



The Royal Primary School

Afterschool Provision and External Activity Clubs Guidelines (Sep 2026 - Aug 2027)

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.

Our offer consists of:

- **School Clubs** led and managed by the **Primary School Staff** offered for free.
- **Afterschool Care Provision** (sometimes called 'Prep') is a chargeable service providing care and supervision for primary aged children led and managed by the **Afterschool Provisions Manager**.
- **External Activity Clubs** provided by external staff who charge a fee for their service. These activities are managed by **External Activities Coordinators**.

These guidelines outline all essential aspects of our afterschool and external activity clubs' 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.

The operating hours and structure for paid external activity clubs are Monday to Friday, term time only from **3:15pm-4:15pm**, with closure on the last day of term.

Our afterschool care provision 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

Individual charges are set for External Activity Clubs, and Parents/Carers must complete and sign the Paid Courses Provision Agreement before their child attends any club.

The **afterschool club** operates during the academic year, excluding bank holidays and school closure days. Please note that afterschool provision will have a reduced schedule 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 5pm onwards)

These prices are based on bookings made in advance, for those 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 offer two shorter sessions, (being reduced to one from September 2026), which were trialed in the summer term to help families cover the earlier finish time. They will take place in the afterschool provision, and collection will be from the dining room door.

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

**N.B. 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**.

Charges are **double prep session prices** for pupils not collected on time from school or left in prep without booking.

Late Collection

Parents/carers are expected to collect their child promptly at the end of the school day at the designated collection point.

Staff will supervise pupils on the playground until 3:15pm. Any pupils who have not been collected by this time will be taken to the Prep Room (After School Care). Once there, a 10-minute grace period will begin. If a pupil remains uncollected after 3:25pm, an After School Care charge will be applied.

- A grace period of **10 minutes** is allowed to accommodate unforeseen delays. During this time, children will remain supervised by the after-school care team.
- Parents/carers will be charged in line with the after-school club fees.
- Every effort will be made to contact the parent/carer or emergency contacts.
- Fees will reflect the cost of staffing and supervision; currently this is double the charge of the session.
- Charges must be paid in accordance with the school's payment procedures.

Please note that the grace period is intended for exceptional circumstances where lateness is genuinely unavoidable. It should not be regarded as a regular extension to the school day or as an arrangement for free childcare. Where the grace period is used regularly, the school will make contact with parents/carers to discuss and reinforce expectations around prompt collection.

Persistent lateness may result in:

- A reminder letter or discussion with parents/carers
- A formal meeting with the school
- Possible review of the family's arrangements for collection

The school recognises that unavoidable situations can occur. Parents are asked to:

- Inform the school as soon as possible if they are delayed
- Arrange for an alternative known adult to collect if necessary
- In such cases, the school will make every effort to contact parents and priority contacts listed on the school's management system to inform them that their child has been safely transferred to after-school provision. The school may ask for an estimated time of collection. If collection does not take place within the agreed timeframe, the school will make a further attempt to contact parents by 4:50pm to ensure there is sufficient time to arrive before the 5:30pm closure of the provision.
- If pupils are not collected by 5:30pm; the school will contact all contacts associated with the pupil to request collection. Pupils will be taken to Lichfield Boarding House. Parents will be given access to the contact number for collection. **There is no grace period after 5:30pm.**
- Boarding staff will contact parents for an expected time of collection; if parents do not arrive on time, or a further delay is expected, the Senior Leadership Team will determine if contact with Social Services and/or emergency services is required.
- If the school is unable to contact any listed adult, then after 30 minutes the school will follow Local Authority safeguarding guidance for uncollected children, as outlined later in this document.

Discretion may be applied in genuine emergencies.

The safety of pupils is paramount. Children will **never be left unsupervised**. In extreme cases where a child is not collected and contact cannot be made, the school will follow safeguarding procedures, which may include contacting relevant external agencies.

Uncollected Children – Local Authority Safeguarding Procedure

Where a child is not collected at the end of the school day or after-school provision and the school is unable to make contact with a parent, carer or any named emergency contact held on the school's management information system, the school will follow Wolverhampton Local Authority safeguarding guidance for children not collected: the Principal, Head of Primary School or Designated Safeguarding Lead (DSL) will be informed immediately, and a minimum of two members of staff will remain with the child. The school will make all reasonable attempts to contact parents and named carers. If contact cannot be made within the required timescales, a referral will be made to the Multi-Agency Safeguarding Hub (MASH), by 6pm or 30 minutes after their scheduled collection time, who will coordinate further checks and advise on next steps, including involving Social Care Services and, where necessary, the police. The child's safety, welfare, and emotional needs will always be the priority. Appendix 1 letter will be sent to parents if the above occasion arises.

Please ensure that the school has up to date contact details for parents. Parents should also provide the contact details, and methods to prove identity as required, of at least two other relatives/carers who can be called when the parent/carer cannot be contacted or in the event of an emergency.

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. Depending on the extremity of the conditions, the school may decide to waive a portion of any late charges (e.g., the first 15 minutes). External Activity clubs may move outdoor activities indoors if space allows.

On occasion the school may take the decision to suspend after school provision due to staff safety travelling home, in such cases some of the fees may be refunded to you as a credit. This will be decided on a case-by-case basis dependent on the time of collection.

Staffing and Safeguarding

Our afterschool care provision 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.

All external club coaches:

- Hold a current Enhanced DBS Certificate
- Are appropriately qualified for their activity
- Have up to date First Aid training

- Have completed safeguarding training and regular updates

All external club providers follow The Royal School's Safeguarding and Child Protection Policy and adhere to school procedures for reporting concerns.

To further enhance the security of our children, procedures are in place to ensure that children are accounted for and always supervised. 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 afterschool 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 afterschool care provision 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 an afterschool or stay & play session, please notify the Afterschool Provisions Manager at **least 24 hours in advance** to avoid being charged for the session.

External Activity clubs are booked via the school's online booking system (24 hours minimum notice). Please do not send your child to a club if payment has not been made in advance. Children cannot attend any club without a confirmed booking.

All clubs offer a 7-day cooling-off period prior to the course commencing.

After this period:

- A minimum of 14 days' written notice is required for cancellations.
- You will be charged in full for sessions that take place during the notice period.

Refunds will not be given for:

- Missed sessions due to illness, holidays, or other personal circumstances.
- Sessions cancelled due to school closure or events beyond the provider's control (where reasonable alternatives may be offered)

Contact Details

For any enquiries or assistance regarding our afterschool care provision or external activity clubs, please do not hesitate to contact us:

- **School Phone:** 01902 349100 queries before 4:30pm
- **Afterschool 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
- **External Activities Coordinators:**
Kim Marsden km@theroyal.school,
Harvey Poyntz hpoyntz@theroyal.school,

We aim to respond to all queries within 48 hours.

Afterschool & External Activity Club Provision Agreement

This agreement between The Royal Primary Afterschool & External Activity Club 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 from wrap-around care. 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.
- **Behaviour consequences:** The school will follow the Primary pupil behaviour policy in providing any consequences or sanctions; this may include removal from the provision (non-refundable).
- **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. Parents will receive updates via online systems, email, or text.
- **Illness during sessions:**
If a child becomes unwell, parents must collect them promptly. Sessions remain chargeable unless exceptional circumstances apply.
- **Considerate: To park considerately regarding 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 the school permits you 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.
- **External Activity Club Payments:** All club fees for each term must be paid in full prior to the first week of sessions.
If payment has not been received, your child's place is not guaranteed and may be offered to another pupil.
If a request is made to participate in a club after the first session has started, your request will be considered and if approved, you will be required to pay the club cost in full for the term.
- **Complaints:** Complaints are addressed following our school policy. Steps for parents:
 - Talk to provider or staff member
 - Escalate in writing to provision manager
 - If unresolved, follow whole-school complaints pathway

Information on Payment

Fees for afterschool care are paid in advance or monthly and can be made through various payment methods, including bank transfer, card, or cheque, at the school office. 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 cannot 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 afterschool care provision 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 afterschool care provision 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.

Appendix 1 – Letter to parents



Dear Parent/Carer's name

Re:

On [day], we were unable to make contact with you or your named carers, and your child(ren) [name(s)] were not collected at the end of the school day.

As part of our commitment to safeguarding and promoting the welfare of all children, we followed the Local Authority's recommended procedure for situations where a child is not collected. This procedure, agreed by our school, Children's Social Care Services, the Police, and the Wolverhampton Safeguarding Partnership Board, involved contacting Social Care Services to ensure your child's safety and wellbeing.

We understand that unexpected circumstances can arise, and we hope everything is okay. To help prevent this situation from happening again and to review the arrangements, we kindly ask you to attend a meeting at school:

Date:

Time:

To meet with:

Yours sincerely,

Name