



TWIGS- Before and After School Club at Pendle Primary School.

Policy

Introduction

Twigs- Before and After School Club provision is provided by Clitheroe Pendle Primary School and exists to offer high quality out of school childcare for our families. It provides a range of stimulating, creative and exciting activities in a safe environment. 'Twigs' is run under the umbrella of the school Governing Body and follows all policies and procedures outlined by the school. Children can engage in a range of activities which are a mixture of adult and child led. Children are listened to and valued in the club, which enables them to enjoy the session as well as feeling safe and secure. They enjoy having the opportunity to engage with children from across school. 'Twigs' works in partnership with our families and actively seeks parents' views, suggestions and comments about the provision we offer. Children are involved in the planning of the provision and can put forward their own suggestions and ideas for future activities and share their interests.

Staff

All staff working at Twigs are employed by the school and therefore are subject to the same recruitment checks.

Playworker Managers: Mrs Su Taylor
Miss Nicola Regan

Playworkers: Mrs M Goldsborough
Mrs S Chatburn
Mrs A Mirante
Mrs Gill Hosker
Mrs Donna Nadin
Mrs M Backhouse
Mrs Shona Thompson

Admissions

- Only children attending Clitheroe Pendle Primary School are eligible to attend the club.
- All places in the club are subject to availability**
- The registration process and agreement forms must be completed prior to your child attending the provision.
- All relevant policies are available on the school website or by request from the school office.
- Each child's attendance is recorded in a register

Bookings

Bookings should be made in advance, initially by completing the booking form attached to this policy, or a paper copy which can be collected from the school office. Any permanent amendments to your booking should then be e-mailed to twigs@pendle.lancs.sch.uk. This is also the email which should be used for future correspondence i.e. any requests for additional days, payment queries etc. If you subsequently wish to cancel your child's place permanently then please e-mail giving at least **2 weeks' notice**. The club will take place during term time only.

****If you are unable to book a regular weekly rota then please use the ad-hoc/flexible booking form with as much notice as is possible.**

Fees and payments

The fees for 'Twigs' sessions are reviewed by our Governing Body on an annual basis. Any changes to the terms and conditions, including fees, will be implemented from the following September. The Governing Body reserve the right to implement changes earlier if needed, to ensure the smooth operation of the clubs. Fees for both clubs are based on sessions booked.

We will endeavour to issue invoices at the beginning of the academic year for the sessions you have booked.

Card payments may be made via our school ParentPay system on the 'Before and After School' payment item. These should be made at the beginning of each term, for the term, wherever possible. You may pay either the full amount due or in smaller instalments providing payment is made in advance. Failure to make payment in full may result in your child's place being cancelled.

Childcare vouchers

We are registered to accept various Child Care Vouchers including:

Government Tax Free Childcare vouchers	Bravo Benefits
Care-4	Enjoy Benefits
Computer Share	Reward Gateway
Edenred	Kiddi Vouchers
Childcare Grant Payment Service	Fideliti

Our reference name is 'Clitheroe Pendle Primary School' and you can search for us by using our postcode BB7 2AL or Ofsted registration number 119161.

Voucher payments should be made on receipt of the invoice. Please note that payments made via tax free childcare can take longer to come through to the club, as we have to manually input these figures. We therefore ask that you monitor the 'Before and afterschool club' statement on Parent Pay to ensure we have acknowledged receipt of payments made.

If your use of 'Twigs' is flexible or on an ad-hoc basis, payments should be made at the beginning of each week. Ad-Hoc request forms for the sessions you require should be completed as far in advance as is possible to ensure a place.

Fees for 2026/2027 will increase from 2025/2026 by £1 per session, to the below amounts;

Fees

Breakfast Club	After School Club
7:30am – 8:45am £6.00 per session (£5.50 for siblings)	3:25pm – 5:45pm £8.25 per session (£7.75 for siblings)

Fees are fixed and non-refundable regardless of attendance, time spent at the club on any given session, or reason for absence (including self-isolating / illness). This is due to ongoing operational costs of the provision. Only children pre-booked onto a session should attend.

Daily/ Ad-hoc attendance changes

Please give at least 24 hours notice (via email - twigs@pendle.lancs.sch.uk) if your child will not be attending for his/her session. Please include the name of your child within the email.

If you are unable to give this amount of notice, as the change is unexpected, then please phone the school office on **01200 423539** as soon as possible, ideally prior to lunchtime on the day of the change.

If you need to contact Twigs after 4pm, in the case of emergencies, please ring our mobile phone number **07500384510**.

The mobile phone will be used for emergencies ONLY between the hours of 4pm and 6pm. Please do not contact this phone outside of these hours as it will not be answered.

Arrival and Departure

Breakfast Club

- Our Breakfast Club is run daily during term time from 7:30am until the start of the school day. Children are escorted to their classroom ready for the start of school at 8:45am.
- Upon arrival at the club, children enter the club through the side door (Princess Ave side) and must be signed in by a member of staff.

After School Club

- Our After-School Club is run daily during term time from 3:25pm until 5:45pm.
- Children from our Reception classes (Apple and Cherry) will be collected from their classroom at the end of the school day and escorted to the club by a member of staff. Other children are either taken to the club by a member of staff or walk to the club, through school, independently. Upon arriving at the club, a register will be taken.
- Please ensure that your child is fully aware at the start of each school day whether s/he is attending the after school club
- The club will take place in the Activity suite, Library and Computer suite at the Princess Ave. side of school. Children are also encouraged to engage in outdoor activities on the playground.

- When collecting your child, please walk round the school building to the left of the main entrance to the door/entrance by the Activity suite. Please make your arrival known to staff at the entrance who will collect them for you.
- When collecting your child from the club, please ensure you sign the register and state the time you collected your child.

It is a parents' responsibility to ensure the contact details held in school are current. The minimum age of a person able to pick up a child from school/Twigs is 16 years of age. Parent/carers must inform school, in writing or by speaking to the school bursar (Mrs Long), to allow siblings to collect their child from Twigs.

Food and Drink

The following is an example of the types of food that will be available for your child during the clubs. We will use the dietary requirement information currently held in school for your child.

If your child has any medical or dietary changes, please let us know.

Breakfast Club
A wide variety of healthy breakfast food is available including: - Toast, pancakes, brioche - A selection of cereal - Yoghurts - Fruit - Fruit juice - Water

After School Club
A wide variety of healthy snack food is available including: - Crackers - Sandwiches/wraps - Sausage roll - Cheese roll - Fruit - Salad - Cooked meats, cheese - Water /cordial

Activities

Children are encouraged to engage in a wide range of planned activities ranging from craft, construction, art, role play, small group and outdoor games. Themes are planned on a weekly basis and often link to school based themes eg anti-bullying, religious festivals, charity work and seasonal activities. In addition to this, we will offer themed snacks, based around key events in the calendar such as pancake day.

Emergency Childcare

If a parent fails to collect their child from school at 3:25pm, they are contacted via telephone and given a 15-minute time window in which to collect their child/ren. If the child/ren have not been collected by 3:40pm they will automatically be admitted to After School Club provision where there will be a charge of £8.25 per child, which falls in line with the current charges for After School Club. Any parents failing to pay the cost of the childcare will be unable to book any future activities in school for their child until all debts have been cleared. The late payment should be made via ParentPay and must be paid as soon as possible.

Lateness (After 5:45pm)

Lateness, regardless of circumstances will be charged at a rate of £5.00. This fee is payable per family. Persistent lateness may result in a loss of placement.

At the end of every session, the staff at Twigs will ensure that all children are collected by a parent or carer. Parents/carers should provide the club with a password which should be used when collecting their child. If arrangements are made for other carers to collect children, parents must make sure that the password is shared with them. Upon collection, parents/guardians must sign out their child/ren and include a time of collection. If for any reason a child/ren is not collected at the end of a session, within 5 minutes of the end of the session, the leader of the session will call the parent/guardian to ascertain the cause of the delay, and how long it is likely to last. If after repeated attempts no contact has been made, and a further 15 minutes have passed, the session leader will contact Children's Social Care and ask for advice.

After Children's Social Care have been contacted, they may come for the child, at which point the club is no longer responsible for the child. The staff will leave a voice mail message for parents.

Policies and Procedures

School policies and procedures are adopted by Twigs. These include:

- Child Protection and Safeguarding
- E-safety
- Health and Safety
- Behaviour
- Privacy notice

Please note any information will be stored in line with UK GDPR and the Data Protection Act 2018, and with regard to the school's GDPR/Data Protection Policy (available upon request).

Please also see School Privacy Notice - available on the school website

Policies are available on the school website and paper copies can be requested via the school office.

Complaints

If you have a complaint, please follow the school complaint's procedure. The 'Policy and Procedures for the Handling of Complaints' can be found on our school website or a paper copy is available upon request from the school office.

Policy reviewed by governors: September 2026
Date of next review by: September 2027