



# Moss Hey Out of School Club

Out of School Club Tel: 0161 439 5114 option. 3

Email: [outofschool@mosshey.stockport.sch.uk](mailto:outofschool@mosshey.stockport.sch.uk)

School Office: Tel 0161 439 5114 option. 4

## Out of School Terms and Conditions

### Mission Statement

Moss Hey 'Out of School' (OOS) Club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop, in line with the ethos and aims of Moss Hey School.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and cooperative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Club continues to meet the needs of children and their parents/carers.

### Booking sessions

It is advisable to book for each half term in advance to secure your child's place, however it is possible to book sessions online up to 2 days before a session is required. **Online bookings will close 2 days before a session.** Ad-hoc sessions may be available depending upon whether the club is full. If you would like to request a place that is less than 2 days in advance please email [outofschool@mosshey.stockport.sch.uk](mailto:outofschool@mosshey.stockport.sch.uk) and the manager will check availability and confirm if a place is available.

If your request is for the same day, please call the school office.

Although we appreciate that the flexibility of the club to provide ad hoc sessions is very important, we do reserve the right to turn children away if numbers exceed the planned staffing levels.

If we approach a capacity issue, we nevertheless need to ensure that the children who attend are safe and happy in a secure environment.

1. Priority will always be given to those children who are booked on ahead of the session start.
2. If a child turns up to the club (either the morning or the afternoon session) without being booked on, and if there is space, the child will be allocated a place. There will be a DOUBLE booking fee charged if repeat non-booking is experienced. Repeat non-booking constitutes 5 times in any half term.

3. If a child turns up to the club (either morning or afternoon session) without being booked on, and the club is full to capacity, then the child will have to be turned away.
4. If you realise during the day that you will need afterschool care, you will not be charged double if you phone or email the office BEFORE midday on the day care is required.
5. Parents who have not picked up their child by the closing time of 6.00pm will be charged a rate of £5:50 per 15 minutes late.

### **Cancellations**

We require 2 full working days' notice for any cancellations. Parents have the facility to make any amendments or cancellations themselves on School Gateway as long as it meets the 2 days' notice requirement.

If school is closed for any reason i.e adverse weather, meaning the Out of School club service cannot be provided at all, refunds will be issued by the club.

### **How to make payment**

Sessions must be paid for at the point of booking. You can pay for your sessions via the School Gateway website or smartphone app. To activate your account:

- **Visit the website:** [www.schoolgateway.com](http://www.schoolgateway.com) and click on 'New User'. You'll receive a text message with a PIN number. Use this PIN to log into School Gateway.
- **Download the app:** If you have a smartphone, please download School Gateway from your app store (Android and iPhone).

### **Morning session times and prices from September 2024:**

**£5.75** per session 7:45 a.m. – 8:45 a.m. **All children must have arrived by 8.30 a.m.**

All children are escorted to their classes.

### **Afternoon session times and prices:**

**£12.00** from 3:20 p.m. – 6:00 p.m.

Parents who have not picked up their child by the closing time of 6:00pm will be charged a rate of £5.50 per 15 minutes late. Out of School closes at 6:00pm prompt. Children must have been collected by this time at the latest. Failure to comply with this will result in an additional charge. Consistent lateness to collect could result in the loss of your OOS place.

If the fees are not paid on time, school will notify the parent/carer in writing and request payment at the earliest possible opportunity. No bookings for a new term will be permitted if there is an outstanding balance to pay.

The manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.

AD-hoc bookings made by the office must be paid for on the same day.

### **Methods of payment**

All sessions must be paid for upon booking.

Payment can be by:

- Direct bank transfer via School Gateway
- Debit card via School Gateway
- Childcare vouchers: As a provider of registered childcare we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of Working Tax Credits.
- Tax-Free childcare payments.

**Please note that if you pay by Tax free childcare/childcare voucher, you will need to have a credit balance applied to your account in order to pay by this method. Payments should be sent in advance of a new term to ensure a credit balance is available. If credit is not available, you will need to pay by an alternative method. It is important to note that adding payments via this method is a manual process performed by the office and does not happen automatically at the point of payment. Please ensure you send your payment at least 1 week prior to needing to book.**

**N.B the school office is closed during school holidays so you should ensure you have credit applied before any holiday begins. Any vouchers received during the school holidays can only be applied upon the re-opening of school.**

### **Behaviour Management.**

Our Club recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.

The aims of our Behaviour Management Policy are to help children to:

- Develop a sense of caring and respect for one another.
- Build caring and cooperative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

### **Equal Opportunities.**

Our Club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.

The Club's equal opportunities procedures aim to help everyone involved in the Club to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

The Club aims to provide a welcoming and caring environment that promotes and reflects cultural diversity and is equally accessible to all. The Club will endeavour to challenge any offensive behaviour, language, or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

We adhere to Moss Hey Primary School's policies and procedures.

### **Child protection and safeguarding children**

Moss Hey Primary School and the Out of School Club follow Stockport Safeguarding policy. We believe that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

The Club's child protection procedures comply with all relevant legislation and other guidance or advice from Stockport Safeguarding Children's Board (LSCB). 0161 474 5657

The designated safeguarding lead for the setting is Mrs Elise Messham.

### **Early Years Foundation Stage**

Moss Hey Out of School Club is committed to delivering the Early Years Foundation Stage (EYFS) which became a legal requirement in September 2008 for all early years childcare providers. EYFS covers children from birth to the end of their reception year.

The Club will provide a balance of adult led and child initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

### **Complaints procedure**

At Moss Hey we have a real and on-going dialogue with parents. The OOS/School/Parent Partnership is viewed seriously and as a consequence we hope to avoid situations where complaints occur. If you have a concern or complaint please follow the Moss Hey School Complaints policy (available on the school website).

We would like you to tell us about OOS, and we welcome suggestions for improving our facility. Be assured that no matter what you tell us, our support and respect for you and your child will not be affected in any way. Please tell us of your concerns as soon as possible

as it is difficult for us to investigate properly any incident or problem which has happened some time ago.

Most concerns can be sorted out quickly by speaking to the manager.

If you are dissatisfied with the manager's response, you can refer it directly to the Headteacher by emailing [headteacher@mosshey.stockport.sch.uk](mailto:headteacher@mosshey.stockport.sch.uk)

### **How to make contact**

Out of School Manager: Ms Parkinson

Out of School Tel: 0161 439 5114 option. 3 (calls can only be answered during OOS operational hours, please leave a message if the call is not answered)

Out of School Email: [outofschool@mosshey.stockport.sch.uk](mailto:outofschool@mosshey.stockport.sch.uk)

Any queries regarding payments should be directed to Mrs Power in the school office:-  
[admin@mosshey.stockport.sch.uk](mailto:admin@mosshey.stockport.sch.uk)