


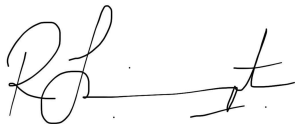
Christ Church New Malden

Church of England Primary School



Breakfast & After School Wrap Around Care Procedure - Connect @ Christ Church

Committee or Individual Responsible	Pupil Impact Committee
Approval required by	Headteacher
Statutory or Recommended	Recommended
Frequency of review	Annually
Date approved	June 2026
Date of next review	June 2027
Display on website	Yes
Link with other policies	Behaviour Policy , Health & Safety Policy Medical Conditions Policy, Safeguarding and Child Protection Policy

	Signed	Date
Headteacher		June 2026
Chair of Governors		June 2026

1. INTRODUCTION

Connect @ Christ Church is run by Christ Church New Malden CofE Primary School and exists to provide high quality out-of-school hours childcare for our parents. It provides a range of stimulating and creative activities in a safe environment. Connect operates from 7.30am to 8.45am and from 3.15pm to 6.15pm (term time excluding INSET days). The current prices for each session are detailed below in **S.8. Payment of Fees**. Copies of this policy are available upon request and on the school website.

2. ADMISSIONS

Only children attending Christ Church New Malden Primary School are eligible to attend Connect

- All places are subject to availability
- An application and information form must be completed prior to the child's commencement at the club, containing information about the child's date of birth, address, health, contact details and persons who may collect child
- A first aid consent form must be completed prior to the child commencing
- Irregular users are welcomed provided there are spaces - priority will be given to long term, regular bookings
- All staff are made aware of the details when a new child is registered
- Children's attendance is recorded in a register.

3. ARRIVAL AND DEPARTURE

3.1. Before School Club

- Parents/Carers are required to bring their child directly to the club and to ensure that they are marked in the register.
- Junior Children will be escorted to the Junior playground at 8.30 am by school staff.

3.2. After School Club

3.2.1. Collection Of Infant Children

- Infant children will be taken to the Infant hall, where Connect staff will welcome and register them.

3.2.2. Collection of Junior Children

- Junior children will be sent to the Junior office where they will be met and registered by school staff who will walk them down to the Infants. (There will be two-three members of staff to ensure the children's safety.)

3.2.3. Departure

- When a parent/carer or named collector collects a child they must inform a member of staff that they are collecting a child.
- Parents/carers must ensure that the Infant office is informed about any person who may collect their child.
- Parents must inform the infant office if their child is going to be absent from the Club.

4. DAILY ROUTINE

The external doors are kept secure at all times. Parents/carers must ring the wireless bell labelled Connect to attract attention. On arrival all children are marked in the register.

4.1. Morning Session -7.30am – 8.40 am

Parents bring their children to the Before School Club situated in the Infant hall where there are different areas, including breakfast tables and a range of activities.

- At 8.30am Junior children are taken to the gates to the junior playground in time for the start of the school day.
- At 8.40am Infant children walk to their classrooms.

4.2. Afternoon Session - Monday - Thursday 3.05pm - 6.15pm *(please note there is a shorter session on Friday—see 4.3)*

- 3.15pm Infant children walk to the school hall where they are offered a snack and a drink and a quiet activity.
- 3.30pm Junior children are collected from the corridor outside the junior office and walked down to the infant site, where they are also offered a snack and a drink. If the weather is good, the children are then invited to play outside, using a range of small and large equipment and the trim trail.
- At 4.45pm, children return to the school hall to eat a light tea (meal).
- After their tea, children can take part in a wide range of activities, including the special craft activity of the day.
- Children can be collected at any time **up to 6.15 pm.**

4.3. Afternoon Session- Friday 3.05pm - 5.15pm

- 3.15pm Infant children walk to the school hall where they are offered a snack and a drink and a quiet activity.
- 3.30pm Junior children are collected from the corridor outside the junior office and walked down to the infant site, where they are also offered a snack and a drink. If the weather is good, the children are then invited to play outside, using a range of small and large equipment and the trim trail.
- At 4.15pm, children return to the school hall to eat a light tea (meal).
- Children can be collected at any time **up to 5.15pm.**

5. BEHAVIOUR

Whilst attending Connect, children are expected to:

- Use socially acceptable behaviour
- Comply with the normal school rules and the Christ Church 'Ways to Be'
- Respect one another, accepting differences of race, gender, ability, age and religion
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club.

Positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Certificates given out during Monday's whole school assemblies for exceptional accomplishments.

Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner • In the first instance, if necessary, the child will be temporarily removed from the activity
- Staff will explain why the behaviour displayed is deemed inappropriate • Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation
- If the situation continues, staff will discuss the best way forward with senior management
- Senior management will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour
- If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child. The reasons and processes involved will be clearly explained to the child and their parent/carer.

6. FIRST AID

- All accidents will be recorded in the School's accident book, accurately reported to the parents/carer upon collection and signed by a member of Connect staff.
- Accident records must give details of:
 - Time, date and nature of the accident
 - Details of the child involved
 - Type and location of the injury
 - Action taken and by whom
- All incidents are dealt with by a qualified first aider. Parents of any child who become unwell during Connect will be contacted immediately. If a child is sent home during school hours, Connect will be informed of their absence.

7. MISSING OR UNCOLLECTED CHILDREN

7.1. Missing Children

In the event that a child goes missing, the following procedure will be undertaken: Appropriate school staff will be informed of the missing child. The Club Supervisor will search the inside of the building and delegate an outside search of the building to another member of staff. If the child remains missing then the emergency services will be contacted.

7.2. Uncollected Children

Parents will be contacted in the first instance by telephone. Emergency contacts will be contacted in the second instance. If a child remains uncollected by 6.45pm and we have been unable to contact a parent, carer or emergency contact, we will follow our safeguarding procedures by contacting the local authority's duty social worker.

8. PAYMENT OF FEES

8.1 Fees

It is a requirement of the club that parents submit their fees alongside their booking or enter into a Payment Plan. This avoids any bad debts.

If a parent is experiencing difficulty with payment of their fees then they should contact the School Business Manager as soon as possible.

Fees for 2026/27

Breakfast: Monday - Friday 7.30am - 8.40am	£8
Afternoon Session: Mon -Thurs 3.05pm - 6.15pm	£19
Friday 3.05pm - 5.15pm	£13
Walk In Bookings	£2 plus session fee payable on door
Late Pick-up	£5 per 5 minutes payable on door

8.2 Booking Close Times

To enable us to staff sessions appropriately, bookings close at the following times:

- **Breakfast sessions:** 7.15pm on the evening before the session.
- **Afternoon sessions:** 1.05pm on the day of the session.

We kindly ask that all bookings are made before these deadlines. Any bookings made outside of these times will be treated as a walk-in (**see 8.7**) and incur a charge of £2 plus the session fee payable by card on the door.

8.3. Payment Methods

Fees must be paid online through **Magic Booking**. The system accepts payment by childcare vouchers, Tax-Free Childcare, and debit or credit card, as outlined in section 8.6, Payment of Fees.

The school's preferred methods of payment are:

- Childcare vouchers and Tax-Free Childcare payments made via Magic Booking; and

- Bank transfer directly into the school's bank account.

Lloyds Bank PLC

Account Name: Christ Church New Malden Primary School

Sort Code: 30-94-77

Account Number 76065268

To help keep Connect session fees as low as possible, parents are encouraged to use these preferred payment methods wherever possible. Card payments incur a processing fee of 2.2% plus a 25p transaction charge, which increases the cost of providing the service. For this reason, we ask that card payments are used only when necessary.

8.4. Cancellation/Refunds

To receive an account credit, cancellations must be made **48 hours or more** before the start of the booked session.

Due to the high level of demand, we will not provide a credit if you cancel your booking less than 48 hours before the start of the booked session.

Payments made using childcare vouchers are non-refundable and non-transferable. **No refunds or account credits will be issued.**

8.5. Amendments

Any amendment requested within **48 hours** of the session start time will be treated as a cancellation and will be subject to the cancellation policy above.

8.6. Late Collection Fees

It is the responsibility of the parent/carer to ensure their child is collected promptly at the end of the session.

If a parent/carer anticipates being late, they must contact Connect on **020 8336 7819** and arrange for an alternative adult to collect their child.

Late collections will incur a charge of **£5 per 5-minute period** payable by card on the door.

Session end times are:

- **Monday to Thursday: 6.15pm**
- **Friday: 5.15pm**

8.7. Walk-In Bookings

All walk-in bookings are subject to availability and will incur an additional **£2 administration fee**, payable by card at the door, **in addition to the session fee.**

This may include, but is not limited to, occasions where a school club is not running and parents or carers require childcare, or any other unforeseen changes to before or after-school arrangements.

8.8. Payment of Fees by Childcare Vouchers

We are registered under the name Connect @ Christ Church URN: 102585 with the following childcare voucher providers:

- Allsave Limited
- Busy Bees
- Care-4
- Computershare
- Co-operative flexible benefits
- Edenred childcare vouchers
- Faircare
- Fideliti childcare voucher scheme
- Kiddivouchers
- RG Childcare
- Sodexo

Procedure updated June 2026.