

Endon Hall Primary & Nursery School

"Phoenix Club" – Before & After school provision



A: Hillside Avenue, Endon, Staffordshire, ST9 9HH T: 01782 502645 E: office@endonhall.staffs.sch.uk

"Phoenix Club" – Parent/Carer Information Leaflet

Our Before and After School Provision (Phoenix Club) opened in September 2013, and has expanded rapidly over time. It is a very successful addition to our school, providing care from 7.30am to 5.30pm, 5 days a week, during term time.

Phoenix Club is managed by the Headteacher and Governors of Endon Hall Primary & Nursery School. It is run by highly committed members of the school staff, who are familiar to the children and have the qualities and expertise required to make the club a success.

This leaflet gives parents/carers information about the aims, terms and conditions, and specific details regarding the organisation of the Phoenix Club. It is shared with all parents/carers at Endon Hall Primary & Nursery School, to ensure awareness of the terms and conditions. Parents/carers whose children attend Phoenix Club are asked to sign an Agreement, which documents the formalities. These are in place in order to ensure that the provision runs successfully. Any extenuating circumstances can be discussed with the Headteacher and all cases will be considered at the discretion of the Headteacher.

Opening Times:

Phoenix Club is open each morning and afternoon, Monday to Friday, throughout term time.

Phoenix Breakfast Club opening times: 7.30am - 8.45am (breakfast is served until 8.10am)

Phoenix After School Club opening times: End of school day - 5.30pm

Activities:

We provide structured play and wide ranging activities that are fun and enjoyable for the children. By the time the afternoon session begins, children will already have had a very busy day, so the emphasis for Phoenix Club is to provide a more relaxed atmosphere. We aim to vary the activities and involve children in developing ideas for activities.

Healthy Eating / Snacks:

Breakfast includes toast/cereal/yoghurt/fruit and a drink, which is included in the cost of the session. Breakfast is served from 7.35am to 8.10am.

A light snack and a drink are provided in the afternoon, which is included in the cost of the session. It is important to note that this is only a snack and is not intended to replace a meal.

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Fees (currently):

Before School only (with breakfast)	£6.00
After School only (with snack)	£8.75
Full day (before and after school - with breakfast and afternoon snack)	£14.25

From September 2023, siblings will receive a 10% discount (applied to the second/third sibling for every full paying child), and anyone booking a full day (breakfast AND after school) will receive a 50p discount (£14.25 instead of £14.75).

Our preferred method of payment is ParentPay. Since the introduction of ParentPay we have received positive feedback from parents/carers, who consider this the preferred method for paying fees.

When logging into ParentPay, parents/carers can only see the amount due to date. Therefore, we issue invoices/statements in order to keep parents/carers informed of the amount due and the deadlines for payment, ensuring fees are cleared regularly. We would prefer payment to be made as close to the start of each term as possible. Failure to clear accounts by three weeks prior to the end of the term will result in a late payment fee of £10 per family (which is added to the account for the following term) and can result in termination of a place(s) if it is not paid within one calendar month.

We accept Childcare Vouchers and are registered with the majority of voucher companies. Please inform us as to which company you are registered with so that we can ensure we are set up and able to receive payments. Please also notify us via e-mail when a payment is made, to enable us to record these payments within ParentPay as they are received.

Fees must be paid for every session reserved and refunds are not payable for holidays taken in term time, any leave of absence, sickness, medical related absence and/or school closure beyond our control. Failure to pay fees on time may result in a late payment fee of £10 and can result in termination of your place(s) if it is not paid within one calendar month.

'One off' bookings:

In order to better meet the needs of parents/carers and increase flexibility, we facilitate 'one off' bookings. Prices for this type of booking are higher, to accommodate admin costs and any required increases to staffing.

Prices for 'one off' bookings are as follows:

Before School only (with breakfast)	£8.50
After School only (with snack)	£11.00

If you have a one off appointment, social event, need childcare at late notice and/or we advertise a theme night in Phoenix Club, your child can be booked into the relevant session as follows:

- For before school 'one off' bookings - please notify us the day before, where possible, by telephoning the school office (01782 502645). If childcare is required at much shorter notice, please telephone the Phoenix Club phone (07340 552129) between 7.15am - 7.30am
- For after school 'one off' bookings - please notify us by midday, where possible, on the day that the place is required, by telephoning the school office (01782 502645)

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Once the maximum amount of children is booked in for any one session, there will be no further bookings allowed.

Fees for these sessions will be added to your ParentPay account at the time of booking, are not refundable and are to be paid within one calendar month.

Late Collection Fees:

Late collections (according to the Phoenix Club clock) will result in a penalty charge. This is charged at £5.00 for the first 0-15 minutes and £5.00 for every 0-15 minutes thereafter (per family) and is to be paid within one calendar month of the date of the late collection. Account adjustments are made on ParentPay to reflect any additional costs. The late payment charge still applies, even if parents/carers have notified us that they are going to be late.

Arrears:

All accounts must be paid in full three weeks before the end of each term (Autumn, Spring, Summer).

Any payments made after the deadline specified for the term will:

- incur a £10 Late Payment fee (per family), which is to be paid within one calendar month of the date

In addition, depending on the arrears accrued, late payment may:

- result in no further bookings being taken
- result in a place/s being suspended until the debt is cleared.

If a place has been suspended and arrears are not cleared, we will continue to pursue the debt, in conjunction with the Governing Board and the Local Authority, until it is cleared. If a place is suspended and a child is not collected at the end of the school day, an attempt is made to contact the parent/carer via the contact details held in school. If no contact can be made, Local Authority Safeguarding Team will be contacted.

Bookings:

Bookings (excluding 'one offs') are made, initially, via completion of the Phoenix Club Request for Place form. Sessions are booked and charged based on this.

Parents/carers must give eight weeks' notice, in writing, of any alterations to session requirements or to terminate a place.

To ensure that booking Terms and Conditions are fair and equal to all children attending Phoenix Club, we are unable to accommodate requests for regular 'pay as you go' sessions. Parents/carers who do not require the same sessions each week (e.g. due to shift patterns), must provide the school with dates/times for their minimum session requirements one month in advance, along with payment.

If parents/carers of children who have a regular place wish to book additional sessions, requests must be made via the school office, in advance. Sessions are added to the ParentPay account at the time of booking. Unfortunately, these sessions are non-refundable. Once the maximum amount of children are booked in for any one session, there will be no further bookings allowed on that day.

All contracts will automatically carry forward from one term to the next and from one academic year to the next, unless a calendar months' notice is given and/or a child leaves the school.

Shift Patterns:

For parents/carers who work on a rota/shift pattern, we request that we receive four weeks' notice, in writing or via email, of the dates/times that are required. If we do not receive your shift pattern four weeks in advance, we cannot guarantee that we will be able to meet your requests. All sessions requested will be chargeable and non-refundable.

Safeguarding / Security:

The same stringent security procedures in place during the school day will apply during Phoenix Club opening times. Phoenix Club is managed by the Headteacher and the Governors of Endon Hall. The Safeguarding and Health & Safety of our children is a priority at all times.

Supervision of children outside of the Phoenix Club opening times remains the responsibility of the parent/carer. Children must be escorted to and from the building by their parent/carer or other nominated person.

Children will only be allowed to leave Phoenix Club with their parent/carer or other nominated person (by prior arrangement with the staff). Where a parent/carer does not arrive by 5.30pm and no reason is communicated for the late collection, a telephone call will be made to the parent/carer. Where neither the parent/carer nor the additional contacts can be reached, the Safeguarding Policy dictates that the Local Authority Safeguarding Team will be contacted, to ensure that safe provision is made for the child. Phoenix Club has its own mobile telephone; which parents/carers can use to communicate with staff. Phoenix Club is based in the mobile classrooms, with access via the front pedestrian gate and round the front of the school building to the side mobile door.

The Phoenix telephone number is: 07340 552129

The staff car park is not accessible to parents/carers for the purposes of Phoenix Club drop off/collection. We ask parents/carers who are parking on the roads leading up to Endon Hall Primary & Nursery School, to park safely, legally, and to please consider our neighbours.