

St Augustine's Catholic Voluntary Academy



Little Stars Breakfast and After School Club Wrap around Care Policies and Procedures

Contents

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

Administering Medication

Admissions and Fees

Behaviour Management

Bullying

Children Settling In

Complaints

Data Protection and Freedom of Information

Fire Safety and Fire Risk Assessment

Healthy Eating

Health and Safety

Missing Children

Partnership with Parents and Carers

Risk Assessment

Safeguarding and Child Protection

Sick Children and Accidents

Smoking, Alcohol and Drugs

Uncollected Children

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.

Admission and 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 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 how to make payment.

Little Stars reserve the right to risk assess any child to see whether their needs can be met within the environment and reasonable staffing limits. We reserve the right to decline a place at Little Stars. If your child is offered a place at Little Stars your account details will be initiated, which you must activate in order to book and pay prior to attending via our online booking system Arbor. If registration documents have not been completed and the parent/carer's Arbor account is not activated, booking will not be possible and therefore, the child will not be admitted to the club.

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.
- Pupils on the waiting list that attend St. Augustine's Catholic Voluntary Academy will be given priority over pupils that attend St. George's Church of England Primary School.

Booking Places and Cancellations

Once a place at the club has been confirmed, parents/carers may book their child into sessions through Arbor. There is a max of 20 available bookable spaces per session. This is operated on a first come first come basis. The session will automatically close when the session is full and will not be available to book. All bookings must be made via Arbor and paid for at the point of booking. Only children who have been booked and paid for will be admitted into the club.

Bookings close 48 hours before the required session. There is no maximum to sessions booked in advance but all booking must be paid for at the point of booking.

Any bookings must be cancelled 48 hours before the booked session. Any bookings cancelled after this time will be charged. Please note that any sessions not attended due to illness will still be charged if not cancelled within the required notice period. **To cancel a session please contact Little Stars directly. There is no option to cancel via the Arbor.**

Please see the table below for support on the required notice period for cancellation.

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|------------------------------|------------------------------------|----------------------------------|----------------------------------|-----------------------------------|-------------------------------------|
| Cancelling Breakfast Club | By 7.30am on the previous Thursday | By 7.30am on the previous Friday | By 7.30am on the previous Monday | By 7.30am on the previous Tuesday | By 7.30am on the previous Wednesday |
| Cancelling Afterschool Club. | By 3.15pm on the previous Thursday | By 3.15pm on the previous Friday | By 3.15pm on the previous Monday | By 3.15pm on the previous Tuesday | By 3.15pm on the previous Wednesday |

Childcare Vouchers and Payment Support

Any parents who pay using childcare vouchers should notify us by email or txt message with a payment date, payment amount and payment reference number so that we can credit your Arbor account with the funds as soon as possible. Accounts will need to be in credit for parents to use these funds to book and pay for sessions.

Any parent requiring a statement of fees paid in order to claim back the costs, please make a request via email/phone to littlestars@st-augustine.lincs.sch.uk
[Tel: 07949285780](tel:07949285780)

Fees

| | |
|--|--|
| Breakfast Club from 7:45am – 8:45am | £5.50 includes breakfast. |
| Afterschool Club from 3:15pm – 5:15pm | £10 includes a fruit snack and a light tea. |

Payments and Discounts

Payment for Little Stars breakfast and After school club will be via Arbor at the point of booking. This system significantly reduces our administration costs, which allows us to remain a viable small business and keep our fees affordable.

The school is now a cashless environment. All parents will be issued with a login via an activation email from Arbor if they do not already have an account at the point of registration.

As we only have a limited amount of spaces available on each session we are not able to offer any sibling discounts.

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 10-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

The new pre-payment booking system launched in September 2022 means that all sessions must be paid for at the point of booking. Sessions not booked and paid for will mean that your child(ren) will not be permitted to attend Little Stars.

This system will prevent any parent having outstanding balances on their account.

We do recognize that occasionally some parents/carers may experience financial difficulties. If this is the case, please contact us as soon as possible to discuss ways in which we may be able to help.

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 Inventory system on arrival and when leaving.

All visitors to the Club are required to sign in and out on the Inventory system in the reception at the front of the school.

Behaviour Management

We recognise the importance of positive and restorative behaviour management strategies in ensuring children's welfare, learning and enjoyment. Little Stars follows the St' Augustine's CVA behavior policy – please see the school website for further details.

Bullying

At Little Stars we are committed to providing an environment for children and staff that is safe, welcoming and free from bullying and uphold the view that:

- bullying of any form is unacceptable.
- The victim is never responsible for being the target of a bully.
- The definition of bullying is the repeated harassment of others through emotional, physical, verbal or psychological abuse.
- Bullying will not be tolerated or excused under any circumstances.

We follow the St.Augustine's CVA Anti-bullying Policy – please see the school website for further details.

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 our environment.

Parents/carers must notify staff prior to a child starting if they have any SEND, medical or emotional needs that will require extra transition support at the point of registering their child, so that necessary support can be planned for and all staff and children are kept safe, well and happy.

We strongly encourage parents/carers to visit the premises with their children before they are due to start. All children 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 and parents will be informed about the routines and activities at Little Stars. 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 Fire Safety procedures.

On their first day, children will be introduced to the other children at the club and assigned a buddy to support their settling in and make sure they know where to go and what to do throughout the session. The child will be encouraged to get to know the other children and settle into the group.

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

Staff will continue to monitor how well a child is settling in and any concerns will be discussed with parents/carers at the earliest opportunity. Parent/carer are encouraged to discuss any concerns around settling in with a member of staff as soon as possible.

Complaints

Little Stars is committed to providing the very highest standards 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. In the first instance, please either come and speak to us or email us with your concerns; this will allow us to understand your complaint and ensure this is dealt with quickly and appropriately.

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' (September 2024). 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 will hold Food Handling certificate and be 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.

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
- 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
- Fresh drinking water will always be available

Typical Weekly Menu

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|-----------|--|--|--|--|--|
| Breakfast | Choice of cereals, toast or fruit. |
| Snack | Choice of fruit |
| Light Tea | Sandwiches Selection of fillings: Ham Cheese Tuna Jam Salad Dessert |

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. 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. 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 most senior staff member 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.
- 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, if the child is still missing, the most senior staff member will inform the police and then the child's parent/carer and the headteacher, who will return to school as soon as possible.
- 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 most senior staff member will be responsible for meeting the police and the missing child's parent/carer. They 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 headteacher and staff team will review relevant policies and procedures and address any 'lessons learnt'.

All incidents of children going missing will be recorded on Arbor and CPOMS, and in cases where either the police or Social Care have been informed, the school's Chair of Governors, the CMAT and 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 quality of care where the voice of the parent/carer is sought, respected and valued.

We aim to achieve this by:

- Ensuring staff greet parents in a polite and friendly manner, operating an 'open door policy' to ensure that all suggestions and concerns are heard and responded to promptly.
- Keeping parents/carers regularly up to date with information about the day to day running of the club, activities and how their children are getting on.
- Giving parents due notice of any changes in the operation of the club such as alterations to the opening times or an adjustment to the fees.
- Encourage feedback from parents on the activities provided and always respond positively and as proactively as possible to suggestions.
- Ensuring that our policies and procedures are available to parents/carers.
- 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 any complaints from parents/carers are dealt with swiftly and effectively according to the Complaints Policy.

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 significant change to equipment or resources, any change to premises, or when needs of a child or other visitor necessitates this.

The Headteacher oversees the completion of risk assessments and ensures they are updated regularly and when the needs arise due to changes in provision.

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 the senior staff member 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 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 senior staff member, in consultation with the Headteacher, 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 on an Accident, Incident and Illness form 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.

The Headteacher and Health and Safety Lead will be notified of any dangerous occurrences or 'near misses' so that a record can be made and appropriate action is taken to prevent this from happening in the future.

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.

All records will be passed to and discussed with parents/carers on collection. The parent/carer will be called prior to collection if any injury is deemed serious or requiring urgent medical attention.

Please refer to the **Risk Management 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 **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.

All staff have completed the CMAT requirement of Flick Safeguarding training along with important information cascaded throughout the year by the DSL. Staff know that the safety and welfare of all children is everybody's responsibility and are trained in how to report their concerns using our online safeguarding reporting platform, CPOMS.

Every effort is made for a DSL to be on-site during Little Stars opening hours. Where this is not possible, all staff members have the contact details of the DSL and DDSLs and are trained and expected to contact them immediately in the event that any safeguarding concerns arise.

The Designated Safeguarding Lead (DSL) is Mrs. Amy Worrick

The Deputy Designated Safeguarding Leads (DDSL) are Mrs. Jo Oliver and Mrs. Kerry Taylor.

Social Care Team: 01522 782 111

Ofsted: 0300 123 1231

LSCB (Local Safeguarding Children's Board): www.lincolnshirelscb.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 Pediatric 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

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 be contacted immediately. 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 alcohol or illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of tobacco, alcohol or 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 most senior staff member and then Headteacher 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 the senior staff member, Headteacher and the DSL, according to the provisions of the Safeguarding policy.

In such circumstances, the senior staff member as advised by the DSL 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.

All safeguarding concerns will be recorded following school procedures and acted upon accordingly.

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 the most senior staff member, Headteacher and, according to the provision of the Safeguarding policy.

The most senior staff member as advised by the DSL, 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. All safeguarding concerns will be recorded following school procedures and acted upon accordingly.

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 tobacco or vapes 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.

- The most senior staff member 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 and offered activities and as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made the most senior staff member will call the Headteacher for advice after 30 minutes of the club closing. The DSL will also be informed and will advise on whether to report the matter to Children's Social Care Team.
- Staff at Little Stars will act on the advice of the Headteacher, DSL and where relevant, Children's Social Care.
- Late collection charges will apply.
- Parents/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.