



**MOUNT PRIMARY SCHOOL**

**THE LIGHTHOUSE CLUB**

**PROVISION, PRICING AND  
COMMUNICATION POLICY**

**ACADEMIC YEAR: SEPTEMBER 2024**

**THIS POLICY IS INTENDED FOR ALL FAMILIES WHO USE  
OUR BREAKFAST AND AFTER SCHOOL CLUBS AND ANY  
PARTNERS INVOLVED IN OUR PROVISION.**

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# Club Provision

The Lighthouse Club is part of the school's extended provision. Club staff are subject to the same policies, procedures and management applicable to all staff employed in school. The ethos and delivery is consistent with the provision during the main part of the school day.

At Mount Primary School all children have the right to

- be safe
- be happy
- be respected
- to learn

These principles form the basis of our "Out of Hours" provision. Children attending the Club are expected to behave and conduct themselves in accordance with school policies.

Breakfast Club is based in the school hall and is accessible via the double doors by the F2/KSI gate (there is a bell). After School Club collection is via the school office entrance. After School Club sessions are centred in classrooms in which children assemble, eat and enjoy activities. The Club also has access to the hall, outdoor play areas and forest school areas. All areas and activities are supervised by adults.

The club operates Monday to Friday during term time only. Our provision guarantees a staffing ratio of one staff member to a maximum of fifteen children.

All children engage in a varied menu of activities which are focused on provision through six areas. These activities offer each child a variety of learning opportunities with their peers.

1. Home learning opportunities
2. Arts & crafts
3. Table top games / floor games
4. Construction
5. Imaginary play
6. Active play / Outdoor activities

## Breakfast sessions

Breakfast sessions are from **7:30am to 8:50am**. Children are escorted to their classrooms in accordance with their class start time. Children can arrive at club between the stated times but must arrive before their official class start time. Please see school website for more details.

All children receive a healthy option breakfast that includes

- ✓ water
- ✓ low sugar or sugar-free cereals
- ✓ toast with spread or jam
- ✓ fresh fruit
- ✓ yoghurt

Breakfast is served until 8.30am.

## After School sessions

After School sessions are available from **3:10pm to 5:55pm**. Club start times are dependent upon the different school end times for year groups. All children are collected from class and safely escorted to their allocated classroom for a snack before engaging in planned activities. Children can be collected from club between the stated times. **The Club closes at 5.55pm and children must be collected before this time.**

Examples of our healthy snack options include

- ✓ water
- ✓ fresh fruit
- ✓ sandwiches and wraps (brown or white bread)
- ✓ toasties (brown or white bread)
- ✓ crackers
- ✓ pasta
- ✓ rice
- ✓ beans with toast

A snack is provided during each session and only food provided by Lighthouse Club can be consumed during the sessions.

## Our Staff Team

All staff in The Lighthouse Club are under the supervision of Miss Byrne, Acting Head Teacher, and Mrs Unsworth, Business Manager. The Club is managed by Miss Murphy.

| Breakfast Club    |                    | After School Club     |                    |
|-------------------|--------------------|-----------------------|--------------------|
| Miss Murphy       | Manager            | Miss Murphy           | Manager            |
| Mrs Harford       | Senior Play Worker | Mrs Harford           | Senior Play Worker |
| Mrs Skitt         | Senior Play Worker | Mrs Skitt             | Senior Play Worker |
| Mrs Cabrey-Wilson | Play Worker        | Mrs Burdett           | Play Worker        |
|                   | Play Worker        | Ms Askew              | Play Worker        |
|                   |                    | Mrs Clements-Williams | Play Worker        |
|                   |                    |                       | Play Worker        |

You can expect our staff to provide a

- ✓ friendly welcome
- ✓ nurturing environment and attitude for your children
- ✓ positive approach to conduct and discipline
- ✓ relationship between adults and children that is respectful
- ✓ varied choice of healthy food
- ✓ professional approach to supervision that safeguards children and is focused on their health and safety

# Pricing: Academic Year September 2024 to August 2025

At The Lighthouse Club we believe in open communication with all our parents and staff. We set our prices to achieve an affordable charging structure that allows school to offer excellent provision at as low a cost as possible.

We set our prices for the whole of the academic year so you are not faced with unforeseen cost increases during the school year. We last increased our prices in September 2023, and before this raised our prices in September 2019, September 2015 and September 2010.

## Pricing per child for academic year September 24 to August 25

| Session      | Cost  | Weekly | Whole year |
|--------------|-------|--------|------------|
| Breakfast    | £4.50 | £22.50 | £855.00    |
| After School | £8.00 | £40.00 | £1,520.00  |

The Club is open 190 days during term time. The weekly and whole year costs above are shown for guidance and are based on a single child attending each club for the whole week.

**Places** – when you register your child for either breakfast and/or after school club you are reserving a place for your required club on the specified days. The registration form allows you to state which days of the week and which sessions you wish your child to attend. This information is used to determine the minimum required staffing levels and you are signalling your intent to pay the club throughout the full academic year.

Payment is required for all days booked, even if a child does not attend. You are charged per registered place and not the number of sessions attended.

Should your account fall into arrears and is not settled once requested, your child's place will be cancelled. However, family circumstances can and do change and we will aim to be as flexible as possible in such instances. You will still need to provide notice and settle outstanding payments. See below for further information regarding payment.

**Additional days/One off sessions** – if your child does not attend every day there is the option, should you need it, to buy in “one off” or irregular additional days. Please note that this is not guaranteed and will be subject to sufficient free space being available in the club for the additional day(s) you require. Payment in full is required in advance of the additional/one off session(s). Please see the Club Manager for further details. Absence will be charged in line with the policy and a charge is applied even if the booked session is no longer required.

**Late collection of a child** – in the case of a late pick up of a child or children by a Parent/Carer from the After School session, school reserves the right to charge an extra fee of £5.00 per child for every half hour or part thereof from 5.55pm. This is to cover the additional childcare provided and staff overtime costs. Repeated late collections will jeopardise your child's place at the club. Parents/Carers are required to contact After School Club if they are going to be late. The late collection charge will be automatically applied to the After School Club account and confirmation of the charge sent to the Parent/Carer via School Spider.

**Absences /Illness** – short term absences and short term illness absence will still be charged. Long term absence will be reviewed by management on a case by case basis.

**School closure days** – your registered places are for the 190 term days each academic year. The five staff training days (commonly called “INSET” days) are not included in the 190 days and are therefore not charged. You will not be charged for any other school closure days, such as those due to industrial action or bad weather when the Club is forced to close. However, please bear in mind that the Club may still be open if the closure is only partial. For example, the Breakfast club may be open but mid-morning the school closes because of bad weather. Breakfast charges apply but the After School charges for that day will be credited and carried forward to reduce your next payment.

### **Residential trips and other voluntary activities**

You will still be charged should you opt for your child to attend school residential trips and/or partake in any other activities and extra curricular clubs which are voluntary, for example, performing arts, craft clubs or athletic clubs after school.

### **Withdrawal**

If a place is no longer required, you must give 2 weeks’ notice to cancel your place. You will be charged until the end of the 2 week notice period. If you wish to relinquish your registered place(s) before the end of the academic year you must submit written notification to the Club Manager, providing 2 term weeks’ notice. Should you withdraw your child from Club without notice or with less than 2 term weeks’ notice, you will be charged a 2 week equivalent of your child’s normal sessions. You must immediately settle all outstanding fees.

### **Change to registered days**

We require a 2 week notice period if you wish to change your registered day to another day. A change in registered day is subject to sufficient places being available on the requested day and waiting lists.

### **Payment**

The Lighthouse Club is self-financing and is run as a “not for profit” venture. Fees are used to employ the Club staff – salaries are not funded by the school - and to pay for food and activity resources. It is very important that families pay promptly and do not accumulate arrears. **Payments must be made a week in advance and a credit balance maintained.** Non-payment of fees will jeopardise your place at the club.

It is the Parents/Carers responsibility to contact the Club Manager if unable to make payment of fees for that week. An alternative date for payment must be provided in writing and accepted at the discretion of management.

There are several options available for you to pay for your registered places(s).

- **Arbor** – an online secure payment facility allowing for payment via debit or credit card. Schools nationwide use this facility and families can see 24hrs a day how much they owe and how much they have paid. School provide all families with details.

- **Standing Order** – payment is made direct to the club’s bank account. Please contact the Club Manager for details. ***It is important that the reference you choose identifies the family making the payment.***
- **Childcare Voucher** – these are redeemable online. ***It is important that the reference you choose identifies the family making the payment.***
- **Tax Free Childcare** – the Club is registered to accept TFC payments as Mount Primary School. ***Please provide the Club Manager with your TFC reference.***
- **Childcare Grant** – we accept payment via Childcare Grant. Please inform the Club Manager once you are registered with the scheme.

#### **Not valid methods of payment**

- Cheque – no longer accepted as payment in January 2015
- Cash – no longer accepted as payment from September 2015.

**School monitors payments and accounts on a daily basis and you must remain in credit to ensure your place is retained. We cannot guarantee a continued place at the Club if you have unpaid fees on your account.**

Regardless of payment method all children using the Club have an Arbor record that parents can view to see the balance of fees and charges. Payments via standing order, TFC or childcare voucher will be subject to a delay while records are manually updated. Any adjustments to reflect unusual events – such a closure due to bad weather or industrial action – will be delayed while records are manually adjusted.

#### **Debt Recovery Policy**

Further information regarding arrears and our debt recovery policy can be found under the “Policies” section of the school website.

#### **Existing Debt**

We are unable to provide a new place or additional sessions at Breakfast or After School Club if you have unpaid fees on your Lighthouse Club Account. Please ensure your account is up to date and paid in full before applying for a place or requesting additional sessions.

#### **Behaviour**

The Lighthouse Club promotes a safe and positive environment for children. Children attending the Club are expected to behave and conduct themselves in accordance with school policies. Not following the school’s behaviour and safety policies may result in the removal of your child’s place from the Club.

#### **Registration Details**

The Club Manager must be informed of any changes to your registration details as soon as possible. It is important that your contact information is kept up to date.

#### **Non Attendance**

If your child is being collected from class and will not attend one of their registered days, you must notify the club in advance. Please see Absences/Illness for more information regarding charges.

## **Alternative Collection**

If the person collecting your child is not registered as a named person, we require written notice or verbal notice to The Lighthouse Club or the school office giving permission for that person to collect your child. We will require a password and brief description of the nominated person. If we have not been informed of an alternative collection we will attempt to contact the parent/carer for verbal permission to collect in the first instance. If we are unable to make contact with the parent/carer we will use the school Arbor database to confirm if the person collecting has recorded permission to collect. If the person is not registered to collect on the school database then the child will not be released until confirmation from the parent/carer has been received.

## **New Starters**

If your child is starting After School Club, please provide the Club Manager with a password that can be provided upon request by staff when your child is collected from Club. This will be used until the person collecting is recognised by The Lighthouse Club staff.



# Feedback & Complaints

We always welcome feedback from children and families. Any feedback can be given

- verbally to the Club Manager
- in writing to the Club Manager or
  - in writing to the Head Teacher (learning & behaviour issues)
  - in writing to the Business Manager (financial & staffing issues)

We realise that occasionally there may be a need for complaints to be communicated regarding our provision. We have a three step complaints procedure.

- 1) Informal verbal complaint to the Club Manager – If complaints are made to the Club Manager you will always be listened to professionally. We hope that in most cases open and clear communication will resolve the issue. These complaints are graded as informal.
- 2) Formal Written Complaint – If you feel that your informal complaint has not been dealt with appropriately or is of a serious nature then your complaint should be made in writing. This complaint will be kept on file. We guarantee to respond to your complaint within three working days during term time. We hope that this would resolve matters.
- 3) Complaint to the Head Teacher and Governing Body – If you feel that your complaint cannot be dealt with appropriately by the Club Manager you should submit a written complaint to the Head Teacher. All complaints are shared with the Governing Body as a matter of course. You are guaranteed a response to all complaints of this nature within five working days during term time.

## **Confidentiality**

All conversations and correspondence will be treated with discretion. However, from the outset all parties of the complaint will need to be aware that some information may have to be shared with others involved in the complaints procedure. The Club Manager may have to be accompanied by another member of staff when dealing with some complaints. As part of the procedure a written record will be maintained of all meetings.

## **Anonymous complaints**

Anonymous complaints may be disregarded unless they are substantiated by someone. It is at the discretion of the Head Teacher to decide whether the gravity of an anonymous complaint warrants investigation.

## **Redress**

If the outcome of the complaint procedure shows that the Club is/was at fault, the Club will provide redress in the form of an acknowledgement that the complaint is valid. One of the following will be offered:

- an apology
  - an explanation
  - an undertaking that the event complained of will not recur
  - an undertaking by the Club to review policies and/or procedures in light of the complaint
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# Term Dates

## Cost per half term

| Term     | Dates                   | Total days | Breakfast Club | After School Club | Total            |
|----------|-------------------------|------------|----------------|-------------------|------------------|
| Autumn 1 | 04 Sept 24 to 24 Oct 24 | 37         | £166.50        | £296.00           | £462.50          |
| Autumn 2 | 04 Nov 24 to 20 Dec 24  | 35         | £157.50        | £280.00           | £437.50          |
| Spring 1 | 07 Jan 25 to 14 Feb 25  | 29         | £130.50        | £232.00           | £362.50          |
| Spring 2 | 24 Feb 25 to 04 Apr 25  | 30         | £135.00        | £240.00           | £375.00          |
| Summer 1 | 22 Apr 25 to 23 May 25  | 23         | £103.50        | £184.00           | £287.50          |
| Summer 2 | 03 Jun 25 to 22 Jul 25  | 36         | £162.00        | £288.00           | £450.00          |
|          | <b>TOTALS</b>           | <b>190</b> | <b>£855.00</b> | <b>£1,520.00</b>  | <b>£2,375.00</b> |

*Please note that costs assume one child attending Monday to Friday*

## Cost per registered day

| Day          | Total sessions | Breakfast Club | After School Club | Total            |
|--------------|----------------|----------------|-------------------|------------------|
| Monday       | 35             | £157.50        | £280.00           | £437.50          |
| Tuesday      | 39             | £175.50        | £312.00           | £487.50          |
| Wednesday    | 39             | £175.50        | £312.00           | £487.50          |
| Thursday     | 39             | £175.50        | £312.00           | £487.50          |
| Friday       | 38             | £171.00        | £304.00           | £475.00          |
| <b>TOTAL</b> | <b>190</b>     | <b>£855.00</b> | <b>£1,520.00</b>  | <b>£2,375.00</b> |

*Please note that costs assume one child attending*

## **Policies**

Mount Primary School policies apply to Lighthouse Club. This includes the Data Protection policy. All school policies can be found on the school website ([www.mount.wirral.sch.uk](http://www.mount.wirral.sch.uk)).

## **Permissions**

Pupil permissions granted to Mount Primary School are the same permissions used by Lighthouse Club for pupil photos, social media and the privacy notice.