



[www.orchardchildcare.co.uk](http://www.orchardchildcare.co.uk)

## **Parents' Handbook**

**High View Primary School**

**The Chase**

**Wallington**

**Surrey**

**SM6 8JT**

**Orchard Childcare Limited**

Reg. office: 30 Basepoint Business Centre Metcalf Way Crawley West Sussex RH11 7XX Registered in England Wales No.8353175

## ABOUT OUR CLUB

Orchard Childcare is registered with Ofsted (Registration No EY475423) and is based at Highview Primary School. The club is open from 7.30am-8.45 and from 3.10pm-6.00pm during term times and from 7.30am-6.00pm during Inset days and school holidays.

### Aims

At Orchard Childcare we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

### What we offer

Our Club follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including, craft, board games, construction, electronic games, and reading. In addition other resources are available for the children to select from our equipment library.

### What we provide

We recognise the importance of breakfast/snacks for your child. Research has shown that children who skip breakfast perform less well academically, socially and emotionally, whereas eating breakfast improves children's problem solving abilities, their memory, concentration levels, visual perception and creative thinking.

Fresh drinking water is available at all times, evidence is also shown that children who start the day dehydrated can lead to headaches, irritability and lack of concentration. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the table.

### Staffing

Our Club is staffed by a manager, deputy manager, and a playworker. We aim to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

Staff also have designated roles:

**Carla Fisher** Special Education Needs Co-ordinator

**Carla Fisher/Frankie Greenaway** Equalities and Inclusion Co-ordinator, Health and Safety Officer

**Carla Fisher/Frankie Greenaway** Fire Safety Officer, First Aid Co-ordinator

**Carla Fisher** Behaviour Management Co-ordinator, EYFS Key person

**Carla Fisher** Early Years Foundation Stage Co-ordinator, Child Protection Officer

## Carla Fisher/Lisa Quested Designated Safeguarding Officer

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 the manager (contact details are at the back of this Handbook).

### **Organisation**

Orchard Childcare is run as a private business, employing three permanent staff and our own team of bank staff. We enjoy a close working relationship with Highview Primary School in order to ensure continuity of care, and to maintain good communication links.

### **Policies and procedures**

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

## **TERMS AND CONDITIONS**

### **Admission**

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. 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.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Termination of a place by either party is subject to a months' notice in writing, unless users fail to abide by the rules laid out in the terms and conditions, in which case fees already collected will not be refunded.

Re-enrolment for 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.

### **Payment of fees**

The current fees are **Breakfast Club £6.00, Ad Hoc days £7.00, After School Club £12.00, Ad Hoc days £13.00, Holiday Club £25.50(full day 7.30-6.00)**, per child per session, Fees are payable in advance by cash or cheque, bank transfer or childcare vouchers. We accept vouchers several schemes please speak to Lisa for an updated list; we can usually accommodate most vouchers. Cheques should be made payable to "Orchard Childcare Limited".

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.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager. We shall invoice all parents on a half term basis if there are problems with your invoice please let us know as soon as possible so that we are able to rectify them immediately.

We will not allow arrears to accumulate. All fees must be paid in full, and by the due date indicated on the invoice. Failure to do so will incur as 5% surcharge.

### **Changes to days and cancelling your place**

You must give us half a term notice of termination or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

### **Temporary changes**

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know by THURSDAY at the latest. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

### **Induction**

You and your child are welcome to visit the Club before your child's first day, to familiarise yourselves with the club and to help your child settle in.

During your child's first session, time will be set aside for an induction. The induction will include running through Club's rules and routines (including meal times, collection, children's meetings), and introducing your child the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

### **Arrivals**

A register is taken when children arrive in our care, and you must sign in your child each day when you arrive and out at the end of the day.

Your child will be taken from the breakfast club and delivered to the school in good time for morning registration. The children shall be greeted by a teacher in the school and registered again to ensure all have safely arrived.

If for any reason that you child arrives late for group you will have to escort them to school yourself we cannot wait for latecomers and must ensure that the children who arrive on time at the group arrive at school on time. We will not wait for late comers even if we are given advance notification.

### **Key Persons**

The Club has a key person system. This means that each member of staff has a group of children for whom she / he is particularly responsible. Your child's key person will be the person who works with you to make sure that what the Club provides is right for your child's particular needs and interests. When your child first starts at the Club, she / he will help your child to settle and throughout your child's time at the Club, she / he will help your child to benefit from the Club's activities.

## Child protection

We do our utmost to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained.

## Equal opportunities

Our Club provides 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.
- We will not tolerate any form of racial harassment.

## Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with special needs.

# GENERAL INFORMATION

## Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. 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 straightaway. 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. See our **Suspensions and Exclusions Policy** for full details.

### **Behaviour (adults)**

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 Club is 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. This behaviour will be shared with the head teacher of the Junior School and the reason why we have carried out the ban.

### **Illness**

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send he or she to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

### **Accidents and first aid**

Every precaution is taken to ensure the safety of the children at all times and the Club is fully insured. 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. For full details see our **Illness and Accidents Policy**.

### **Health and Safety**

- We practice the fire drill at least once every term. The evacuation procedure is displayed in the Club's Premises
- We challenge an stranger entering the premises or attempting to collect a child from school or Club that we have not been informed about
- The Club maintains a no smoking policy
- All electrical equipment is checked on a regular basis
- Respect for, and proper use of all property, equipment and the premises is essential and must be maintained by all persons(child or adult) at all times
- Children's clothing must be appropriate for participating in all activities suitable to any prevailing weather conditions

### **Medication**

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a **Permission to administer medication form** in advance. It may be that this medication will also need to be given at the school. In these cases we will need to see evidence so we are able to transfer the medication and details to the school. See our **Administering Medication Policy** for more details.

## **Closures**

Orchard Childcare Limited realises the importance of offering a regular and reliable service to parents. Therefore we will endeavour to overcome any problem in order for the Club to be open. If we fail to meet this requirement because of our actions you will not be charged for these sessions. However if the school is closed for any reason, for example, snow or strike days and we would not be able to deliver/collect the children to/from school then you would be charged a fee for these days. If the school opens late for any reason then the club will open late and if it finishes earlier then we will close earlier, for example if the school opens at 10.00am then we will open at 8.30am. The only exception to this is the last day of term when the club will collect your child at the end of the school day and finish at 6.00pm.

## **Complaints procedure**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

## **PLEDGE TO PARENTS**

We value our relationship with parents/carers and 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 to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

## CONTACT INFORMATION

Club mobile number: 07795 847122 (Please leave a voice message if there is no reply.)

Email: [lisa@orchardchildcare.co.uk](mailto:lisa@orchardchildcare.co.uk)

[www.orchardchildcare.co.uk](http://www.orchardchildcare.co.uk)

Ofsted Registration No: EY475423

### Ofsted

Piccadilly Gate  
Store Street  
Manchester M1 2WD

Tel: 0300 123 1231