



The Royal Primary School

After School Care Guidelines

At The Royal Primary School, we are dedicated to providing a safe, nurturing, and stimulating environment for pupils beyond standard school hours. Our wrap-around care extends the learning experience for children and supports working parents. This policy outlines all essential aspects of our after-school provision, including operational times, pricing, staff arrangements, safeguarding measures, medication protocols, booking processes, contact information, parental expectations, payment procedures, and stipulations regarding the removal of services for those who fall into arrears.

Our wrap-around care is available for children aged 4-11 years and is offered on school days from **3:15pm to 5:30pm**. We believe that this provision not only benefits children by allowing them additional time for play and learning but also supports families' needs for flexible childcare arrangements.

Times and Prices

The after-school club operates during the academic year, excluding bank holidays and school closure days. Please note that Afterschool Provision is closed on the last day of each term to allow preparation for the next term. Our sessions run from Monday to Friday, and parents can choose from the following options:

Prep-Session	Start Time	End Time	Prices
Prep 1	3:15pm	4:15pm	£4.00
Prep 2	4:15pm	5:30pm	£6.00 (drink and snack served from 4:45pm onwards)

These prices are based on bookings made in advance, for those bookings made on the day prices will **double**. Bookings on the same day will only be approved in emergency situations.

Please note that late charges after 5:30pm will be charged at £15.00 every 15 minutes. Payment of late charges will be due upon collection; a card reader will be available at Primary reception for these purposes.

In addition to our Prep sessions, we would like to offer two shorter sessions, which were trialed in the summer term to help families cover the earlier finish time. They will take place in the after-school provision and collection will be from the dining room door.

Stay and Play Sessions	Start Time	End Time	Prices
Stay and Play 1	3:15pm	3:45pm	£2.50
Stay and Play 2*	4:15pm	4:45pm	£2.50

**N.B. the Stay and Play session 2 is only available if your child is booked into Prep 1 or attends an after-school club from 3:15-4:15pm.*

These prices are based on bookings made in advance, for those bookings made on the day prices will **double**.

Parents are charged double the cost if they are left in prep without booking. If they are collected after the end of the day, i.e. £8 instead of £4 for the first session and £12 instead of £6 for the second session and then £15 for every 15 minutes after the end of prep.

Late Collection

Our staff are employed until 5.30pm and so the school attracts overtime payments for each 15 minutes (or part thereof) for any child who is not collected by 5.30pm. A late charge of £15 will apply for any child collected between 5.30pm and 5.45pm and a further £15 for each additional 15 minutes after 5.45pm. If for any reason a child cannot be collected by 6.00pm, they may be transferred to Lichfield Boarding house and supervised within the boarding house until 7.00pm. From 7.00pm a safeguarding report will be made and the school will enact emergency safeguarding procedures for the child working with local authorities to ensure child safety.

Adverse Weather Conditions

In the event of extreme, unexpected adverse weather conditions (e.g. snow and ice), please leave additional time to get to the school and contact the school if you foresee any delay. Dependent on the extremity of the conditions, the school may determine to waive a portion of any late charges (e.g. the first 15 minutes).

Staffing and Safeguarding

Our wrap-around care is staffed by qualified personnel who are experienced in providing care and support to primary-aged children. All staff undergo rigorous recruitment procedures, including enhanced Disclosure and Barring Service (DBS) checks to ensure a safe environment. Staff members receive ongoing training in child protection and safeguarding, first aid, behaviour management, and special educational needs.

To further enhance the security of our children, procedures are in place to ensure that children are accounted for and supervised at all times. In addition, our site provides safe indoor and outdoor spaces suited to various activities that promote physical and social development.

Medication

In instances where medication is required during after-school hours, parents must provide prior notification. We have strict protocols in place to ensure the safe administration of medication. All staff members are trained to handle medication and must adhere to the following policy:

1. Parents must complete a medication form outlining the child's name, the medication name, dosage, and time(s) to be administered.
2. The medication must be in its original packaging with dosage instructions clearly labelled.
3. Parents must personally hand over the medication to a member of the after-school staff.

If a child requires emergency medication, such as an auto-injector for severe allergies, it must be kept on-site, and parents must inform staff of its location.

How to Book Sessions

Parents wishing to utilise our wrap-around care can book sessions on the School Gateway, **one month in advance; payment will be due upon booking.**

Bookings can be made for single sessions or on a regular basis. We recommend booking in advance as places may be limited.

Should you need to cancel a session, please notify primary reception primaryreception@theroyal.school at **least 24 hours in advance** to avoid being charged for the session.

Contact Details

For any enquiries or assistance regarding our after-school wrap-around care, please do not hesitate to contact us:

- **School Phone:** 01902 349100 queries before 4:30pm
- **After-School Provision Phone:** 07435 989319 queries after 4:30pm
- **Email:** primaryreception@theroyal.school
- **School Office Hours:** Monday to Friday, 8:00am – closes 4:30pm
- **Afterschool Provisions Manager:** Lynne Callaway
lcallaway@theroyal.school

We aim to respond to all queries within 48 hours.

After-School Provision Agreement

This agreement between The Royal Primary After School Provision and parents/carers will clarify what we as a provision expect from you, and what you can expect from the provision.

The provision aims to provide:

- A safe, caring and stimulating environment for all the children to play and learn in both structured and unstructured play settings.
- High quality after school sessions with a variety of activities
- A high standard of qualified and experienced staff and volunteers
- A commitment to equal opportunities
- A secure environment
- Safe recreational equipment

Expectations from Parents:

We strive to foster a collaborative relationship with parents, and as such, we have certain expectations outlined to ensure a safe and productive environment for all children involved in our wrap-around care:

- **Punctuality:** Please ensure that your child is collected promptly at the end of their booked session. Late pickups will incur an additional charge of £15.00 for every 15 minutes.
- **Behaviour Standards:** We expect parents to reinforce the importance of respect, kindness, and good manners. Parents are encouraged to discuss any behavioural issues that might arise with us directly.
- **Communication:** It is vital for parents to communicate any changes to their child's circumstances, such as changes in collection arrangements or special needs. To inform the school of any changes in the details such as emergency contacts and persons authorised to collect your child/ren.
- **Considerate:** To park in a considerate manner with regard to local residents and the safety of pedestrians and other road users. Please do not block driveways or park on grass verges. Also, please do not enter or park in the Staff Carpark until **after 5:00pm**, unless you have permission from the school to do so, i.e. Blue Badge holders.
- **Payments:** To make prompt payments via the School Money online system. To provide our finance team with regular paperwork for any childcare paid for

via Childcare Voucher schemes. Fees will be reviewed annually. Please ensure that Childcare Vouchers are sent as soon as they are released to ensure that accounts do not go into arrears.

Information on Payment

Fees for after-school care are paid in advance or on a monthly basis and can be made through various payment methods, including bank transfer or cheque, at the school office. A detailed fee schedule will be provided upon registration, and parents must ensure that all payments are made promptly.

Payment options will include a secure online payment portal, details of which will be shared upon registration. Please note that parents are required to settle any outstanding balances within one week to maintain continued access to our services. **Once arrears are cleared, provision may be offered on a pre-payment basis.**

All bookings must be made online and not via reception. If parents are not able to access their school gateway they should contact the school email fees@theroyal.school. Any Childcare vouchers must be sent in advance so that parents can manage their own online bookings. Remittances should be emailed to fees@theroyal.school.

Removal of Facility Due to Arrears

In the unfortunate event that fees remain outstanding beyond the stipulated time and no prior arrangements have been agreed upon, we reserve the right to suspend the wrap-around service for your child. Before suspension, parents will be contacted to discuss the situation and explore potential solutions. If unpaid fees are not resolved, we reserve the right to refer these to our debt collection agency. We are committed to working with families experiencing financial hardship; therefore, we encourage open communication regarding any difficulties in meeting fee obligations.

Our wrap-around care aims to extend the educational experience for children in a safe and nurturing environment while supporting the needs of working parents. Should you have any further questions regarding our after-school approach or any aspect of our provision, please feel free to reach out using the contact details provided above. Thank you for your continued support in making The Royal Primary School a thriving community for all children.