

SILVERHILL EXTENDED SCHOOL SERVICE CONTRACT

Email address – afterschoolclub@silverhill.derby.sch.uk

The Staff at the Silverhill Extended School Service value our relationship with parents and are committed to working in partnership with you to provide a top quality service. We will:



- Welcome you at all times to discuss our service;
- Keep you informed of opening times, fees and charges;
- Be consistent and reliable;
- Listen to your views and concerns to ensure we continue to meet your needs.

In return, we would request that parents/carers are respectful and courteous to our staff at all times.

Opening Hours

Breakfast Club operates from 8 am to 8.50 am. Breakfast is served until 8.25 am.

Afterschool Club operates from 3.30 pm to 6 pm.

Children must be walked to the entrance of the Club by their parent/carer. We do not accept responsibility for children who are dropped off at the gate.

Bookings will only be taken once a registration form has been completed by the parent. We will do our best to accommodate requests, but we do operate a first come first served basis, allowing for an adequate and effective number of staffing cover.

Contact numbers

We cannot offer you child a place if you do not provide a full list of contact numbers including daytime, evening and emergency contacts (including password details).

Uncollected Children

At 6.00 pm parents/carers who have not collected their children will be contacted by phone. We will try all contact numbers.

If we are **unable** to contact or receive a response by parent/carer we will contact Derby Social Care Team.

If we do receive a response we will make arrangements for you to collect your child. Collections after 6.00 p.m. incur a late collection fee of £8 per child for every 15 minutes late. Repeated late collections (no more than three times) will mean your child's place will be withdrawn.

Payment

I agree to adhere to the terms and conditions for payment.

Monthly charges should be settled by the 7th day of each month. Failure to do so will result in your child losing their place with immediate effect. For example, the invoice for September's childcare bookings will be issued in the first week of September and payment will need to be made by the 7th day of September.

Sickness

If your child is sick and does not attend you will still be charged for the place you have booked.

Absences or messages can be left on the Club's mobile telephone (07908 576358). More important or urgent messages can be left with the office staff at Silverhill Primary School – telephone 01332 511138.

School Events

If your child is asked to attend a school event which means that they cannot attend the club your account will be reduced accordingly.

You will not be charged when closure arises due to circumstances out of our control, such as heating failure etc.

Cancellations

You are liable for payment once bookings have been made. We require a one month notice period for cancellations. Cancellations must be in writing.

Safeguarding Children

We have a responsibility to make sure that children are developing and nurtured in a safe and secure environment.

If a child is injured in any way whilst attending Silverhill Extended School Service we will always let you know how it happened. If the injury is serious we will notify you immediately and give or seek the necessary medical treatment. If a child has an existing injury, it is expected that you will tell us about it. It is normal practice to communicate with you and discuss any injuries, especially as most childhood injuries are a normal part of growing up. In order to avoid confusion, it is important that staff and parents communicate openly and share all relevant information.

There may be occasion when we have concerns about an injury, we see changes in behaviour, or are concerned that a child is being harmed. As part of our responsibility to keep children safe we must report any concerns of this nature to the local Safeguarding Children Board.

- √ All staff are registered with Ofsted
- √ All staff are DBS checked
- √ Staff: Child Ratio: Under 8's - 1:8; Over 8's - 1:20;

First Aid

I hereby give permission for my childto receive any necessary emergency medical advice or treatment should this be required.

Medicine

Written permission is required by parents, with authorisation by the Headteacher, to administer any medicines prescribed by a doctor. All medicines sent into the Club must be handed to a member of staff by an adult, even if it is not to be administered during this time.

Photographs

I consent to my child being photographed which may on occasion be used for promotional purposes.

Complaints

I am aware that should I wish to complain about any aspect of the service, I am encouraged to do so by initially speaking to the Out of Hours Manager. Should I feel my complaint has not been resolved I will then take my complaint in writing to Mr Burley, Headteacher, Silverhill Primary School, where a full investigation will be made. Should I wish to take this further I will contact Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA or by telephone on 08456 404040.

The School's Complaints Policy is available on our website – www.silverhill.co.uk

Data Protection

The School collects and processes data in order to meet its statutory responsibilities for the provision of childcare to children. Some of this data will be shared with the Local Authority and may be shared with other agencies including those that are involved in the health and welfare of school children – Please see the school website for the Privacy Notice and further details – www.silverhill.co.uk

Policies

I am aware that all Silverhill Extended Policies are available to me at all times and should I wish to see them I can ask any member of staff for them.

I confirm that I have read and understand the conditions within this document and agree to adhere to the above terms.

Signed:

Print Name:

Date:

Parents should notify the Breakfast/After School Club of any changes to these details immediately.

Child Information

Silverhill Breakfast and After School Club

Child's Last Name

Child's Preferred First Name

Contact e-mail address for invoices

Child's Class

Child's date of Birth:

Who first to contact in emergency & relationship to child

1 st Person:	2 nd Person:
1 st Person work place and hours of work:	2 nd Person work place and hours of work:
1 st Person work phone:	2 nd Person work phone:
1 st Person mobile:	2 nd Person mobile:

3rd Person name, relationship and Phone:

4th Person name, relationship and phone:

It is assumed that any of the above named persons will be allowed to collect your child in an emergency, but they should always provide a password provided by you. Please state your designated password.

PASSWORD:

Relevant medical, allergy or dietary information that staff need to be aware of:

BREAKFAST / AFTERSCHOOL CLUB

Please tick	Price per day	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast club	£4.50					
Afterschool until 6.00p.m	£9.00					

It is possible to cancel or add sessions but we are unable to swap sessions due to staffing ratios.

Please use this box to detail dates of bookings required if not consistent weekly dates:

Please note - you must give 28 days' notice for cancellations otherwise you will still be charged for your booking. Requests for refunds for payments made by BACS/cheque/cash must be made to the school office within three months of the date of the last session attended. To receive a voucher refund, you must contact your employer who will contact the voucher company. We accept cash, cheque, childcare vouchers or payment by Scopay.

Signed		Date	
Print Name			



Behaviour Management Policy for Breakfast & After School Club

October 2023

Review – October 2024

At Silverhill, we want everyone to reach their full potential and to ensure that all members of our community are treated fairly in all situations. The Equality Act provides us with a framework to support our commitment to valuing diversity, tackling discrimination, promoting equality and fostering good relationships between people.

Policy Statement

We are committed to promoting desirable behaviour through a positive approach of behaviour management. This is based upon the philosophy of assertive discipline through the basic structure of rules and consequences.

Through our Behaviour Policy, we encourage children to develop a positive self-image and to be co-operative and helpful. Through our nurturing environment we encourage children to show respect for the feelings, opinions, property of others as well as developing age-appropriate self-discipline and moral integrity.

Adults role model this approach, whilst reinforcing all elements of this behaviour policy to create and support a positive ethos in both Breakfast and After School Clubs.

Aims

- To boost the self-esteem and reduce the stress on pupils and staff
- To promote a positive ethos
- To strengthen relationships between staff and pupils
- To promote a framework for managing and reviewing behaviour policy

Special consideration is given to children with Special Educational Needs.

Club Rules

- We care for everyone and everything and keep our hands, feet and unhelpful comments to ourselves
- We show good manners to everyone, at all times

For the most part the children are extremely well behaved and interact well with each other and are polite to the adults in the Club. Occasionally, if inappropriate behaviour takes place, children are involved in a discussion with a known adult and are helped to understand the consequences of inappropriate behaviour. When this occurs the following steps take place.

Consequences

- The first incident of inappropriate behaviour will result in the child being given time out (age appropriate). Dependent on the child's age, he/she may also be asked to write a letter of apology. Parents may be contacted at work.
- Further incidents will result in parents needing to attend a formal discussion concerning the child's behaviour and the consequential entitlement to a place in either Club.
- Three incidents in one week will result in exclusion the next day, (fees will be deducted from the account).
- Extreme behaviour may result in immediate removal from either Club.

Regular communication between home and school as well as daily feedback to the child regarding behaviour is essential.

Child's Name _____

Parents Name _____

I have received, read and understood the Breakfast and After School Club Behaviour policy.

In partnership with the Breakfast and After School Club, I will help and support my child to strive for high standards, develop mutual respect, create a happy and safe environment and achieve their best.

Signed _____ Date _____