



# ***Golden Eagle Care***

**Wraparound Provision**

***Parents Information Booklet***

# Welcome to Golden Eagle Care

Golden Eagle Care is a wraparound service operated by staff at St John's Walham Green School. We provide quality pre and after school care during term time, for the pupils from Nursery to Year 6 registered at the school.

Our before school provision is called the **Sunrise Club**, which is open from 8.00am - 8.45am. This provision provides a healthy start to the pupils' day with breakfast and childcare provided. It allows improvement in punctuality and gives parents a safe environment for early morning childcare needs.

Our after school provision is called the **Sunset Club**, which operates from 3.15pm - 6.00pm. The service is flexible and bridges the gap between school and home. It is designed to meet the needs of pupils with fun packed activities and healthy snacks provided, whilst also providing parents with consistent and quality childcare.

Golden Eagle Care is fully integrated into the school's ethos and practices and provides your child with a positive care and play experience within a safe and fun environment. Pupils attending Golden Eagle Care will have access to extended group activities and opportunities for play that are both fun and challenging.

It is important that activities and the general atmosphere of the provision create a "between school and home" environment where children are treated as individuals. In order for the provision to provide the best of this, overall responsibility of Golden Eagle Care is held by the Head Teacher and the following structure is in place for the delivery of the service.

Staff Member	Role Within the Service
Bursar	Operational Manager
Breakfast Club Leader	Provision Manager - Sunrise Club
Breakfast Club Assistant	Support Team – Sunrise Club
Senior Playworker	Provision Manager – Sunset Club
Playworker	Support Team – Sunset Club

All staff have undergone the London Borough of Hammersmith & Fulham Council's stringent suitability checks including an enhanced Disclosure and Barring Service (DBS) and are employed by St. John's Walham Green Primary School.

This information is a short guide to our service. Daily information will be displayed on the club notice board in the school reception area.

**If you have any questions regarding Golden Eagle Care please contact the Bursar on 0207 736 5454 or email the service at: [goldeneagle@stjohnsce.lbhf.sch.uk](mailto:goldeneagle@stjohnsce.lbhf.sch.uk)**

**We welcome and encourage your usage of our wraparound service on a regular or needs basis for any of your childcare needs.**

## **AIMS AND OBJECTIVES**

Staff are available at all times to speak to you in regard to your child's welfare. We encourage family involvement to inform us of the children's individual needs or concerns.

We aim to provide care for the children that is stimulating, motivating and child centred. Our programme of activities are planned to incorporate and support learning and development. Children are encouraged to contribute ideas to the programme and their views and ideas are welcomed.

## **REGISTRATION**

**All Children attending the service must have a completed registration form.**

Parents can collect a form from the main school office or download a copy from the schools website.

**NOTE:** The emergency contact name must be different from the parent/carer. This person will only be contacted in instances of the child being unwell, involved in an accident, or non-collection and then only if we have been unable to contact the parent/carers. We will not contact this person for matters such as financial or behavioural.

## **BOOKING PLACES**

Places can be booked using our on-line system. Details of which can be found on the school website. Once payment has been made, the booking will be secured. **Any pupil who does not attend their booked session will not be offered a refund**

- Bookings for the Sunrise Club must be made on-line at least 24 hours before the child's attendance. Bookings made on the day will be charged as an Emergency Booking.
- Sessions booked on the day for the Sunset Club must be done by 2pm. Bookings made after this time will be charged as an Emergency Booking.
- Pupils who have not been collected on time after school, will be placed in the Sunset Club. Parents will charged an Emergency Booking fee to their online account.

**IMPORTANT NOTE:** Children can attend an extra curriculum after school club till 4.30pm and then come to Sunset Club afterwards. However, their space at Sunset Club still needs to be booked in advance and the Staff informed of what day they will be attending the extra curriculum after school club.

## **FEES AND PAYMENTS**

The cost of booking the sessions are as follows:

Provision	Session Booked in advance	Emergency Booking on the day	Reduced fee if both provisions booked in advance for the same day	Late Collection fee (After 6pm)
Sunrise	£4.00	£5.00	£13.00	n/a
Sunset	£11.00	£15.00		£15.00 per 15 mins

**Parents will receive a reduced fee if they book both the Sunrise and Sunset Club for the same day – in advance.**

Payment will be taken online when the booking has been made. Please speak to a member of the team if you would like to pay with Child Care Vouchers.

Late collection of children will incur a charge of £15.00 per child for every 15 minutes late. This charge will be added to your on-line account and must be paid before the child can be accepted at the next session.

## **SIGNING IN AND OUT PROCEDURES**

### **Sunrise Club:** Signing in

- Parents must remain with their child until the provision opens at 8am.
- On arrival, pupils are signed into the Sunrise Club register.
- At 8.45am children in foundation stage are accompanied by a member of staff to their classroom and children in KS1 and KS2 are dismissed and go straight to class.

### **Sunset Club:** Signing in

- Pupils are collected by a member of staff from the lower ground hall of the school.
- On collection, pupils are signed into the Sunset Club Register.
- Pupils are taken to the Community Room to begin their activities.

### **Sunset Club:** Signing out

- Pupils must be picked up by 6.00pm, so as not to incur a late fee.
- Parents/Carers or Designated Persons must sign the pupil out putting the time and their signature before removing the children from the club.
- Only agreed persons over the age of sixteen years will be allowed to collect children from the club.
- No pupil will be permitted to leave the site unaccompanied. Golden Eagle Care reserves the right to not release the children to any persons if it is deemed the child's safety /well-being may be compromised.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they must inform a member of staff of who will be collecting their child given full details of who they are and all known contact numbers

**In the event that a pupil is not collected from the Sunset Club and staff cannot make contact with the child's authorised adults or emergency contacts – we will apply our child protection procedures. (Please see Safeguarding and Child Protection section)**

## **FOOD**

During the Sunrise Club, pupils are offered a selection of cereals, fruits, yogurts and toast with various toppings. They also have a choice of milk, water or fruit juice to accompany their breakfast.

During the Sunset Club, a healthy snack is provided each day at 4.30pm which is included in the child care costs. These snacks are prepared on site. The menu will change daily and include items such as; Sandwiches - using a variety of different types of bread including pitta, bagels, rolls and wraps with various healthy fillings. Vegetable sticks, fresh and dried fruit. Cheese

and Yogurts. Fruit juice is also served during snack time and drinking water is available at all times.

The food provided at the Sunset Club is not intended as a substitute for a main evening meal.

**Parents will need to ensure completion of any special dietary requirements on their child's registration form.**

## **ACTIVITIES**

As Golden Eagle Care is part of the whole St John's Primary School offer, we have the fortunate opportunity of utilising all the facilities of the school. This includes, use of classrooms, halls, gym, library, ICT suite and iPads. Within the programme of activities, pupils will have various opportunities to take part in the following:

- Outdoor and indoor recreational games
- Table Top Activities
- ICT
- Creative Art and Craft
- Stories/books
- Cooking

The children also have the opportunity to do their homework or sit and read.

## **BEHAVIOUR MANAGEMENT**

Every member of the school community has the right to feel safe in a calm and inclusive environment; all stakeholders have a part to play in promoting and celebrating positive behaviour through clear expectations, mutual respect and regular praise.

We encourage pupils, at all times, to have good social behaviour from when they start at St John's School. We make sure that the child knows the rules. Golden Eagle are will always find time to reward and praise a pupils good behaviour and follow the school's rewards system, including giving house points.

The Sunrise and Sunset Clubs adhere to the school's behaviour policy which can be found on our website at [www.stjohnsce.lbhf.sch.uk](http://www.stjohnsce.lbhf.sch.uk).

### **Pupils:**

If a pupil's behaviour causes upset or concern, the impact of their actions and the effect it has on others will be discussed with them at the time. Should this behaviour continue to disrupt the club, the parents/carers will be informed. Please refer to the school's behaviour policy for sanctions which is also available on our website.

Excluding pupils from the clubs is contrary to the objectives of good play practice. However an occasion may arise when it is felt that exclusion is necessary. The reasons would be fully discussed with the parent/carers and the child.

Bullying in any form will not be tolerated. St. John's Walham Green School has an anti-bullying policy that is strictly adhered to. Staff will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, class, nationality, class, religion, culture, gender, language, sexual orientation and disability.

### **Adults:**

All staff working in the Golden Eagle Care Service, adhere to the school's Staff Code of Conduct Policy. All parent's/carers using the service are expected to behave in the manner as if they were dropping off or collecting their children during core school hours. The school will not tolerate behaviour that could cause upset, fear or concern to any other persons on site.

If you are concerned about your own child's or another's behaviour, you are asked to bring it to the attention of a member of staff. Please do not try to manage or deal with the situation yourself.

### **ADMINISTRATION OF MEDICATION**

Pupils with asthma pumps or epi-pens are able to gain access at all times to their medication – as during core school hours.

If your child needs to have any prescribed medication administered or has additional health needs parents are advised to speak to the Senior Play Worker on site and complete the relevant medical forms, (if one has not already been completed via the main school office).

### **ACCIDENTS/INCIDENTS/UNWELL CHILD**

Golden Eagle Care operates under the same first aid procedures as the school. Parent/Carers will be notified of any accident/incident that occurs involving their child.

Minor accidents are recorded in the Accident Book. If any hospital treatment is required, parents are always contacted after the emergency services have been called.

If your child becomes ill whilst in our care and it is thought the child should be sent home, you will be called to come and collect your child as soon as possible. It is recognised that parents are working and may be unable to come immediately. It is important that your named emergency contact person is not the parent/carer but another person who will be able to come to the site immediately to collect the child. We cannot accept your child back into club until they are fully recovered from their illness.

### **SAFEGUARDING & CHILD PROTECTION**

At St John's School we are always alert to the care and needs of every pupil and believe that every child has the right to be safe. Our first concern is always your child's welfare. Golden Eagle Care follow the School's Safeguarding and Child Protection Policy. Any safeguarding concerns are to be report to Ms Barbara Wightwick – Head Teacher (Designated Safeguarding Lead) in the first instance or Mr Kieran Gorman – Deputy Head Teacher (Deputy Designated Safeguarding Lead).

All staff have a statutory obligation under the terms of the 1989 Children's Act to report any concerns they may have in regard to the children's health and safety. Our Safeguarding Policy can be found on our school website.

### **COMMENTS/CONCERNS**

We hope your children enjoy their time at St. John's Walham Green Primary Wraparound Clubs and participate in lots of the activities on offer. If you have any concerns or comments please in the first instance speak to the Senior Play Worker on site. If you are unhappy with the response please write to or make an appointment to see the Bursar via the school office.

The service operates under the school's Complaints Procedures, a copy of which is available on our website.

### **PARENTS RESPONSIBILITIES**

- Parents/Carers must always make it known to a member of staff of who will be collecting their child(ren).
- Parents/Carers are responsible for collecting children at the agreed time.
- Parents/Carers will be liable for the payment of late pickup charges applied for all late pickups after 6pm. The charge will be £15.00 per every 15 minutes or part thereof.
- Parent/Carers will refrain from using their mobile phones on the school premises, thus ensuring we have your full attention whilst collecting and dropping off your child/ren.
- Parents/Carers must make sure that Golden Eagle Care is given up to date contact telephone numbers/email addresses for each person who will be picking up children; to include mobile, home, workplace and any emergency contact numbers.