

The Belham
Primary School



Earlybirds and Owls

Guide to Procedures and Policy



Updated for September 2022

Many of our working parents need support with childcare before and after school hours. We are pleased to offer an in-house wrap-around care service, with 45 places available before school ('Earlybirds') and 100 places available after school ('Owls').

The Headteacher is responsible for wrap-around care, with responsibilities delegated to other members of the school's Core Leadership Team as directed.

We directly employ all our Earlybirds and Owls staff and many of them will be familiar to your children, having worked with them during the core school day.

Our wrap-around care service is non-profit making and we work hard to keep costs low and accessible. It is primarily designed to support parents who are working or studying, and we ask you to please only book a place for your child if this applies.

Earlybirds

Earlybirds runs from 7.45am to 8.40am and costs £5.50 per session.

Owls

Owls runs from 3.15pm (3.25pm for Year 2 upwards) to 5.55pm and costs £13.00 per session.

Meals

We work with the charity [School Food Matters](#) to ensure our wrap-around care menus are exemplary in terms of the School Food Standards.

The Earlybirds session price includes a choice of healthy breakfast foods, including porridge, toast, cereal and fresh fruit.

During Owls a substantial and nutritious two-course tea is provided by our school lunch caterer, Harrison. Example dishes included spaghetti bolognese, wholemeal tortilla rolls and vegetable chow mein.

Full menus can be found on the [school website](#).

Activities

We provide a range of indoor and outdoor activities and games, in a relaxed environment.

Children are able to join in with activities as they please, and are free to sit and read or complete home learning quietly if they wish.

Eligibility

Earlybirds and Owls are services for pupils enrolled at the Belham. We will endeavour to make reasonable adjustments to accommodate pupils who may need extra support during wrap-around care.

Booking

Bookings for Earlybirds and Owls are made one term in advance via our online booking platform, SchoolsBuddy.

50% of the balance for a term is due at the point of booking, with the remainder to be paid by the first day back after each half term holiday.

Full details on how to book via SchoolsBuddy can be found at the back of this guide.

We are also able to offer ad-hoc bookings if there is space. These must be booked by emailing Claire, our Earlybirds and Owls administrator, at info@thebelhamprimaryschool.org.uk

Payment of fees

Payment for wrap-around care can be made by credit or debit card, childcare vouchers or Tax-Free Childcare. Payments are collected via SchoolsBuddy.

Payment of your balance for the term must be received no later than the first day back after each half term holiday.

Children will not be able to access wrap-around care until payment has been received. Parents in financial difficulty should contact the school as soon as possible.

Pupil Premium

A certain number of places are reserved for families whose children are in receipt of Pupil Premium funding. These places are charged at a reduced rate of 50%.

Waiting list

In the event that you do not secure the required places for your child, you can request to join our waiting list. To do this, please email Claire in the school office at info@thebelhamprimaryschool.org.uk. Priority will be given to siblings of children already attending wrap-around care.

Cancellations

Please always let us know by phone or email if your child will not be attending, so that we are able to re-allocate the place to a parent from the waiting list or provide a place for a child where there is a last-minute need. Because we operate a waiting list, it is not possible for parents to 'swap' their children's places.

If you have booked a term in advance and subsequently make other childcare arrangements, you may cancel your booking no later than the first week of term, as long as your child has not yet attended any sessions.

Refunds

We will return any fees paid if you have booked a term in advance and cancel your booking before your child has attended any sessions.

We are unable to offer refunds if your child is absent from school due to illness. This is because we cannot absorb the loss of income if a place cannot be re-allocated.

Refunds will be offered in these exceptional circumstances: your child leaves the school; is absent long-term due to serious illness or injury; is excluded from school or from wrap-around care.

Pick-up arrangements

It is important that any change to the person collecting your child from Owls is communicated in advance. Should an adult arrive to collect a child without prior notification, parents will be called to confirm the arrangement before the child can be released.

Contacts

During the school day all Earlybirds and Owls booking requests, queries and changes to pick-up arrangements should be directed to the school office, which is staffed from 8.00am to 4.30pm. The Earlybirds and Owls administrator is Claire Connor.

Outside school office hours the Earlybirds and Owls mobile number should be used to inform staff of any changes to pick-up arrangements.

Earlybirds & Owls after hours number: 07985 181 722

Earlybirds Coordinator: Shellie Lucas

Owls Coordinators: Savina Anderson and Lara Kolawole

Late collection

Children must be collected from Owls no later than 5.55pm. If you are running late to collect your child, we ask that you first try to arrange for an emergency contact to collect your child. If it is not possible to make alternative arrangements, you must notify the Owls Coordinator that you will be late and give an estimate of your arrival time. If no contact is made between home and school after a reasonable length of time, the school will act on local authority safeguarding advice and contact social services.

Any late pick-ups will be recorded and a £10 fine will be charged to cover staffing costs. Persistent lateness could lead to the loss of a child's place in Owls.

We understand that in exceptional circumstances, for example severe transport network issues or a major incident, late collection may be unavoidable. In these circumstances we will always ensure your child is looked after and comfortable, and a fine will not be charged. Please make sure that the school has up to date emergency contacts for these scenarios.

Behaviour

Children are expected to demonstrate our Belhamite values at wrap-around care just as they would during the core school day. Positive and caring behaviour is expected at all times in line with the Belham's [Behaviour and Anti-Bullying Policy](#). When behaviour falls below our expectations, this will be recorded and shared with parents. If a pupil behaves in a way that puts their safety or the safety of others at risk, their place at Earlybirds or Owls may be withdrawn.

Safeguarding

Children will be signed in and out of Earlybirds and Owls by a member of staff, using an electronic register.

The Belham's [Safeguarding Policy](#) applies to children before, during and after the core school day.

Accidents and first aid

There will always be at least one member of staff in wrap-around care who is trained in paediatric first aid. The Belham's [First Aid Policy](#) applies to wrap-around care. All accidents are recorded and added to pupil records. Parents will be informed of all injuries to the face or head, however minor.

Health and Safety

Materials, equipment and areas used by wrap-around care are risk assessed in line with the Belham's [Health and Safety Policy](#).

Complaints

The Belham's [Complaints Policy](#) applies to wrap-around care. Any complaints should be raised with the Earlybirds and Owls Coordinators in the first instance.

Guide to booking wrap-around care on SchoolsBuddy

Please watch this 5-minute parent guide before bookings open:

[Parent video guide to using SchoolsBuddy](#)

Log in to SchoolsBuddy

- **New parents: Activate your account using the details emailed to you by SchoolsBuddy**
- **Download the SchoolsBuddy app**

or

From a web browser, log in at www.schoolsbuddy.net or use this [direct link](#)



Select your wrap-around care sessions

- **Under 'Available Signups', select 'Earlybirds and Owls Autumn Term'**
Sessions are listed by days of the week. The number of places available to book will be visible.
- **Make your selection by ticking the box next to your child's name for every day that you require**
Parents booking for more than one child must tick the box next to each child's name.
- **Click 'Book'**
- **Click 'Agree to terms and conditions'**
- **Click 'Ok'**

Pay for your sessions

The next page asks you to check your selections and complete payment to book.

The sum due is 50% of the term's fees. If your child is in receipt of Pupil Premium, the fee shown will be the reduced rate.

Next to the 'Pay' button is a button with a drop-down menu showing your payment options: card, wallet balance (made up of any credits to your account) or voucher balance.

To pay by credit/debit card or wallet balance:

- **Click on the payment options button, select 'card' or 'wallet balance' and click 'Pay'**

To pay with childcare vouchers or Tax-Free Childcare account:

➤ **Select ‘voucher balance’ and click ‘Pay’**

You should select this option even if your voucher balance is zero.

Once payment has been made by any of the options, you will receive an email from SchoolsBuddy confirming your booking.

If you paid by selecting voucher balance, complete these next steps:

➤ **Log in to your voucher provider or your Tax-Free Childcare account and transfer vouchers/funds to the school**

➤ **Email Claire Connor in the school office at info@thebelhamprimaryschool.org.uk with the sum paid and your reference number**

When payment to the school account has been confirmed by bank statement, your SchoolsBuddy voucher balance will be updated.

Autumn term bookings for Reception pupils

Reception pupils can use Earlybirds and Owls once they have completed their two-week transition to school. Parents should book as above and the first two weeks’ fees will be refunded.

FAQs

I selected my sessions, why did they disappear at the payment page?

Sessions are not confirmed until payment has been made. If you can no longer see any sessions, or a reduced number of sessions are visible, this means that other parents have paid and the session is now full. Please contact Claire Connor in the school office to add your child’s name to our waiting list.

How can I see a record of payments I have made to my account?

From the ‘Fees’ tab, select ‘History’. Use the date filter to view transactions.

I have made a voucher payment, why does it not show in my voucher balance?

Vouchers and Tax-Free Childcare payments are manually added to SchoolsBuddy accounts once they have been confirmed by bank statement. Please allow up to 2 weeks for your balance to be updated.

I have made a voucher payment, why does it only show in one parent’s voucher balance?

Outstanding fees can be seen by both parents. Voucher balances can only be seen by the parent who made the voucher payment.

Contact details for booking and payment queries:

Claire Connor, Earlybirds and Owls administrator

020 8353 4290 / info@thebelhamprimaryschool.org.uk