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Willow's Den Policy

Author/Owner	SMartin
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Approved By	Business and Operations Subcommittee
Policy Category (Please indicate in bold)	1 - Academy to implement without amendment 2 – Academy specific appendices 3 – Academy personalisation required (highlighted)

Summary of Changes from Previous Version

Version	Date	Author	Summary of Updates
V1	17.3.25	SMartin	New Policy



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Willow Primary School provides Breakfast and After School Club care for pupils of the school. The opportunity of on-site wrap around care for children between the ages of 4 and 11 will help to enhance children's wellbeing and achievements whilst promoting secure foundations for future learning and life. The provision of quality childcare will support our parents in returning to work, education and training.

The aim of this policy is to set out what charges will be made to parents who access the activities and services offered within the clubs.

As part of this policy we will aim to ensure

- Our charges are fair and affordable and in line with charges made by other providers
- Our charges will be reviewed annually, and the Governing Body reserves the right to increase these charges as appropriate. Parents/carers will be informed of any increased charges in the term prior to its effective date
- Any increases in charges are implemented in order to sustain the running of the service

1. Place Allocations

- There are 24 places for 3:15 - 4 :30 pm
- There are 24 places for 3:15 - 5:45 pm
- Places are offered on a first-come first-served basis. If all places have been filled a waiting list will be established.

2. Booking and Payment

- Bookings will only be accepted when pre-booked for the half term on ParentPay. This must be in place before your child/children can attend.
- All payments must be made at the point of booking the session. If a child attends a session with no prior booking being made a charge of £10 will be charged additionally to the usual session charges.
- Any changes to bookings will require a written/email request giving at least one weeks' notice of changes to be planned and accommodated. Where emergency changes are required, we will endeavor to implement change requests as soon as possible, however this may not always be possible.
- All Payments must be paid using our on-line payment system 'Parent Pay' using credit or debit card payment. For any parent/carer unable to use the on-line system, please see one of our office staff to discuss alternative payment methods
- If your employer subscribes to a childcare voucher scheme these can be accepted as payment for sessions, please speak to one of the Office Staff for more details on how to credit your account with voucher payments. Please note we will be unable to provide any refunds.
- **By booking a place, you are agreeing to the terms and conditions of this policy**

3. Fees

All fees must be paid at the point of making the online booking or prior to the sessions attended by the children.

Fees are currently charged as follows: -

Willow's Den Breakfast Club

- £4.00 per session

Willow's Den Afterschool Wraparound Care

- From end of school day until 16.30 pm £4
- From end of school day until 17.45 pm £7.50

Once a booking is made you will still be charged for this place even if your child does not attend. If your child is unable to attend for any reason charges will still apply. The charge relates to the place being held and not the actual attendance.

4. Dropping off and collection of children

The safe arrival and departure of the children in our care is paramount.

- Staff will sign children in on the attendance sheet, as they are handed over to a member of staff in Willow's Den
- Staff will ensure that an accurate record is kept of all children in the Clubs, and that any arrivals or departures are recorded in the registers.
- Registers are always kept in an accessible location on the premises. In addition, regular headcounts are carried out during the session.
- If you need to contact Willow's Den Childcare after 4:00 pm please email:

WillowsDen@willow.elp.org.uk

This email address is not to be used for general enquiries or to raise concerns but is a means of communication when the phone lines are closed. Staff will not reply to communications but will be able to receive urgent messages.

Breakfast Club

- Our Breakfast club opens at 7.45 am. For safeguarding reasons entry is strictly through the Willow's Den door.
- At 8.40 am children will collect their belongings and go to class
- Younger children and those who are identified as having difficulties will be escorted by staff.

After School Club

- Class teachers will be issued with a copy of the register each afternoon and will be aware of which children are due to attend that evening
- Children will proceed to Coppice Hall. Younger children and those who are identified as having difficulties will be escorted by staff.
- Willow's Den staff will register them and radio the office to alert any anomalies e.g.
 - If a child is booked into a Club but does not attend club registration, we will check

whether the child was present at school that day.

- If the whereabouts of the child are not known, staff will immediately inform the designated contact at the school and take the following steps:
 - All staff on the school premises will conduct a thorough search of the premises and surrounding areas
 - Contacts listed on the registration form will be contacted
 - Police may be notified

Collection

- Parents/carers collecting children should:
 - Ring the doorbell to announce their arrival
 - State clearly the names of the children they are collecting
 - Remain outside of the building whilst the child/ children are collected
 - Sign their child/children out of the club
- Children can only be collected by an adult who has been authorised to collect them on their school registration form.
- **Parents/carers must inform the Club in advance if someone who is not listed on the registration form is to collect the child.** Staff will contact the main parent/career for confirmation if they have any concerns regarding departures.
- Children will not be allowed to leave on their own regardless of age

Our After-School Provision closes at 5.45pm and there is no facility for an extension of this time. Whilst we understand families can have unforeseen emergencies, every effort must be applied to make contact with Willow's Den club so that staff are aware there may be a delay in collecting a child. If the club is not informed of a late collection a fee of £10 will be charged.

In cases of consistently late collections the fee of £10 will be imposed and a meeting arranged to discuss the reasons and review the suitability of the club in meeting the needs of the parent/career. Governors reserve the right to withdraw access to the service, any charges will be added to your Parent Pay account

Any queries regarding fees should be directed in the first instance to the Academy Office.

5. Non-Payment of Fees

Parents/Carers must pay in advance of the sessions being taken, Parents/Carers who do not pay for sessions at the time of booking or child attending, the following procedure will be implemented:

1. A reminder of non-payment of fees will be sent out one week after the due date
2. A follow up reminder will be sent if payment is not received within 7 days of the 1st reminder
3. If payment is not received within 3 weeks of the first reminder a formal letter will be sent to inform you that the fees are overdue and that your child/rens place in the provision is at risk
4. If there is no payment following the issue of the formal letter your child/ren's place withdrawn and the Academy will continue processes to collect any unpaid fees.

6. Safeguarding

The Breakfast and Afterschool club follow the school's Safeguarding Policy, a copy of which is on the website.

Internal gates will remain locked during the Willow's Den session times. Children will be collected from the Willow's Den entrance next to year 2. A doorbell is available to alert staff to your arrival. **The door will remain closed whilst they collect your child and parents/ carers are expected to remain outside whilst the child is brought to the door.** No unauthorized or unaccompanied adults are permitted in school when these clubs are in session.

In **exceptional** circumstances when a parent is going to be late to collect their child from school i.e. after 3.30pm then that child will be placed in Willow's Den. We reserve the right to impose a charge of £10 if:

- a place is requested on the day of attendance

or

- children are repeatedly collected after 3.30 pm

7. Medical Conditions

For any pupils who have been prescribed medication by a GP and require this to be administered whilst attending Willow's Den parents/carers must complete the medical consent form obtained via the School Office. Please refer to the Managing Medicines Policy displayed on the School Website. If this procedure is not followed Willow's Den Staff will not be authorised to administer medicine to pupils.

8. Children with additional needs

We are an inclusive academy that strives to meet the needs of all pupils however there may be occasions where children's needs mean that an extended day in school is not appropriate. Parents are encouraged to consider this when booking a place and speak to leaders before making a decision.

Pupils whose behaviour means they are a safety risk to themselves or others will not be permitted to attend. Leaders reserve the right to remove a place if they deem the pupil to be a risk to their health, safety or wellbeing of themselves or others.