

# STEPS

## Wrap Around Care

### 2018/19 Information Booklet

AMS STEPS mobile no:  
07985 619 343

[STEPS@alvechurch.worcs.sch.uk](mailto:STEPS@alvechurch.worcs.sch.uk)



# The STEPS Team



Rebecca Wilks  
STEPS AMS  
**Manager**



Emma Wilks  
STEPS AMS Play worker



Marie Pardoe  
STEPS AMS Play worker



Katie Fidler STEPS AMS  
Play worker





David Snell  
Headteacher Alvechurch  
C of E Middle School

For Alvechurch Middle School  
invoice queries please Email  
Elizabeth Paterson Finance Assistant on  
Wednesdays or Thursdays at  
[finance@alvechurch.worcs.sch.uk](mailto:finance@alvechurch.worcs.sch.uk)  
or  
Call Elaine Behan  
(School Business Manager) on  
0121 445 1033

## School Contact Details

During the school day, please contact the school reception desk on  
either **0121 445 1033**

The school reception desk opening times are:  
8.00am to 4.30pm Mon, Tues, Wed and Thurs  
8.00am to 4.00pm on Friday

Please use the STEPS mobile phone number

**AMS—07985 619343**

after 3pm or in the event of an emergency.

**[www.alvechurch.worcs.sch.uk](http://www.alvechurch.worcs.sch.uk)**

## Useful information

We aim to provide a safe, happy, friendly, well supervised environment for all children to play, learn and develop skills. All activities focus on giving children the opportunity to take part in a variety of exciting programmes, including games, sports, role play, dance, art, cookery, computing, and music. Age appropriate activities are available with a quiet area for reading, table football, board games, arts & crafts and outdoor games. Children will be supervised at all times and they will be escorted around the schools by staff as and when appropriate.



Year group	Staff on duty	Fees
<b>Breakfast club</b> (from 7.45 to the start of school)		
<b>Years 5 to 8</b>	Rebecca Wilks (Manager) and Katie Fidler	£5.25
AMS Adhocs £5.75		
<b>After school club</b> (from the end of school to 6pm)		
<b>Years 5 to 8</b>	Rebecca Wilks (Manager), Emma Wilks, Katie Fidler and Marie Pardoe	£10
AMS Adhocs £10.50		

## Booking Sessions

To make a booking please complete a STEPS Booking Form which you can download from the school website or obtain from the STEPS Manager by emailing on **STEPS@alvechurch.worcs.sch.uk** and we will confirm whether there is availability. Please also complete a Data Catchment Form when booking a session as the details will be used in an emergency. We can accommodate children on an adhoc basis with 48 hours written notice if spaces are available. To book an adhoc session, please contact the STEPS Admin Manager, who will confirm whether space is available. Please also complete an Adhoc Session Booking Form. Please note the fees for adhoc differ slightly from normal session charges and no sibling discount is given.

Contact Becky for AMS—Steps@alvechurch.worcs.sch.uk

## Fees

If a family has more than one child at STEPS a 10% sibling discount will be given to the fees of the oldest child irrespective of the school they attend or the number of sessions attended. The discount is not applicable for adhoc sessions. Invoices will be sent out in advance on a monthly basis. Payments are due within 30 days of the invoice date. Methods of making payments are detailed on the reverse of the invoice. We are unable to accept payments for invoices in school. Childcare vouchers may be used by searching for the appropriate school name to make the payment against. Failure to pay invoices may result in your child's place being withdrawn.

## Cancellation

We regret that refunds for non attendance, sickness or holiday cannot be made. Should you wish to cancel one off sessions from your regular booking there will be no refund for those sessions. Exceptional circumstances will be considered on an individual basis. To permanently cancel a regular session booking you must give 4 weeks written notice to the STEPS Manager by email on **STEPS@alvechurch.worcs.sch.uk** Fees for the sessions during this four week notice period will still be payable. Fees for adhoc sessions will still be payable if cancelled.

## **Absences**

If children are absent or collected from school during the school day, parents should notify the School Reception or the STEPS mobile phone. These procedures are important for your child's safety. If children are attending school but will not be attending STEPS, then it is the parents'/carers' responsibility to advise the Reception Desk / STEPS mobile phone before 3:00pm that day so STEPS can record the absence.

## **Children Attending Extra Curricular Clubs**

Parents /carers should inform STEPS if children will be attending school extra curricular clubs. Fees for the clubs will still apply.

## **Collection**

You can collect your child/ren at any time during the course of the afternoon. You will be charged for the whole session, as booked, even if you collect your child earlier.

Should parents have a problem getting to the club on time to collect your child/ren, then the parent should ring the STEPS mobile phone to advise of the reason for the delay and make alternative arrangements for the collection of the child/ren. If you make alternative arrangements for the collection of your child/ren parents need to notify the Duty Manager/ STEPS mobile phone (see cover) giving details of the person who will be collecting on your behalf. Please ensure all nominated persons are aware of the passwords supplied on your children's Data Catchment Form.

If a parent arrives late for any reason after 6pm, a late charge of £15.00 for every block of 15 minutes will be incurred (i.e. collection at 6.20pm incurs a £30.00 charge). If children fail to be collected, every attempt will be made to contact their parents/carers or nominated adult using the numbers supplied. If we are unable to contact a nominated contact, it may be necessary for STEPS staff to contact Children's Services.

## **Illness**

If a child becomes ill the Duty Manager will telephone the parent in line with the schools procedures (see schools' websites).

## **First Aid/Accidents**

Any minor accidents will be dealt with and recorded in line with school policies (see schools' website). The parent/carer will be informed when collecting children of any such incidents. In the event of a more serious accident, the appropriate action will be taken and the parents will be informed immediately.

## **Child Protection/Safeguarding**

We take our responsibility for child protection seriously. All staff adhere to the schools' procedures for safeguarding and child protection. All of our staff have undertaken an enhanced Disclosure Barring Service check and receive up to date training.

## **Snacks**

The children are offered a variety of snacks and drinks supplied by BAM FM and have access to drinking water throughout the sessions. Please ensure we are kept updated with food allergies and dietary requirements.

## **Health and Safety**

All staff are fully trained in emergency and evacuation procedures which will be practised during the sessions. BAM FM staff are responsible for completing daily safety inspections of the site and its facilities.

## **Behaviour**

Whilst the emphasis of STEPS is having fun and to enjoy a range of experiences, it is important to maintain a high level of behaviour for the safety and enjoyment of all. Unacceptable and inappropriate behaviour as determined by the schools' behaviour policies, will not be tolerated.

Examples of such behaviour include bullying, vandalism, excessive bad language, physical violence, abusive behaviour language or anything that puts an individual or group at risk. Any child exhibiting these types of behaviour will first be given a verbal warning and an opportunity to demonstrate improved attitude. If the behaviour continues the child may lose their place at STEPS. If a child loses their place due to a behaviour issue, there will be no appeal process or refund of monies already invoiced or paid.

## **Emergency Closure**

If the schools / STEPS are closed by the management at short notice, due to exceptional circumstances i.e. adverse weather, no heating, burst water pipes a full refund will be given for the sessions the site is closed. We are unable to give refunds if STEPS is open and the parent/s make a decision not to send their children. In adverse weather conditions you will be informed by text message of any closure. AMS staff have the facility to use E-Praise points to reward good behaviour and demerits for bad behaviour.

## **Security**

Children will not be permitted to leave STEPS unaccompanied at any time. Children will not be allowed mobile phones. No unauthorised access will be given. When bringing or collecting parents should use the designated access areas.

## **Complaints Procedure**

If you have a concern with any aspect of STEPS, in the first instance talk to a member of STEPS staff or Duty Manager who will do their best to resolve your concerns to your satisfaction. If this course of action does not resolve your concerns or you feel it is not an appropriate course of action, please contact the head of the appropriate school.

## **Photographs**

At times we may take photographs of the children. Permission is optional and may be given by parents on the Data Catchment Form. These images may be used for newsletters or our websites. We may also use the images for publicity or in news items to promote STEPS.

## **Data Protection**

Any information held by STEPS on children will be available on request following the Freedom of Information Act (2000). Information on children will be held in accordance with the Data Protection Act (1998).

## **Equal Opportunities**

STEPS is committed to equality of opportunity for all. We recognise all children as individuals with different needs and will endeavour to ensure inclusion and enable children to adapt, if necessary, to interact socially. Inappropriate attitudes and behaviours will be dealt with sensitively. All staff will actively uphold the principles of our Equal Opportunities policy and both schools will regularly review this policy and monitor its effectiveness.

## **Disclaimer**

All information provided in this booklet is correct at the time of compilation.