

## Contact Information

Hopscotch Before and After School Club  
St Thomas More Catholic Primary School  
Appleton Road,  
Eltham,  
London,  
SE9 6NS

Email: [sao@stmprimary.org](mailto:sao@stmprimary.org)

**School Telephone No. 020 8856 9153** - Please use this number to book your child into After School Club

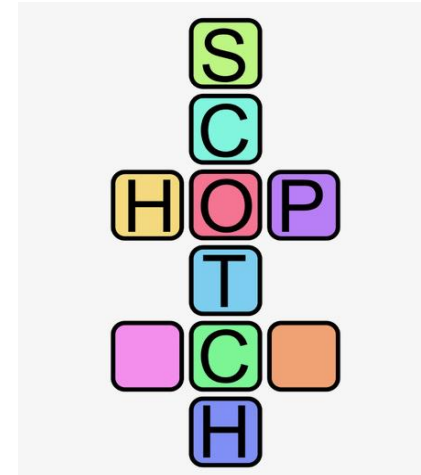
**Club mobile: 07784 564 581** - to contact us during club opening hours

### Club Staff

Manager: Mrs L Highfield



**ST THOMAS MORE CATHOLIC PRIMARY SCHOOL**  
**APPLETON ROAD LONDON SE9 6NS**  
**TELEPHONE: 020 8856 9153**



**Hopscotch**  
**Parents Handbook**

### Medication

No medication is given to children by staff. Children with long term medication may be given medication but only on the explicit advice of their doctor and this information must be recorded in our Medical Alert Handbook

### Complaints Procedure

If you have any queries, comments or need to discuss any matters concerning your child, please make an appointment to speak to Mr Jamieson

Verbal complaints will be investigated and action taken where appropriate.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of the Complaints Policy is available on request.

### **PLEDGE TO PARENTS**

We value our relationship with parents/carers and are committed to working in partnership with you to provide high quality play and care for your child(ren). We will;

- Welcome you to discuss our work
- 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 and friendships.
- Listen to your views and concerns to ensure that we continue to meet the needs of the children.

## GENERAL INFORMATION

### Behaviour (children)

The club follows the school's Behaviour Management Policy. A copy is available on request.

Following Christian values, the club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy we expect from them and engaging children in activities.

The club has procedures for dealing with unacceptable behaviour, in line with our policy. We will communicate this to parents where applicable.

However, if your child is violent or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the club immediately. In exceptional circumstances and only when all other attempts at behaviour management have been implemented, we reserve the right to permanently exclude a child from the club. See our Suspensions and Exclusions Policy for full details.

We do not tolerate bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our club is a place of safety and security for the children who attend and the staff who work here and we reserve the right to ban anyone exhibiting inappropriate behaviour from the premises.

### Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the club we will contact you and ask you to make arrangements for them to be collected. Please inform Mrs Power or the School Office if your child has contracted an infectious disease. If your child has had sickness or diarrhea please do not send them to the club for 48 hours after the illness has ceased. See our Illness and Accident Policy for more details.

### Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times. The club fully complies with Health and Safety Regulations. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care you will be informed when you collect your child. For full details see our Illness and Accidents Policy.

### About our Club

St Thomas More Catholic Primary School provides extended services that conform and are regulated by Ofsted. The club is open for breakfast from 7.30am until 8.50am (with breakfast served until 8.20am) and for after school from 3.30pm until 5.50pm weekdays.

### What we Provide

We provide healthy breakfast options and snacks, including fresh fruit. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. If your child has any special dietary requirements please inform us. We recognize the importance of healthy nutrition for children delivered in a calm, friendly setting. The food provided in the afternoon is not intended as a substitute for a main evening meal.

### Staffing

#### Morning Manager:

Mrs Brennan  
Supervisor : Miss Taylor

#### Afternoon Managers:

Mon-Tues - Mrs Miller,  
Wed - Thurs - Mrs Moore,  
Friday Mrs McCormack,

We aim to provide a smooth transition between school and the club. All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:15 for children under the age of eleven, in line with statutory requirements. If you have a query or concern at any time, please speak to either Mrs Highfield or a member of staff at the club. Any school related issues must be referred to the School Office and not the club team.

## TERMS AND CONDITIONS

### Admission

Our club aims to be accessible to children of St Thomas More Catholic Primary School. Admission to the club is managed by Mrs Power, priority will be given to Pupil Premium students.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately. Please contact the School Office to book your child into the Breakfast Club or After School Club.

### Payment of Fees - effective September, 2022

#### Before School 7.30am to 8.50am

£5 per child per session  
(Breakfast is served until 8.20am)

#### After School 3.30pm-5.50pm

£10 per child per session

Fees are payable via the school's online payment system, School money. Please ensure that fees are paid promptly **a week in advance**. Non-payment for more than one week may result in your place being terminated.

The club finishes at 5:50pm, if you are delayed for any reason please telephone the club to let us know. A late payment fee of £10.00 per child for every 15 minutes will be charged if you collect your child after the club has closed. You may also be asked to make a contribution towards any extra staff wages costs incurred.

If your child remains uncollected after 6.30pm and you have not warned us that you will be delayed and we have been unable to reach you or any of your emergency contacts, we will follow our Uncollected Children Policy and contact the Social Care Team.

### Temporary Changes

Please try and give us as much notice as possible if you require more days or need to reduce days.

### Arrivals and Departures

When children arrive for Breakfast Club you are asked to sign the register. For After School Club the children will be taken to the club when normal school time is over. A register is taken when children arrive in our care, we ask you to sign your child/children out each day when you collect them.

We expect your children to be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

### Child Protection

We strive to create an environment in which children are safe. If we feel a child is vulnerable for any reason it will be fully investigated in line with safeguarding procedures and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our Safeguarding Policy.

### Equal Opportunities

Our club provides a safe and caring environment, free from discrimination, for everyone in our community.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of harassment
- We make every effort to accommodate and welcome all children with additional needs

