



PARENTS' HANDBOOK

**STEP Zone operates
Breakfast Club and Afterschool Club at:**

**David Livingstone Academy
Northwood Road
Thornton Heath
Surrey CR7 8HX**

**Tel: 0208 653 4240
Mobile: 07444 869 984
Extended Schools Manager: Angela Springer
Email: angela.barrett@stepacademytrust.org**

**STEP Zone operates
Breakfast Club, Afterschool Club and Holiday Club at:**

**Gonville Academy
Gonville Road
Thornton Heath
Surrey CR7 6DL**

**Tel: 0208 683 0459
Mobile: 07932569684
STEP Zone Manager: Angela Barrett
Email: angela.barrett@stepacademytrust.org**

**STEP Zone Manager: Angela Barrett
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Introduction

As parents and carers we need to be sure that our children are safe, well looked after and enjoying themselves; to give us peace of mind whilst at work, studying or taking a break. The STEP Zone is an out of school service offering such a provision to parents and carers.

The STEP Zone Out of School Service (OSS) is operated by the STEP Academy Trust and is based at Gonville Academy and David Livingstone Academy sites. It is registered with OFSTED under the individual Academy's registration number. For Gonville Academy, the OFSTED registration number is 136714, whilst David Livingstone Academy OFSTED registration number is 137195.

The aim of the STEP Zone OSS is to provide parents and carers with a reliable and consistent service in a happy, secure and stimulating environment for their children. A team of qualified caring staff who are employed by the Trust run the service. They work together to ensure that the expectations of parents and carers are exceeded. The children are introduced to a variety of educational and play-based activities, which are planned to stimulate and encourage development as well as to teach them to co-operate with each other at work and play.

The STEP Zone OSS includes a breakfast club, after school club and a holiday club at the Gonville Academy site (GA) and a breakfast club and after school club at the David Livingstone Academy site (DLA). Please note however, that although the holiday club is based at the Gonville Academy site, children from David Livingstone Academy are welcomed to attend. The clubs are accessible to children aged 4 – 11 years.

Breakfast Club

Operated during term time - Monday to Friday 7.45am – 8.55am (DLA)
Operated during term time - Monday to Friday 7.30am – 8.50am (GA)

After School Club

Operated during term time - Monday to Friday 3.15pm – 6.00pm

Holiday Club

Operated throughout most of the school holidays, including some teacher training days (also known as Inset days). The club operates Monday to Friday 8.00am – 6.00pm (excluding bank holidays)



Fees

Parents can pay fees online by credit or debit card using the Parentpay website (www.parentpay.com). This is the Academy's preferred method of receiving payment. Payments can be made by childcare vouchers.

Except for the Breakfast Club, fees must be paid a **minimum of weekly in advance**. Once you have been allocated a place, fees will still need to be paid for all absences. All afterschool places **must** be booked. Full payment is required for all booked places unless cancelled giving the appropriate notice.

Please assist us to keep running costs to a minimum and operate as cost effectively as possible by making payments on time as requested.

The fees quoted below are per child.

Breakfast Club

£3.80 per day
£19.00 per week

Payment should be made weekly in advance for regular users of the club. However, parents/carers using this provision on an ad hoc basis will need to pay on the day they attend.

After School Club

£13.00 per day
£55.00 per week

Places have to be booked in advance. Once a place has been confirmed nonattendance does not mean you do not need to make payment, unless the appropriate notice period has been given.

Holiday Club

£26.50 per day
£110.00 per week
*£3.80 – per hour or part thereof
£15.50 - **Discounted Inset day fee** payable only by parents using the After School Club, during the week in which the Inset day falls.

**Please note that there may be occasions when attendance for part of the day cannot be accommodated, for example, when offsite trips have been organized.*



There may be additional costs for some trips/outings. Arrangements have to be made in advance to ensure that sufficient staff are available to supervise the number of children attending the Holiday Club. For this reason, all holiday places have to be pre-booked.

Admission

To register for a place at one of the clubs, a registration form and booking form will need to be completed. These forms can be downloaded from the Academy's website. The Club Manager will contact the parent/carer to advise whether they have been allocated a place.

A waiting list will operate when there are more applications than places available. The waiting list will generally be administered on a first come, first served basis. However, there may be circumstances when this is not the case. For example, priority would be given to a sibling of a child already attending. We are committed to a non-discriminatory practice and will treat all children/families with equal concern and acknowledge their specific needs and requirements.

Arrival and Departure Procedure

Children attending the Breakfast Club and the Holiday Club must be signed in on arrival by their parents /carers. The children attending the After School Club will be brought over to the club by their teachers and signed in by a member of staff. Please notify us of any absences as soon as possible.

At the end of the Breakfast Club all children will be escorted to their class line by a member of staff from the Breakfast Club.

Children in attendance at the After School Club and/or Holiday Club must be signed out. We will only release children to persons named by parents/carers on their registration form or as instructed by parent/carers in the case of emergency or change. Checks will be made - passwords etc. used. Please do not take offence or be embarrassed if questions are asked and phone calls are made. It is our responsibility to take all necessary precautions with regard to the protection and welfare of the children.

Please note that children cannot be released to anyone under the age of 16 years. Both the After School Club and Holiday Club end at 6.00pm, and in fairness to the staff, children are expected to be collected by this time. Late collection will result in fines of £5.00 for the first 5 minutes up to 6.05pm and then £1 for every minute thereafter. Persistent late collection will constitute a serious breach of contract and may lead to the withdrawal of the club place.



Confidentiality

The STEP Zone OSS respects the rights of all children and their families to complete confidentiality unless there are child safety concerns. All records are confidential and stored in a secure area.

Discipline

Both Gonville Academy and David Livingstone Academy are Rights Respecting Schools and as such not only teaches children about their rights but also models rights and respect in all relationships. The STEP Zone OSS has adopted the same approach for the children attending their clubs. Staff will treat all children with respect, and equally children will be expected to treat each other and staff with respect and consideration. Staff will encourage appropriate social behaviour amongst the children using a gentle and consistent approach. Discriminatory behaviour, bullying and harassment will not be tolerated. Any inappropriate behaviour is discussed with the child and parents/carers to ensure a consistent approach. Persistent inappropriate behaviour may result in the child's place being withdrawn on expiry of a two weeks' notice period.

First Aid and Accident Procedure

Parents' prior consent is sought with regard to emergency treatment as detailed on the registration form. Fully equipped first aid boxes are labelled and easily accessible to trained First Aiders. The boxes are regularly checked, restocked and are not accessible to children. All accidents - no matter how minor, are recorded in the Accident Book. Parents/carers will be given a verbal and a written account of any accidents and advised of what first aid treatment has been administered to their child. They will also be required to sign the Accident Book as proof that they have been advised of the accident. If medical attention is needed the parent /carer will be contacted immediately. Every effort is made by the management and staff to keep the clubs as safe as possible for the children in their care.

Health Requirements

The STEP Zone OSS needs to be informed of any infectious disease and will in turn inform other parents/carers either by letter or via a notice displayed on the notice board. Children will not be allowed to attend any of the clubs if they have an infectious disease and will only be re-admitted once a doctor has confirmed they are well enough to do so.



Meals and Snacks

The STEP Zone OSS aims to provide and offer a range of foods, which meet the medical, religious, and cultural dietary needs of the individual child.

Breakfast Club

Breakfast is served from around 8.00am until 8.30am. The children will be given a choice of foods for breakfast e.g. variety of cereals, toast, milk, juice.

After School Club

A light meal will be served to the children from about 4.00pm until 4.30pm. A menu detailing what is available on each day is displayed on the notice board, so that parents are aware of what their children have eaten.

Holiday Club

The children are provided with a light snack between 10.00am and 10.30am. In the afternoon around 3.30pm until 4.00pm, the children will also be given a light meal. A menu is displayed on the notice board.

The children are required to bring a packed lunch each day which they will consume at midday. The timings and menu may vary slightly depending on what activities/outings are taking place.

Safeguarding Children

Our first priority is the protection of the children in our care. The STEP Zone OSS follows the Trust's Safeguarding Policy and Procedures. We ensure that all staff are aware of the possible symptoms of children at risk and their responsibility to report concerns and keeping concerns confidential. STEP Zone Manager is a Deputy Designated Safeguarding Lead at Gonville Academy.

Special Needs Policy

The STEP Zone OSS is committed to the integration of children with special needs. Our philosophy is that every child has a right to be educated and to develop to her/his full potential alongside other children. We will work together with parents and other relevant parties to organise the environment and plan activities to ensure that all children take part at a level appropriate to their needs.

Valuables

The STEP Zone OSS cannot take responsibility for expensive articles brought from home. Please do not allow children to bring in anything, including toys, which you are not prepared to see damaged.



Valuing Diversity

The STEP Zone OSS seeks to be inclusive in all its endeavours. All children irrespective of their cultural, social, religious or ethnic background will be encouraged to make a positive contribution towards the activities within each of its clubs in order to enrich the development of all.

Our Pledge to Parents

We value our relationship with parents and are committed to working in partnership with you to provide top quality play and care for your children.

We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities;
- Keep you informed of opening times, fees and charges, programmes of activities, menus and procedures;
- Be consistent and reliable to enable you to plan with confidence and peace of mind;
- Share and discuss your child's achievements, experiences, progress and friendships;
- Listen to your views and concerns to ensure that we continue to meet your needs.

Complaints Procedure

The STEP Academy has in place a procedure for Handling Concerns and Complaints and this policy is adhered to by the STEP Zone OSS. A copy of this policy is available from the academy's website or can be obtained from the school office. However, any complaints should in the first instance be addressed to the Club Manager.

