

Headteacher: Andrew Denham

office.3127@standlake.oxon.sch.uk

18<sup>th</sup> October 2023

Dear Parents,

We hope your children have been enjoying the **Standlake Superstars** this term.

The programme timetable will be the same next term. See school website:  
*Parents tab > Before /After School Provision > Before/After School Activities Timetable*

We want to try and ensure every child can come to the provision when they want. For this to happen, we need processes and procedures to be clear, consistent and followed by all.

We have carried out a review of the provision, taken on board parent comments, and have adapted some of the practice in light of the popularity of our offer. Outlined below are the amended processes *with an explanation as to why the changes have been made:*

**Booking:** To be completed **by midnight on Thursday** the week before. *This is so we can organise staffing, food and materials before the weekend, ready for the following week.*  
*Note: You can book a whole term in advance if you want.*

**Late Booking:** Parents who contact the school for a late booking will be **charged £7** instead of £6 for the session. *This is due to the number of parents booking last minute, significantly increasing the workload of staff, and causing last-minute changes needing to be made to staffing, planning of activities, food and materials.*

**Cancellation:** Parents must give **24 hours' notice** to cancel a session or they will be charged the full amount. *This is because staffing, planning of activities, food and resources will have already been organised, ordered or purchased the week before.*  
*Note: If your child is ill on the day, please let the office know they were meant to be attending Superstars.*

**Non-Attendance:** Parents of children who are registered, but do not attend a session without an explanation, **will not be refunded**. *This is because staffing, planning of activities, food and resources will have already been organised the week before.*

**Late Pick-Up:** Parents will be **charged a full session rate** if our records show there have been several late pick-ups (5 minutes+) that term. *This is because staff need to wait with the child when they should be working in the sessions or going home.*

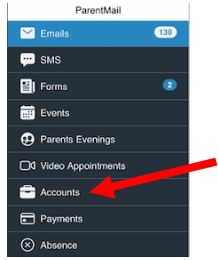
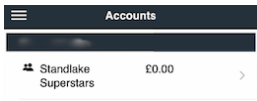
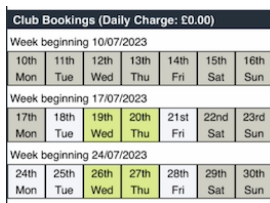
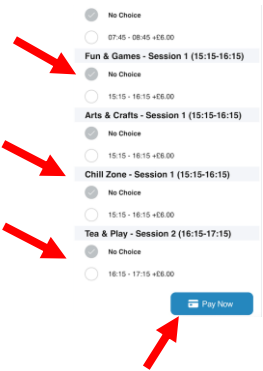
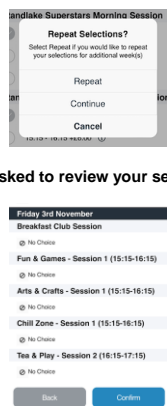
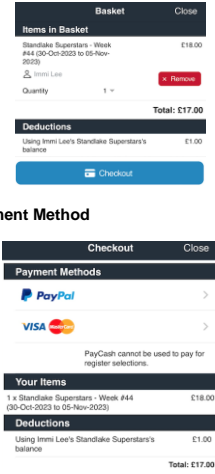
**Changing Activity Choice:** Children **can make one change** before the end of the 3<sup>rd</sup> week of term from the activity they initially signed up for. *This is to avoid the numbers of groups fluctuation throughout the term, which makes planning for sessions harder.*

**Please speak to the School Office**  
**if you would like your child to attend Superstars but the cost is a concern.**

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**Booking Instructions:**

|  |   |  |
|--|---|--|
| <p><b>Step 1:</b><br/>Click on 'Accounts'</p>   | <p><b>Step 2:</b><br/>Click on Standlake SuperStars</p>    | <p><b>Step 3:</b><br/>Select the day you want to book</p>   |
| <p><b>Step 4:</b><br/>Select the session or sessions you want</p>  <p>(Scroll down) Click on Pay Now</p> | <p><b>Step 5:</b><br/>You will get the option to repeat the selection for additional weeks (so you don't need to do it each week) or just stick with that week's selection</p>  <p>You will be asked to review your selection</p> <p>(Scroll down) Click on confirm</p> | <p><b>Step 6:</b><br/>Check amount. Click Confirm. Note: You will need to have enough money in the account to register.</p>  <p>Select Payment Method</p> <p>Follow rest of instructions to pay.</p> |

**Tax-Free Childcare**

You could get up to £500 every 3 months (up to £2000 a year) for each of your children to help with the costs of childcare. Eligibility depends on if you are working (employed, self-employed, or both and your income (and your partners income, if you have one). You can register for the tax-free childcare on this government website: <https://www.gov.uk/tax-free-childcare>

You will need the following information to register:

| The schools DfE Number | The schools URN/Ofsted No. | The schools Bank Account Details  |
|------------------------|----------------------------|---|
| 931/3127               | 140983                     | <b>Name:</b> Standlake Direct Credit Account<br><b>Account Number:</b> 70767768<br><b>Sort Code:</b> 30-99-78 |

**Childcare Vouchers**

Parents can still use the Childcare Voucher Scheme e.g. EdenRed, Kiddievouchers, that came to an end for new clients in October 2018. Please speak to the School Office if you have a pre-2018 account and would like to use it.

Kind regards,

Andrew Denham