



Millbrook Primary School

'Cool Kids'

After School Club Parent Handbook

September 2025 - July 2026

ABOUT THE CLUBS

Millbrook Primary School is registered with Ofsted (registration number 117379).

- Afterschool club is open from 3.20pm until 6pm during term time only.

Millbrook Primary School Policies cover After School Club; however, key points are noted in this Parent Handbook.

AIMS

The aim of the clubs is to provide a safe, secure, and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

Our club allow the children to choose activities and resources as they wish. There will always be a selection of activities and resources available, craft, board games, construction, computer games, physical play, cookery and reading. In addition, other resources are available for the children to select from our equipment library and from the wider school environment.

WHAT WE PROVIDE

The food we provide at After School Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables.

We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible (in context with our Health Eating Policy). We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting and children are given an organised space to eat their meals in.

STAFFING

We aim to provide a smooth transition between school and club. All of our staff have significant experience of working with your children and undertake professional development training including first aid. All staff members are DBS checked.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact our afterschool club leader.

As Millbrook Primary School runs the clubs, this supports a high level of continuity of care and maintains good communication links.

TERMS AND CONDITIONS

ADMISSION

The clubs aim to be accessible to children and families of our school. Admission to the club is only through advanced booking on 'School Gateway'. Should the need arise a waiting list system will be managed by the school office. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending.

You will be required to complete registration forms for your child/ren before they can attend the club. This information will be treated as confidential and will be stored appropriately. Re-enrolment for each September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form each academic year.

Our aim is to provide accessible childcare for all family circumstances. If you require access to the club in an emergency, please contact the school office. We will always endeavour to support our parent body, but we are unable to accept parents who routinely fail to book their child/ren into the club.

PAYMENT OF FEES

Fees are £5.00 per child for After School Club if collected by 4.15pm, £9.00 if collected by 5.15pm (this includes food), and £12 up until 6pm. Fees are payable via 'Schools Gateway' in advance or by childcare vouchers. Vouchers are accepted from various schemes and this information can be sought from the school office.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given). We do not charge for bank holidays and professional training days. Fees are paid prior to the session being delivered.

CHANGES TO DAYS AND CANCELLING YOUR PLACE

No refunds will be given for sessions being missed or cancelled, made by mistake, or require amending.

Please remember that we need to know if your child will not be attending the club for any reason. Parents should follow the existing school procedure for informing the school office if your child is not attending school due to sickness. If your child is in school but is not attending club, please ensure that the school office or club contact is made aware.

ARRIVALS AND DEPARTURES

After School Club

Each day, the children who are booked into After School Club will be collected from their classroom by the After School Club Leader (Mrs. Parkyn's) or staff member. The register will be taken when children arrive at the hall. We expect that your child/ren will be collected by the people you have named on the registration form. If you need a different person to collect your child/ren on a particular day, you must notify the school office in advance. We will not release your child/ren into the care of a person unknown to us without your authorisation.

After school club finishes promptly at 6pm. If you are delayed for any reason, please telephone the Club to let them know. A late payment fee of £5 up to and including the first 15 minutes, £10 from the 16th minute up to and including the 20th minute, £15 from the 21st to the 30th minute, and so forth. You will be informed on these charges when you collect your child or the next working day. If your child remains uncollected after 6.30pm [i.e., 30 minutes after club closes] and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will inform Millbrook Primary School's Headteacher who will follow our Safeguarding Policy.

CHILD PROTECTION

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Please refer to Millbrook Primary School's website for our Safeguarding Policy.

EQUAL OPPORTUNITIES

Our clubs provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs. We respect the different racial origins, religions, cultures, and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will challenge inappropriate attitudes and practices.

GENERAL INFORMATION

BEHAVIOUR

We have a clear Behaviour Policy, and a copy is available on our school website. Our clubs promote the ethos of care, consideration, and respect for everyone attending - children, staff, and visitors. We encourage appropriate behaviour through praise for good behaviour, an emphasis on cooperative play and sharing and talking to children with the courtesy that we expect from them and engaging children in activities.

Our club follow Millbrook Primary School's procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident. We will try to be flexible in order to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the club immediately.

In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the club.

We will not tolerate from any person, whether a parent, carer, or visitor: bullying, aggressive, confrontational, or threatening behaviour; or behaviour intended to result in conflict. Our clubs are a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

ILLNESS

We are unable to care for children who are unwell. If your child becomes unwell whilst at a club, we will contact you and ask you to arrange for them to be collected. If your child has had sickness or diarrhoea, please do not send them to the club for 48 hours after the illness has ceased. This is in line with Millbrook Primary School's Policy.

ACCIDENTS AND FIRST AID

Every precaution is taken to ensure the safety of the children at all times, and our After School Club come under Millbrook Primary School's insurance.

Our staff are trained in first aid, and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

COMPLAINTS PROCEDURE

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Club Manager, your child's class teacher, or our School Office. A full copy of Millbrook Primary School's Complaints Policy is available on our website.

PLEDGE TO PARENTS

We value our relationship with parents/carers, and we are committed to working in partnership with you to provide top quality play and care for your children.

We will:

- Welcome you at all times.
- Keep you informed of opening times, fees and charges, programs of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share child's achievements, experiences, progress, and friendships
- Be available to discuss decisions about running the club.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Millbrook Primary School

Gews Lane

Cheshunt

EN8 9BX

Main School Office Contact Number: 01992 622975

After School Club Contact Number: 07732 075484

Website: [Millbrook Primary School](#)

PARENTAL CONTRACT FOR AFTER SCHOOL CLUB

- I understand that Millbrook's After School Club are extended care facilities and that whilst my child/ren attends he/she will be given stimulating and challenging play opportunities in a safe environment where staff are legally responsible for him/her until I or an authorised person collects them.
- Unless I request otherwise my child will be provided with an afternoon snack and drink during After School Club.
- Once my child is signed in at Millbrook's After School Club, he/she will be in their care until collected and signed out by the person/s named on my child's collection form.
- I will inform the school office by 3pm the day before my booking if my child is not attending a booked session and if I am collecting my child from school on a day that he/she is booked into the club but is going elsewhere.
- I will book into the club 72 hours in advance of each session and make payment on 'school gateway', or by voucher. If I have not booked either club, I accept that my child/ren may not be able to attend.
- It is my responsibility to keep the School Office informed of any changes to the personal, dietary and medical information regarding my child/ren.
- Under the e-safety policy, I understand that my child/ren will not be permitted to use his/her mobile phone during sessions.
- Millbrook Primary School's 'After School Club' closes promptly at 6pm Monday to Friday. I agree that I will contact the After School Club Manager if I am going to be late. I agree to pay any late collection charges due detailed on the previous page.
- If my child/ren remains after 6.30pm and Millbrook Primary School's 'After School Club' are unable to contact any of the registered contacts I have provided, Millbrook primary School are legally required to contact Safeguarding Children Services (Social Services).
- Any charges incurred for late pickups are required to be paid in full via your school gateway app, before your child will be allowed to attend further sessions.
- If we are persistently late to pick up our child from After School Club, we acknowledge that we may risk losing our place.
- I will be informed of any incidents or accidents involving my child. A qualified first aider will treat all injuries/accidents. If there is a situation where my child needs urgent medical treatment and I am uncontactable, a member of staff from Millbrook Primary School may sign any consent forms necessary for treatment on my behalf using the consent from my registration form.
- Any information and details regarding my child will be treated as confidential. However, under our safeguarding policies, there may be times, for example in cases of child protection concerns, when details of my child may be passed on to other appropriate and authorised agencies. For example (but not limited to) Police, Social Services and Health Care Professionals.
- I understand that all children, parents or carers and all members of Millbrook Primary School staff should be treated with respect and that behaving in a violent or abusive manner is unacceptable.
- I understand Millbrook primary School's 'After School Club' will adopt the policies of Millbrook Primary School concerning Behaviour and Exclusions and have agreed to the terms.

- If it becomes necessary to exclude my child, I understand that it is my responsibility to pay for any pre- booked sessions.
- I understand that refunds to teh club will not be granted for any circumstances.
- I understand that, under the provisions of Data Protection legislation, Millbrook Primary School is not allowed to pass on any information to another party without my written consent.
- I understand that I am bound by the same rules of confidentiality and agree not to share information of a sensitive nature.
- **I have read the above terms and conditions, and I agree to abide by them. I have retained a copy of the Parents Handbook.**

Signed

Name

Date



MILLBROOK PRIMARY SCHOOL AFTER SCHOOL CLUB - REGISTRATION FORM AND COLLECTION DETAILS – 2025-2026

Name of Parent Signature: Relationship to Child:

Date: Address:

Name of child:
.....
Class:
.....

Name of child:
.....
Class:
.....

Name of first designated person authorised to collect:
.....
Relationship to child
Tel No:

Name of second designated person authorised to collect:
.....
Relationship to child
Tel No:

I would like to nominate the following password when my child is being collected. I have chosen the following word
It is my responsibility to inform the authorised person what my password is.....
I accept that the above designated persons can be contacted should an emergency arise, or the main parent/carer fails to collect on time.

FOR OFFICE USE ONLY

Date received to School Office by..... (Initial of Office Staff member)