



SILCHESTER CHURCH OF ENGLAND PRIMARY SCHOOL

Compassion, Courage & Respect

The Willows

Questions and Answers

What is the cost for The Willows?

A breakfast session costs £7.50 and runs from 7.30am – 8.40am and an after school session costs £14.00 and runs from 3.15pm – 6.00pm. If your child is attending an after school session, we will collect your child from their class at the end of the school day. Drop off and collection can be made anytime between the times stated.

When do bookings and payments need to be completed?

We ask that all bookings are made by the 10th of the previous month. We ask that all payments are paid in advance of the month required. If this is not possible, we ask for the current month's payment be made by the 10th of that month. Payments are made through our online payment centre called Scopay. **On this account, you are able to check all sessions booked together with what payment is outstanding.**

Who do we contact if we require The Willows?

Please can we ask all parents to contact Sandra Phillips on s.phillips@silchester.hants.sch.uk or on 0118 9700256 .

What if I work on a rota/shift pattern and am not sure what days will be required?

Booking forms will be sent out for you to complete the previous month. If any additional bookings are required, provided we have the staffing structure in place to accommodate then we would be more than happy to accept these additional bookings. We do ask for at least 48 hours notice, if possible, to ensure we have the staff to accommodate your request.

Will you have spaces if I need to swap sessions?

As previously stated, provided we have the staffing structure in place to accommodate extra children we would be more than happy to swop sessions. You would need to email Sandra Phillips on the above email address and she will be able to let you know whether there is space for that morning/evening.

Can I just book a couple of sessions a month?

Of course, we are more than happy to accommodate your child for anything from 1 session a month to every day.

Can extra sessions be added once my child's booking form has been submitted or I need a session but have not completed a booking form for that month?

Yes of course, provided we have the staffing structure in place to accommodate extra children we would be more than happy to accept additional sessions. If we could please ask for at least 48 hours notice, if possible, then we can try to make sure we have the staff to accommodate. All we ask is that you email s.phillips@silchester.hants.sch.uk with the request and we will be able to inform you whether there is a space available for your child. If your child is new to us, we would require you to complete a registration pack before any sessions are booked. These can be found at the office.

What happens if I no longer need a session that I have booked?

Fees are non-refundable unless we have at least 48 hours notice. Any cancellations will not be refunded but held as credit on your account.

Can I swap bookings once the booking form has been submitted?

Yes, provided we are given at least 48 hours notice. All we ask is that you email s.phillips@silchester.hants.sch.uk with the request and we will be able to inform you whether there is a space available for your child for the new booking.

Can we use Childcare vouchers?

Of course, we are more than happy for you to use Childcare vouchers. At present, we use the following childcare providers :

[Eden Red Childcare Voucher Ref : P21367002](#)
[Childcare Choices \(Government Tax free childcare\)](#)

If you use any of the above, please can we ask that when completing the first booking form, you confirm which childcare provider you use and inform us of your reference number so that payments can be made to the right cost centre once received.

Can medication kept at school be used or will you need separate medication for my child?

Even though we are connected to Silchester C of E Primary School, we would still prefer that separate prescribed medication (labelled with your child's name) is provided unless it is antibiotics whereupon they can be given to us by the school if your child is in a session that day. If this is not possible, we are able to access the medication at school.

Can the children have more snacks?

Each session has a set menu. These menus will be available to view by the hall door. If you are new to The Willows, a set of menus will be given to you confirming what snacks will be eaten each week. Please note, fresh fruit is always available for your child to help themselves. When the menu changes each term, the new set are sent to all parents of children that attend The Willows.

Will the after school club be 5 days a week including Friday afternoon?

When we start in September, we are "trialing" a Friday evening. At this stage, we are unable to commit for the entire year as we are unsure whether it will be financially feasible. However, we will definitely be providing the Friday option for one term until December and then hopefully we can then confirm for the rest of the year?

Would there be a reduction if my child goes to a club before they come to the Willows?

Unfortunately, we are unable to offer a reduction due to staffing structure being put in place to accommodate all children on that evening.

Has my child got a place?

All children/parents that apply for a place at the Willows are guaranteed a place. We would never turn away a child.

Does the Holiday Club fall under Bright Horizons?

Unfortunately, we are not part of the Bright Horizons franchise.

Do we know the staff yet?

Unfortunately, at the time of writing this Q & A sheet, we have not confirmed staff members. Once these are known, I will inform all children/parents that attend the Willows.

Will all activities be the same as the Oaks?

As you are aware, we are starting this as a new venture and we will be learning as we go. We will start with lots of activities for the children if they so wish to do those and of course, we will always be open to suggestions.

