muffins with a choice of toppings.  +++ Fruit platter	Mini pizzas  +++ Fruit kebabs	Wraps with chicken or cream cheese with peppers and sweetcorn. +++ Fruit salad: watermelon, grapes, oranges.	Crumpets with a choice of toppings.  +++ Fruit yoghurt or jelly

## **Health and Safety**

Little Stars is committed to providing a fun and caring environment whilst ensuring that all reasonably practicable controls are in place to protect the health, safety and welfare of children and staff and any other person affected by our activities through applying the high standards and best practice.

For more information, please go to the **Health, Safety and Environmental Policy** on the St. Augustine's school website.

## **Missing Children**

Our club has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions. Even when all precautions are properly observed, emergencies can still arise. Therefore, members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy). If for any reason a member of staff cannot account for a child's whereabouts during a session, the following procedure will be activated:

- The Manager and the rest of the staff team must be informed that the child is missing
- A thorough search of the entire premises will commence
- The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised
- The Manager will nominate as many members of staff as possible to search the area surrounding the premises
- All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the setting
- If after 10 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's parent/carer
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will coordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary

All incidents of children going missing will be recorded on an Incident Record Sheet, and in cases where either the police or Social Care have been informed, Ofsted will also be informed, as soon as possible.

## **Partnership with Parents and Carers**

The staff team is committed to working in partnership with parents/carers to provide a high-level quality of care and safe and stimulating play opportunities for children.

We aim to achieve this by:

- The staff will allow for parent and carers to be involved in settling their child in to the Club
- Ensuring that we always listen to parents/carers' concerns whenever they are raised. The manager will ensure that parents/carers receive a prompt response.
- Making records and information available to parents on written request, unless subject to an exemption e.g. if an investigation is in progress by the police or other statutory agencies.
- Ensuring that our policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on the policies and procedures and consulting them on a regular basis about the play and activities that are provided for their children.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively according to the Complaints Policy.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the setting.
- Keeping parents/carers up to date with changes in the operation of the club such as alterations to the opening times or an adjustment to the fees.

## **Risk Assessment**

We understand the importance of ensuring that systems are in place for checking that the setting is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incidents taking place. They are the responsibility of all staff as part of their daily duties.

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, we are required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere. Reviews are conducted when there is any change to equipment or resources, any change to premises, or when needs of a child or other visitor necessitates this.

The Manager is further responsible for conducting any necessary reviews of making changes to policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises - indoor and outdoor - will be carried out daily.

This will, ordinarily, be carried out by a designated member of staff on arrival and will be completed before any children arrive. During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from the Clubs environment, all surfaces and floors inside and out and all equipment used by children and staff.

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. The Manager is then responsible for ensuring that any necessary action is taken.

**Recording Accidents, Incidents and Dangerous Occurrences** All accidents, incidents and dangerous occurrences will be recorded either on the Incident Record or Accident Record Sheets on the same day as the event took place. The record will be kept on the child's file. Records will be tracked in order to see regular occurrences.

### **Records must contain:**

- The time, date and nature of the incident, accident or dangerous
- Details of the people involved
- The action taken and by whom
- The signature of the member of staff who dealt with the event, any witnesses and countersignature of the parents/carers of the children involved.

Please refer to the **Risk Assessments Policy** on the St. Augustine's School website.

## **Safeguarding and Child Protection**

Little Stars fully recognises the responsibility to have arrangements in place to safeguard and promote the welfare of children. Through their day to day contact with children and direct work with families, staff at the Club have a crucial role to play in noticing indicators of possible abuse or neglect and in referring them to the Designated Safeguard Lead or directly to Children's Social Care.

Little Stars follows the same **Safeguarding and Child Protection Policy** and procedures as set out by St. Augustine's Catholic Voluntary Academy and can be found on the school website.

The Designated Safeguarding Lead is Mrs R. de Wet and the Deputy Safeguarding Lead is Mr A. Atter.

Social Care Team: 01522 782 111

Ofsted: 0300 123 1231

LSCB (Local Safeguarding Children's Board): [www.lincolnshirescb.org.uk](http://www.lincolnshirescb.org.uk)

## **Sick Children and Accidents**

The club is committed to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care, and helping to keep all staff and children safe from infectious and communicable diseases.

### **First Aid**

The staff recognises their responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given.

All staff will have completed the training for Paediatric First Aid.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981.

### **In the event of a minor illness or accident**

The designated First Aider will be notified and take responsibility for deciding upon any appropriate action.

- If the child is judged to be able to safely remain at the club the First Aider will remove the child from the activities and, if appropriate, treat the illness/injury themselves
- If the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session
- At the end of the session, the First Aider will fully inform the parent/carer of the illness/accident and any treatment given
- If the injury cannot be treated by the First Aider, but does not warrant hospitalisation (or the child continues to feel unwell or requests to go home) the parent/carer will be contacted immediately and asked to collect their child.  
Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible
- All such accidents and incidents will be recorded in detail and logged on to an Incident Record sheet or the Accident Record sheet. Parents/carers should sign to acknowledge the incident and any action taken

In circumstances where designated First Aider is absent, the Manager will assume all responsibilities, or nominate an appropriately trained replacement.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the schools infectious and communicable diseases policy.

If a member of staff becomes ill at work, similar restrictions on their return will apply.

## **In the event of a major accident or illness**

- The First Aider will be notified and take responsibility for deciding upon the appropriate action
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive
- If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and signed
- The child's medical form should be taken to hospital
- All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by staff
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the policies or procedures, and act accordingly, making suitable adjustments where necessary
- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by staff

## **Smoking, Alcohol and Drugs**

Staff, students, volunteers or children who arrive at the club clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of illegal drugs on the premises, their parent/carer will be informed. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Manager must be informed as early as possible and a form will be completed.

## **Parents and Carers**

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs or alcohol when they drop off or collect their child, they have a duty to inform both the Manager and the designated Child Protection Officer, according to the provisions of the Safeguarding policy.

In such circumstances, the Manager and Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs. Where an illegal act is suspected to have taken place, the police will be called.

## **Alcohol**

Staff, students, volunteers or children who arrive clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their parent/carer will be informed at the end of the session. Staff are strongly advised not to bring alcohol onto the Club's premises.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the Manager and the designated Child Protection Officer, according to the provision of the Safeguarding policy.

The Manager and the Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times. Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit.

Where an illegal act is suspected to have taken place, the police will be called.

## **Smoking**

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors. If a child is found in possession of cigarettes on the premises, they will be confiscated and their parent/carer informed at the end of the session.

## **Uncollected children**

We have the highest regard for safety of the children in our care, from the moment they arrive to the moment that they leave.

At the end of every session, we ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of the session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them activities and as much support and reassurance as is necessary
- If, after repeated attempts, no contact is made the Manager will call Social Care for advice after 30 minutes of the Club closing. We will act on advice of Children's Social Care.
- Late collection charges will apply.
- Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.