



STEPS Information Booklet

Crown Meadow First School & Nursery



CONTACT INFORMATION

8.00am – 4.00pm 0121 445 4540 after 4.00pm 07586 163109

Email: STEPS@crowmeadow.worcs.sch.uk

FINANCE QUERIES: finance@crowmeadow.worcs.sch.uk

STEPS Team Leader: Mrs Carol Hart

Interim Headteacher: Mrs M Hague

STEPS Vision

We provide a safe, happy, friendly, well supervised environment for all children to play, learn and develop skills both before and after their school day.

All activities focus on giving children the opportunity to take part in a variety of exciting programmes, including games, sports, role play and art. Age appropriate activities are available with a quiet area for reading, board games, arts & crafts and outdoor games. Children are supervised at all times and will be escorted around the school by staff as and when appropriate.

Fees for Wrap Around Care

The following applies to children in Reception and Years 1 - 4:

Breakfast club (from 7.45am to the start of school at 8.40am)

£6.50 when booked 7 days in advance via Magic Booking

£9.00 Late bookings made by email to STEPS@crowmeadow.worcs.sch.uk

After school club (from the end of school to 6.00pm)

£12.50 when booked 7 days in advance via Magic Booking

£15.00 Late bookings made by email to STEPS@crowmeadow.worcs.sch.uk

There are max 22 spaces for each session for Reception children but unlimited spaces for Years 1 - 4.

Booking Sessions

STEPS bookings are made via Magic Booking for children in Reception or Years 1 - 4.

Bookings for Breakfast club can be booked up to 48 hours in advance.

Bookings for Afterschool sessions will close **at midnight 7 days before** (for example, for a Monday session, the register closes on the previous Sunday at midnight). This allows us to ensure sufficient numbers of staff will be available.

Each half term block is first made available 1 week before the start of the holiday period. You will be emailed to inform you that bookings have opened.

Late Bookings

If you need to book a session with less than 7 days' notice, you can request a LATE BOOKING - providing there are sufficient numbers of staff in place to meet the quotas. You must email Mrs Hart via steps@crowneadow.worcs.sch.uk to ensure there is space.

Same day bookings, if available, must be made via the school office, 0121 445 4540.

Payment

All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers or from a Tax Free Childcare account.

Late bookings will be added manually by the Finance Team asap.

Please pay promptly via

- 1) Credit or Debit card
- 2) Childcare voucher (closed to new applicants)
- 3) Tax-Free Childcare (TFC) account. (available to all)

Payments via credit/debit card will update your Magic Booking account immediately.

Payments made via Childcare voucher or TFC will be updated on Magic Booking manually by the school Finance Team when the money is deposited in the Worcestershire County Council Barclays Bank account. **It can take 1-2 weeks for payments to show on Magic Booking.**

When you are using TFC for the first time please let the finance team know your account number to ensure that is linked to our school by the Council's accounts department.

Payment must be received within 4 weeks of booking or your STEPS place will be cancelled. You will not be able to book sessions in future months if payment is not received in a timely manner.

Debts will be chased on a regular basis. If you have any queries, please email the finance team.

Cancellations and Absences

We regret that refunds for non-attendance, sickness or holiday cannot be made.

Exceptional circumstances will be considered on an individual basis. Please email Mrs Hart with the subject heading 'Cancellation Request'.

If children are absent or collected from school during the school day, parents should notify the School Reception or via the STEPS mobile phone. These procedures are important for your child's safety. If children are attending school but will not be attending STEPS, then it is the parents'/carers' responsibility to advise the STEPS team before 3.00pm that day so STEPS can record the absence.

If a child becomes ill the Team Leader will telephone the parent in line with the school's procedures (see our school website).

Children Attending Extra Curricular Clubs

Parents/Carers should inform STEPS if children will be attending school extra-curricular clubs. Fees for STEPS will still apply.

Collection

You can collect your child/ren at any time during the course of the afternoon. You will be charged for the whole session, as booked, even if you collect your child earlier.

Should you have a problem getting to STEPS on time to collect your child/ren, then you should ring the STEPS mobile phone, 07586 163109, to advise of the reason for the delay and make alternative arrangements for the collection of the child/ren. If you make alternative arrangements for the collection of your child/ren parents must notify STEPS by phone, using the mobile phone number giving details of the person who will be collecting on your behalf. Please ensure all nominated persons are aware of the passwords supplied on your child's Data Catchment Form.

If a parent arrives late for any reason after 6.00pm, a late charge of £15.00 for every block of 15 minutes will be incurred (i.e. collection at 6.20pm incurs a £30.00 charge). If children fail to be collected, every attempt will be made to contact their parents/carers or nominated adult using the numbers supplied. If we are unable to contact a nominated contact, it may be necessary for STEPS staff to contact Children's Services.

First Aid / Accidents

Any minor accidents will be dealt with and recorded in line with school policies (see our school website). The parent/carer will be informed when collecting children of any such incidents. In the event of a more serious accident, the appropriate action will be taken and the parents will be informed immediately.

Child Protection/Safeguarding

We take our responsibility for child protection seriously. All staff adhere to the schools' procedures for safeguarding and child protection. All our staff have undertaken an enhanced Disclosure Barring Service check and receive up to date training.

Snacks

The children are offered a variety of snacks and drinks supplied by STEPS staff and children have access to drinking water throughout the sessions. Please ensure we are kept updated with food allergies and dietary requirements. Crown Meadow First School and Nursery has a 5 Star Food Hygiene Rating from the Food Standards Agency.

Health and Safety

All staff are fully trained in emergency and evacuation procedures which will be practised during the sessions. BAM FM staff are responsible for completing daily safety inspections of the site and its facilities.

Behaviour

Whilst the emphasis of STEPS is having fun and to enjoy a range of experiences, it is important to maintain a high level of behaviour for the safety and enjoyment of all. Unacceptable and inappropriate behaviour as determined by the schools' behaviour policies, will not be tolerated.

Examples of such behaviour include bullying, vandalism, excessive bad language, physical violence, abusive behaviour or anything that puts an individual or group at risk. Any child exhibiting these types of behaviour will first be given a verbal warning and an opportunity to demonstrate improved attitude. If the behaviour continues the child may lose their place at STEPS. If a child loses their place due to a behaviour issue, there will be no appeal process or refund of monies already invoiced or paid.

Emergency Closure

If the schools/STEPS are closed by the management at short notice, due to exceptional circumstances i.e. adverse weather, no heating, burst water pipes a full refund will be given for the sessions the site is closed. We are unable to give refunds if STEPS is open and the parent/s make a decision not to send their child. In adverse weather conditions you will be informed by ParentMail of any closure.

Security

Children will not be permitted to leave STEPS unaccompanied at any time. Children will not be allowed mobile phones. No unauthorised access will be given. When bringing or collecting children, parents should use the designated access areas.

Complaints Procedure

If you have a concern with any aspect of STEPS, in the first instance talk to a member of STEPS staff or the STEPS Team Leader who will do their best to resolve your concerns to your satisfaction. If this course of action does not resolve your concerns or you feel it is not an appropriate course of action, please contact the Headteacher.

Photographs

At times we may take photographs of the children completing daily activities or celebrating special moments. The permission level granted by the parent/carer on the school consent form will be used in STEPS.

Data Protection

Any information held by STEPS on children will be available on request following the Freedom of Information Act (2000). Information on children will be held in accordance with the Data Protection Act (2018).

Equal Opportunities

STEPS is committed to equality of opportunity for all. We recognise all children as individuals with different needs and will endeavour to ensure inclusion and enable children to adapt, if necessary, to interact socially. Inappropriate attitudes and behaviours will be dealt with sensitively. All staff will actively uphold the principles of our Equal Opportunities policy and both schools will regularly review this policy and monitor its effectiveness.

Disclaimer

All information provided in this booklet is correct at the time of compilation.