

Apple Trees Club

Information for Parents and Carers

(Updated 2018)



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Thank you for choosing Apple Trees Club. We aim to provide a relaxed, caring, safe and stimulating out of school environment in which all children, staff and parents are welcomed and treated with respect. We work closely in partnership with Curry Rivel C of E VC Primary School and along Christian values.

Breakfast Club and After School Club are based at The Old School Rooms behind St Andrew's Church in Curry Rivel, whilst Holiday Club runs from Curry Rivel Primary School.

Our staff have a clear DBS (CRB) check, are qualified in paediatric first aid, hold a food safety certificate and are trained and experienced in working with children.

We hope your child(ren) will feel secure and confident with us to develop physically, emotionally and socially whilst having opportunities to learn, explore and be creative. We believe that children should have a choice to be outside or inside and activities are led by your child(ren)'s interests.

Please do not hesitate to have a chat with us if you have any questions or concerns.

Breakfast Club

Breakfast Club runs term time from 7.45am – 8.50am. Your child will have a menu option for breakfast comprising:

- Yogurt
- Cereal
- Toast / bread
- Piece of fruit
- Glass of milk or water
- Occasionally we will serve a hot option, such as beans or scrambled egg on toast, depending on demand

After a shared breakfast which is served between 7.45am and 8.15am, your child will have the choice of a range of quiet activities, such as Lego, crafts, books, construction before having a play outside (slightly weather dependent). We will arrive at the front playground about five minutes before the start of school. Fresh drinking water is available throughout the morning.

After School Club

After School Club runs term time from 3.15pm – 6.00pm.

We provide a wide range of activities each evening, such as cooking, games, arts and crafts. Your child(ren) will have a time outside on the school field/playground immediately after school every day (slightly weather dependent) before a choice of other activities.

Snacks may include crackers, pitta bread, crumpets, fresh fruit, and yogurt. Fresh drinking water is available throughout the evening. The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. Should your child(ren) be with us until 6.00pm, then you are welcome to send them with a prepared meal for us to heat up for them.

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. 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.

Holiday Club

Holiday Club runs during the school holidays with the option of a number of sessions:

- 7.45am – 6.00pm
- 7.45am – 3.15pm
- 9.00am – 6.00pm
- 9.00am – 3.00pm

You can 'buy' extra 30 minute blocks between 3.00pm and 6.00pm at £2.25 per child per half hour during Holiday Club.

Your child will receive breakfast and/or a snack. Please provide your child(ren) a packed lunch. Fresh drinking water is available throughout the day.

Holiday club runs along a number of themed activity days and excursions. Please see the website for latest opportunities.

Staffing

Apple Trees Club is owned by Debs Powell who runs it alongside a Manager, session supervisors and play workers. In addition we may also have volunteer staff. We aim is 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 seek to maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

Debs Powell is also the designated person for:

- Special Education Needs Co-ordinator
- Equalities and Inclusion Co-ordinator
- Health and Safety Officer
- Fire Safety Officer
- First Aid Co-ordinator
- EYFS Key Person
- Child Protection Officer

If you have a query or concern at any time, please speak to a member of staff at the Apple Trees 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

Apple Trees Club is run as a private business, employing 7 staff. We enjoy a close working relationship with Curry Rivel Primary School helping to ensure continuity of care, and to maintain good communication links.

Policies and procedures

Apple Trees Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are available on the website and a paper copy is kept at Apple Trees Club for reference.

TERMS AND CONDITIONS

Admission

Apple Trees Club aims to be accessible to children and families from all sections of our local community. Admission to Apple Trees 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. See our **Admission and Fees Policy** for more details.

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.

We ask for booking forms and payment in advance of sessions and refunds can not be given for sessions booked and not used.

Payment of fees

The current fees are:

Club Option	Times available	Cost per session
Breakfast Club	7.45am – 8.50am	£4.75 per child
After School Club Session 1	3.15pm – 4.30pm	£4.75 per child
After School Club Session 2	4.30pm – 6.00pm	£4.75 per child
Out of School all Day Rate	7.45am – 8.50am and 3.15pm – 6.00pm	£13.00 per child
Holiday Club	7.45am – 6.00pm	£37.00 per child
	7.45am – 3.15pm	£27.00 per child
	9.00am – 6.00pm	£32.00 per child
	9.00am – 3.00pm	£21.00 per child

You can 'buy' extra 30 minute blocks between 3.00pm and 6.00pm at £2.25 per child per half hour during Holiday Club.

Fees are payable monthly by cash or cheque, bank transfer or via childcare vouchers. Please speak to the Manager if you would like to use your childcare voucher scheme. Cheques should be made payable to "Apple Trees Club". Bank details are on the website.

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). Please note that the costs of running Apple Trees Club are based on expected numbers and so we do require payment for the days you have booked regardless of whether your child(ren) attend the sessions or not. A late payment fee of £5.00 per week after the 7 day payment period of the invoice will apply.

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 welcome booking on a casual basis, but places are limited and so space may not be available. Please note that we are not registered past 6.00pm, so this is the latest you are able to collect your child. There will be a late collection fee of £5.00 for every fifteen minutes past 6.00pm.

School Staff Training Days (Inset days) are not included in Breakfast or After School Club bookings but need to be booked as a Holiday Club day.

Changes to days and cancelling your place

You must give us one month's 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 Apple Trees 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 your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

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 Apple Trees Club before your child's first day, to familiarise yourselves with the setting 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 Apple Trees 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.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff collect children from Curry Rivel Primary School and escort them to Apple Trees Club. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

Apple Trees club finishes at 6.00pm, if you are delayed for any reason please telephone Apple Trees Club to let us know. A late payment fee of £5.00 per 15 minutes will be charged if you collect your child after Apple Trees Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 30 minutes after the 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 follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. 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. For more details see our **Safeguarding Policy**.

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.

Additional needs

We make every effort to accommodate and welcome any child with additional needs. We will work in partnership 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 Apple Trees 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 additional needs.

For more details on equal opportunities and additional needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

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

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

Apple Tree 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.

Apple Trees 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 Apple Trees 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 Apple Trees 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. Apple Trees 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. See our **Aggressive Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at Apple Trees 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 him or her to Apple Trees 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 Apple Trees 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**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at Apple Trees Club you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

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.

Early Years Foundation Stage

The Early Years Foundation Stage includes all children until the end of August after their fifth birthday and is the curriculum they will have been following in Little Pips and Pippin Class. Although we do not have to follow the learning and development part in Apple Trees Club, we work to the welfare requirements and aim to support their learning and development by working closely with Pippin Class teachers.

Mobile Phone policy

Children are not allowed to have mobile phones at Apple Trees Club. If your child has a mobile phone with them, it will be removed and stored safely until you come to collect them.

Parents and Carers are asked not to use their mobile phone when children are around and asked never to take photos or recordings of children at Apple Trees Club on cameras or mobile devices.

Apple Trees Club staff have a mobile phone with them at all times in case of emergencies. It is only used for Apple Trees Club purposes. If you need to contact us or your child whilst Apple Trees Club is running, please use the Apple Trees Club mobile phone number.

WORKING TOGETHER

What you can expect from us

- We will seek to provide you with a high quality service
- Be consistent and reliable to enable you to plan with confidence and peace of mind
- We aim to provide a relaxed, caring, safe and stimulating out of school environment in which all children, staff and parents are welcomed and treated with respect
- Our staff are trained, qualified and caring and aim to be positive role models to your child(ren)
- We will provide a varied, fun and challenging range of activities for your child(ren)
- We aim to always keep you informed about our service and your child(ren), including any contagious illness which may have been at the Club as well as opening times, fees and charges, programmes of activities, menus, and procedures.
- We will always listen to your comments and concerns and deal with all issues promptly to ensure we continue to meet your needs
- We aim to be consistent and fair with our behaviour management
- We will work with you to try and resolve any issues with your child(ren)
- Ask your permission for outings and special events
- We will maintain confidentiality and are registered with the Information Commissioner

What we expect from you

- To collect or drop off your child(ren) at the agreed time and place
- To refrain from smoking and swearing whilst on our premises
- To pay the fees on time
- To let us know of any changes to your contact details or medical conditions or your child(ren)
- To treat staff, children and other parents or carers with respect and direct any concerns or questions directly to staff members
- To let us know of any absence or cancellations for your child(ren) promptly
- To let us know if your child(ren) have any contagious illnesses

CONTACT INFORMATION

Apple Trees Club

The Old School Room
St Andrew's Church
Curry Rivel
TA10 0HQ

Apple Trees Club Holiday Club

Curry Rivel C of E VC Primary School
Church Street
Curry Rivel
TA10 0HD

Club mobile number: 07480 305 447 (Please leave a voice message if there is no reply.)

Correspondence Address:

Debs Powell
Apple Trees Club
8 Heale Lane
Curry Rivel TA10 0PG Tel: 07799 423 884

We are open:

- 7.45am – 8.50am
- 3.15pm – 6.00pm
- School Holiday times 7.45am – 6.00pm

We are closed for the two week Christmas holidays and two weeks during the Summer Holidays (please see website for latest dates).

www.appletreesclub.co.uk

Ofsted Registration Numbers: EY483675 (The Old School Room) & EY548522 (Holiday Club)
– Curry Rivel Out of School Club trading as 'Apple Trees Club'

Ofsted

Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231