

## Little Haven Information Booklet

Welcome to Mount Street Academy's Little Haven, providing wraparound care, through breakfast and after school clubs. Our vision is 'creating a haven in which children flourish', which means everything we do is designed to give your child the very best possible care and education, in the widest sense of the word.

### Contact details

Email: [wraparoundcare@mountstreet.anthemtrust.uk](mailto:wraparoundcare@mountstreet.anthemtrust.uk).

Please note, emails received after 6pm will not be seen until 9am the following morning.

Direct phone number: 01522 457971 (during club hours)

Main school office telephone number: 01522 527339 (outside of club opening hours)

### Opening times and fees

#### Monday to Friday (term time only)

Breakfast	
Breakfast club: 7.30am – 8.45am (9am for Nursery only)	£6.00 (including breakfast)
After school	
After school club: 3.15pm – 6.00pm	£8.80 (including snack)

*A £1 per minute late fee applies*

Our club fees are reviewed annually in April & are subject to a percentage increase each year.

## Meet the team



Yvonne Adams  
Wraparound  
Care Co-ordinator  
Safeguarding



Liz McGuire  
Wraparound  
Care Playworker



Natalie Parkinson  
Wraparound  
Care Playworker

### Booking of sessions

All sessions at our breakfast or after-school clubs must be booked and prepaid through your My Child at School (MCAS) account. Bookings must be made 48 hours in advance in order to ensure adequate staffing. If you are making an emergency booking please ensure you contact the school office. Please note that we are unable to provide access to before or after-school club for sessions that have not been paid for in advance of the session.

If you are paying via the Tax-Free Scheme/other voucher scheme, please send us a screen shot of the money being transferred from your Tax-Free account and let us know how much you want adding to either AM or PM sessions. We will then credit your account for you to book your sessions on your MCAS app. We do not have the facility to take cash payments.

For families with changeable work patterns a number of ad-hoc places will be available, however these will be limited and will be allocated on a first-come, first-served basis. As with regular bookings, these places should be booked and paid for through your MCAS app.

### Waiting List for oversubscribed sessions

Our breakfast and after-school clubs are very popular. As a result, this can mean occasionally that there are more families wishing to use them than there are places available. Where this is the case, you will be placed on a waiting list for your desired session. These will be allocated on a first-come, first-served basis if a slot becomes available.

### Activities

Our children's wellbeing & development are central to all of the activities available to them whilst attending Little Haven breakfast or after-school clubs. We offer a fun, happy setting where children develop positive attitudes to independent learning through play whilst being supported by adults who nurture these attributes.

A typical schedule of activities is:

#### Breakfast club (7:30 a.m. – 8:45 a.m. (9am for Nursery only)):

Breakfast items will be available between 7.30am and 8.30am and children will have access to a selection of games, puzzles, drawing and iPads.

#### After-school club (3:15 p.m. to 6.00 p.m.):

3:15 – 3:30 Collection time

3.30 – 4:00 Free choice/ outdoor play

4:00 – 4.15 Storytime and tea/snack

4:15 – 5:00 Arts and crafts/ construction/ games and puzzles/ Small World

5:00 – 5.15 Cosmic Kids Yoga

5:15 – 6:00 Games and puzzles/ Small World

### Activities Cont.

#### Outdoor play:

The majority of the activities are held in the school hall, however children are also encouraged, weather permitting, to spend time outside on the school playground where sports activity and equipment is available.

### Food

Please note we will always adhere to the dietary requirement information you have provided to the school on the MCAS app.

#### Breakfast club

At breakfast club we provide a healthy, balanced buffet-style breakfast and a drink. This includes a selection of cereals, toast, crumpets, bread muffins, fruit, yoghurt, milk, water and juices. To ensure that children have sufficient time to eat and enjoy their food, breakfast will be served up to 8.30am. If your child arrives after 8.30am, please consider giving them breakfast beforehand.

#### After-school club

A snack is provided for all children attending after-school club such as toast or crumpets, some fruit and a glass of milk, unsweetened juice or water.

Parents may also wish to send their child to school with an additional healthy snack to be eaten at after-school club. Please note that we are unable to store food from home in a fridge, or to heat any food items, so suggest that this should be something like a healthy cereal bar, piece of fruit, wholemeal biscuit.

**Please remember that Mount Street Academy is a nut-aware site so we discourage any snacks that may contain nuts.**

### Drop off/collection

Drop off and collection of your children will be from the main school entrance or the back of the hall where you will sign them in/out. Please ring the doorbell on arrival.

Children must be collected by a responsible person aged 16 or over. When a child is collected by someone other than a parent or main carer known to the staff, this must be pre-arranged with the school office or Wraparound Care Co-ordinator.

### Late collection

We understand that, on occasion, you may not be able to collect your child by the time the after-school club closes. **If you think your child will not be collected before 6.00pm, please contact Little Haven on 01522 457971.**

Please be aware that it is our policy to contact social care if your child is not collected on time and we have not managed to make any contact with you, or the alternative contact for your child. There will be a late charge of £1.00 per minute and you will be charged for this amount on your MCAS app. Please be aware that persistent late collection may result in the loss of your child's place at the afterschool club.

### Refunds

Monies paid cannot be reimbursed if a child fails to attend for any reason, including illness. This is because staffing is planned and organised to accommodate the number of children expected to be in each session based upon bookings.

### Changes to days and cancelling your place

We require half a term's notice of termination or of changes in prebooked attendance patterns. If you need to change the days that your child attends, please contact the school office, we will try to accommodate such changes whenever possible.

### Club closure

We will only close our breakfast or after-school club in the case of school closure (for example, due to weather conditions). In the event of a closure, a member of staff will endeavour to contact parents by text or phone by 7.00am for breakfast club or 1pm for after school. You will not be charged for sessions that are closed by Mount Street.

### Illness, accident, or emergency

Parents are informed immediately if their child becomes ill whilst in our care, or if they have an accident where it is felt the parents/carers are needed. There is always a qualified first aider on duty and all accidents will be reported as per the First Aid Policy. Details of each child's medical needs and any allergies are recorded.

### Medication

Please refer to the school's current Administering Medicines and Supporting Pupils with Medical Conditions Policy.

### Behaviour

We take a positive approach to managing behaviour and follow our usual school behaviour management procedures (available and on our website).

For everybody to be safe and happy we have Little Haven club rules which are regularly discussed and practiced with the children. If you have any concerns at any time about your child and their social or emotional welfare whilst at our breakfast or after-school clubs, please discuss it as soon as possible with a member of staff.

If a child demonstrates inappropriate behaviour, the Head Teacher has the right to withdraw that child from the clubs.

### What we require from parent/carers

To ensure that our breakfast and after-school clubs run efficiently and effectively there are a few things which parents and carers can do to help, your assistance with the following would be helpful and very much appreciated:

- When collection arrangements for your child have changed, please ensure that you inform us, in writing if you know in advance or by personally telephoning us if it is on the day.
- Inform us if your child is to be absent from the club (including due to illness).
- When you collect your child/children from the club they are your responsibility from the time that you arrive, this is the time that is recorded as the leaving time.
- Book and pay for sessions in advance to ensure your child's place.

### Safeguarding and Child Protection

Here at Mount Street, we are committed to safeguarding and promoting the welfare of children. We all work together to create and maintain a safe, happy environment for the children at our school and take action when there are child welfare concerns.

All our staff are employed by Anthem Schools Trust and are subject to enhanced DBS (Disclosure and Barring Service) checks. They also receive appropriate safeguarding, child protection, first aid and other training, as required, including food hygiene.

The staff are responsible for following the schools' policies and procedures which are based on local and national guidance. All staff will wear identification badges.

Our Designated Safeguarding Lead (DSL) is our Headteacher, Mrs Rachael Horn. You can contact her on 01522 527339 or email [enquiries@mountstreet.anthemtrust.uk](mailto:enquiries@mountstreet.anthemtrust.uk) should you have any concerns.

### Complaints Procedure

Concerns about Little Haven should be raised with the Wraparound Care Coordinator in the first instance. This can be done by email or in-person by appointment only.

We believe that children and their families are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with you and we welcome suggestions on how to improve our wraparound at any time. All concerns will be taken seriously. Should the concern or complaint not be resolved at this stage, then parents/carers should make an appointment to see the Head Teacher who will then follow the school's complaints procedure. We believe that most complaints are made constructively and can be resolved at an early stage. It is in the best interests of all parties that complaints are taken seriously and dealt with promptly, fairly, and confidentially. Making a complaint will NOT affect the standard or quality of care given to your child or losing their place at the club.

### Policies

Little Haven is run by the school and therefore adopts the school policies. These are available on our website or can be requested via the school office.