



Larks' and Owls' Clubs

Parents'/Carers' Handbook

September 2024

ABOUT THE CLUBS

Based in our school, Larks is open from 7.50am – 8.30am with Owls open from 3.15pm until 6.00pm. Both clubs are offered on weekdays, during term time. The clubs use a range of facilities around school including: the hall, ICT suite, playground, trim trail and field.

Aims

At both of our clubs we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

We offer a range of activities, based on the interests of the children who attend the clubs. There will always be a selection of activities and resources available, including: craft, board games, construction, computer games, physical play, reading and homework (for those children who choose to complete this in school). In addition, other resources are available for the children to select from our equipment library.

What we provide

At Larks children will be offered a range of breakfast items in line with the government's Wrap Around Care School Food Provision guidance.

The same guidance is used for food provision at Owls. However the food we provide at Owls is **not** intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables.

At both clubs we promote independence, by encouraging the children to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

Staffing

The Headteacher and Bursar oversee the management of the clubs, whilst the day-to-day organisation is led by our members of staff. Our aim is to provide a smooth transition between school and club by utilising existing members of staff.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain a minimum staff/child ratio of 1:10.

At Owls for the first session two members of staff are on duty; if there are 10 children or fewer for the second session, staffing will reduce to 1, however, there will always be at least 3 members of staff on the school site until 6pm.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the school office for an appointment.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies can be requested from the school office.

TERMS AND CONDITIONS

Admission

Larks and Owls aim to be accessible to children of school age (4-11 years), belonging to our school family. Admission to the club is by the Bursar and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend either club. This information will be treated as confidential and will be stored appropriately. Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

Larks' fees are £3.75 per session (7.50am – 8.30am).

Owls' fees are £8.00 for 3.15-6.00pm and £5.00 for 3.15 – 4.45pm.

Fees are payable weekly in arrears, by Parentpay, Tax-Free Childcare or childcare vouchers.

We accept vouchers from the following childcare voucher schemes: Sodexo, Care-4, Fideliti and Edenred.

The price per session, per child applies to all children. This is payable for all booked sessions including when your child is ill.

All booked sessions will be invoiced, even if your child is dropped off late or collected early.

We do not charge for bank holidays, professional training days, or school closure days (eg. snow days).

Please ensure that fees are paid promptly. Late fees will be applied for non-payment (1 week); persistent late payment will result in your place being terminated. If the ParentPay balances are not cleared prior to the end of half term, bookings for the following half term will not be taken. If you are having difficulty paying fees, please speak in confidence to the Bursar.

Booking and cancelling policy

A contract must be used to request your child's attendance at Larks and/or Owls. Bookings can be made/ amended/ cancelled up to 1pm by Wednesday for the following week. Failure to cancel by this time will result in full payment of the booked session.

All amendments / cancellations must be made in writing to enquiries@kltprimary.co.uk Failure to do so will result in the session being charged.

Adhoc bookings

Adhoc/one off bookings may still be possible, but will be subject to availability, and cannot be guaranteed. Once this has been requested this session will be charged as per our cancellation/amendment policy.

Larks' Arrivals

Please escort your child via the playground gates to the Robin's classroom door, where staff will greet them.

The playground gate has a magnetic lock which opens at 7.50am. Children should not be dropped off before this time. They will not be supervised until the club opens at 7.50am.

Owls' Arrivals and Departures

At the end of the school day, our staff greet the children in the school hall to take the register. At the end of their session, your child will be signed off the register with the leaving time and the name of the adult who has collected them.

To collect your child please come to the school office/entrance and ring the doorbell. Our bell is a portable device which our staff carry with them. Staff will then bring your child to you.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

Our club finishes at 6.00pm; if you are delayed for any reason please telephone the Owl's mobile phone (07511 855786) to let us know. A late payment fee of £2.50 per 5 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages costs incurred.

If your child remains uncollected after 6.30pm (30 minutes after Owls' closes], you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Children's Services.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Child Protection and Safeguarding Policy**.

Equal opportunities

Larks and Owls provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.

Special Educational Needs and Disabilities

We make every effort to accommodate and welcome any child with special educational needs and disabilities. We will work in liaison with parents/carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within our clubs' limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

GENERAL INFORMATION

Behaviour (children)

Each year our children and staff create rules for acceptable behaviour whilst at Larks and Owls. These are displayed at the club for everyone to see.

For consistency, we follow the school's Behaviour and Discipline Policy (a copy of which can be found on the school website: www.kltprimary.co.uk).

Our clubs promote an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

We have procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special educational needs and disabilities. We will try to be flexible in order to accommodate such cases.

However, if your child's behaviour poses an immediate danger to themselves or others, we will require you to collect them from either club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the club as per our school policy.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our clubs are places of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at Larks or Owls we will contact you and ask you to make arrangements for them to be collected.

Please inform the school office of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to school, including either club, for 48 hours after the illness has ceased.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and our clubs are fully insured. Our staff are trained in first aid and several first aid kits are kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

Medication

Please let the school office know if your child is taking prescribed medicine. If your child needs to take medicine during the school day, including at Larks or Owls, you will need to complete a 'Medicines permission' form.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Larks' and Owls' staff. Verbal complaints will be brought to the Headteacher's attention.

All written complaints will be addressed in line with the school's Complaints policy. A full copy of our **Complaints Policy** is available on the school website.

Privacy Notice

At our clubs we respect the privacy of the children attending the club and the privacy of their parents/carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our club.

We will use the contact details you give us to contact you via phone, email and ParentPay, so that we can send you information about your child, our clubs and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child;
- are required to by government bodies or law enforcement agencies;
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices); and/or
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them; and
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

PLEDGE TO PARENTS/CARERS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- keep you informed of opening times, fees and charges, activities and procedures;
- be consistent and reliable to enable you to plan with confidence and peace of mind;
- share and discuss your child's achievements, experiences, progress, and friendships; and
- request and listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Larks' Breakfast Club and Owls' After School Club
Kirkby la Thorpe CE Primary Academy
Church Lane
Kirkby la Thorpe
Sleaford, Lincs NG34 9NU

Club mobile number: 07511 855786

Ofsted No: 140445

Correspondence Address: as above

Staff

Headteacher: Clare Early
Bursar: Kimberley Whaller
Larks' and Owls' staff: Grace Gilliatt
Sue Feary
Wendy Atkin
Tasha Priest