

Mission Statement

Moss Hey 'Out of School' Club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop, in line with the ethos and aims of Moss Hey School.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and cooperative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Club continues to meet the needs of children and their parents/carers.

Terms and conditions.

Written notification must be given by the principal carer of any change of circumstances directly to the Out of School supervisor or the Office.

Out of School closes at 6:00pm prompt. Children must have been collected by this time at the latest. Failure to comply with this will result in an additional charge. Consistent lateness to collect could result in the loss of your OOS place.

The Club understands that the cost of registered childcare may seem expensive to a parent. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Club, we must ask that parents/carers respect its policy in respect of fees.

Booking sessions

Please book for each half term in advance to secure your child's place. Any ad-hoc sessions can be booked up to the day before. We require 3 full working days' notice for any changes or cancellations which must be done through the school office. Payment is due at the time of booking.

You can book and pay for your sessions via the School Gateway website or smartphone app. To activate your account:

- **Visit the website:** www.schoolgateway.com and click on 'New User'. You'll receive a text message with a PIN number. Use this PIN to log into School Gateway.
- **Download the app:** If you have a smartphone, please download School Gateway from your app store (Android and iPhone).

Morning session times and prices:

£5.00 per session 7:45 – 9:00 a.m.

All children are escorted to their classes.

Afternoon session times and prices:

£5.00 from 3:15 p.m. – 4:30 p.m.

£11.00 from 3:15p.m. – 6:00 p.m.

£6.00 from 4:30p.m. – 6:00 p.m.

Although we appreciate that the flexibility of the club to provide ad hoc sessions is very important, we do reserve the right to turn children away if numbers exceed the planned staffing levels. We can accommodate up to 50 children in any one session.

If we approach a capacity issue, we nevertheless need to ensure that the children who attend are safe and happy in a secure environment.

1. Priority will always be given to those children who are booked in ahead of the session start. Sessions can be booked online until the night before the day care is required. E.g. If you want to book for a session on Wednesday, the online booking system will be open until 11:59pm on Tuesday. After this time you will need to contact the office to book who will check if there is space available and will book your child in for you.
2. If a child turns up to the club (either the morning or the afternoon session) without being booked in, if there is space then the child will be allocated a place. A **DOUBLE** booking fee will be charged if repeat non-booking is experienced. Repeat non-booking constitutes 5 times in any half term.
3. If a child turns up to the club (either morning or afternoon session) without being booked in and the club is full to capacity, the child will have to be turned away.
4. If you realise during the day that you will need afterschool care, or if you need to extend the hours of afterschool care, extra charges will not be incurred if you phone or email the office **BEFORE MIDDAY** on the day. If you do not notify school until after midday, your child will be allocated a space if available. However, repeated last minute bookings will be charged a double fee after the 5th time.
5. Parents who have not picked up their child by the closing time of 6pm will be charged an additional £5.50 per child.

We do pride ourselves on providing a club that gives parents so much flexibility; we know we are unusual amongst local schools in that respect. However, we are concerned that the

pre-booking system is not being used effectively, thus creating a potential safeguarding risk for the children.

Ideally, ad hoc sessions should be paid for on the day. If there is non-payment of additional sessions within seven days, the club reserve the right to stop providing additional sessions. Additionally, if it becomes apparent that the ad hoc facility is being used in preference to paying in advance for regular sessions, the club reserves the right to stop providing these additional sessions.

If the fees are not paid on time, school will notify the parent/carer in writing and request payment at the earliest possible opportunity.

The manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.

Refunds and Cancellation:

There are no refunds under any circumstances for places booked but not taken up.

If you wish to cancel or swap any session you will need to do so in writing giving three full working days' notice. If three full days' notice is given, pre-paid sessions will be 'carried over' as a credit.

Methods of payment

All sessions must be pre-paid, half a term in advance.

Additional sessions must be paid on the day or at least within seven days.

We offer as much flexibility as possible to ensure your place is guaranteed but do need fees to be paid in advance.

Payment can be by:

- Direct bank transfer via School Gateway
- Debit card via School Gateway
- Childcare vouchers: As a provider of registered childcare we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of Working Tax Credits.

Behaviour Management.

Our Club recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.

The aims of our Behaviour Management Policy are to help children to:

- Develop a sense of caring and respect for one another.
- Build caring and cooperative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Equal Opportunities.

Our Club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.

The Club's equal opportunities procedures aim to help everyone involved in the Club to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

The Club aims to provide a welcoming and caring environment that promotes and reflects cultural diversity and is equally accessible to all. The Club will endeavour to challenge any offensive behaviour, language, or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

We adhere to Moss Hey Primary School's policies and procedures.

Child protection and safeguarding children

Moss Hey Primary School and the Out of School Club follow Stockport Safeguarding policy. We believe that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

The Club's child protection procedures comply with all relevant legislation and other guidance or advice from Stockport Safeguarding Children's Board (LSCB). 0161 474 5657

The Child Protection Officer for the setting is Mrs Elise Messham.

Early Years Foundation Stage

Moss Hey Out of School Club is committed to delivering the Early Years Foundation Stage (EYFS) which became a legal requirement in September 2008 for all early years childcare providers. EYFS covers children from birth to the end of their reception year.

The Club will provide a balance of adult led and child initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

To ensure that our new Reception pupils have a smooth transition into OOS, we will organise a system of visits for both parents and children in the induction week in September.

Complaints procedure

At Moss Hey Out we have a real and on-going dialogue with parents. The OOS/School/Parent Partnership is viewed seriously and as a consequence we hope to avoid situations where complaints occur. If you have a concern or complaint please follow the Moss Hey School Complaints policy (available on the school website).

We would like you to tell us about OOS, and we welcome suggestions for improving our facility. Be assured that no matter what you tell us, our support and respect for you and your child will not be affected in any way. Please tell us of your concerns as soon as possible as it is difficult for us to investigate properly any incident or problem which has happened some time ago.

Most concerns can be sorted out quickly by speaking to the Managers, Miss Chorlton for any morning sessions and Mrs Barton for afternoon sessions.

If you are dissatisfied with the Manager's response, you can refer it directly to the Headteacher on 0161 439 5114.