



Parents' Handbook

ABOUT THE CLUB

Breakfast club is open from 7.30am weekdays during term time and drop off is at the Childrens' Centre, Burlington Road.

The After School club is open from 3.20pm until 6.30pm weekdays during term time. Please collect from the Childrens' Centre.

Aims

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

What we offer

There will always be a selection of activities and resources available, including board games, construction toys, physical play, craft, cookery and reading.

What we provide

Our menus are fully compliant with school food plan guidelines and are also mindful of any allergies/intolerances registered users may have. We ensure ALL staff members know of any children who have dietary intolerances or allergies. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting and request that food be consumed whilst sitting at the table.

Children are served breakfast from 7.30am and are offered a choice of wholegrain cereals, toast and milk or juice. Fruit is also available.

Our caterers Radish are providing a full menu for the children's evening meal; please keep the club leaders informed about any food allergies your child may have. Fresh drinking water is available at all times. A hot meal will be served from 4.15 to 5pm. Please speak to the club if you pick up before 4.15pm and want your child to have a sandwich or similar instead.

Staffing

All of our staff have experience of working with children and will undertake professional development training. All staff members are DBS checked.

Policies

Breakfast and after school provision is run by the school and therefore adopts the school policies. Please see our website for all our latest policies.

TERMS AND CONDITIONS

Admission

Admission to the clubs is for children who are 3 to 11 years old and is organised by Elaine Walker in the Infant office. 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. Priority will be given in the following order:

1. Parents wanting 5 morning and/or afternoon sessions, full time, in term time
2. Siblings
3. Working parents/parents in full time education
4. Highest ranking on the waiting list

We require a completed set of registration forms for each child before they can attend the club. This information will be treated as confidential and will be stored appropriately. Please include (on a separate piece of paper) information about special educational needs, English spoken as an additional language or any other complex health matters that you feel play leaders should know about your child. Re-enrolment for September is required at the end of the summer term although existing club users will be given priority. We cannot keep a place open for your child unless you complete a new registration form each year.

Emergency contact details must be kept up to date at all times and it is the responsibility of the parent/carer to notify the school of any changes in details as soon as possible.

Please ensure that people listed as the emergency contacts are reachable between the hours of 7.30-8.45am for Breakfast Club and 3.20-6.30pm for the After School Club.

Payment of fees

As the club has now been open for a year we are increasing our fees slightly as of January 2019. Fees are now £4.50 per child per session for Breakfast Club and £12.50 per session for After School Club payable in advance. There is no sibling discount. The club fees will be reviewed annually.

This is payable for all regular, allocated sessions including when your child is sick, away on school trip or journey (i.e. PGL/Sayers Croft) or on holiday (regardless of the amount of notice given). This is because we must still pay the staff regardless of pupil numbers per session. We do not charge for bank holidays and professional training days.

When schools close early from 1.45pm (parents evening/end of term) the club will run from the end of the day until 5pm. Full time nursery children will be collected at 11.30 and join one of the reception classes for lunch and play until Acorns collect them from class with all other children at 1.45 p.m.

Parents are able to pay online via ParentPay and with electronic childcare vouchers (Ofsted Registered number: 102565) – please speak to the Infant school bursar, Mrs Clare Burton, if you have any queries regarding vouchers – bursar@burlingtoni.org.uk. Please ensure that fees are paid promptly. Non-payment for more than one week may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to Miss Elaine Walker.

Edenred	P21074037
Sodexo	846234
Computershare	0023591755

Care-4 32369136
Fideliti BUR091C

Changes to days and cancelling your place

We require half a term's notice of termination or of changes in pre-booked attendance patterns. If you need to change the days that your child attends please contact Miss Walker. We try to accommodate such changes whenever possible.

Participation in Burlington Activity Clubs

After School Club charges are based on the opening hours of the provision. Burlington will continue to offer separately run activity clubs from 3.20/30-4.20/30pm but these are booked and paid for individually and in addition to the After School Club fees. Children will go straight to their school based clubs at the end of the school day and will join Acorns After School Club afterwards. Infant children will be collected by Acorns play leaders and taken to either the Children's Centre or Infant Old Staffroom whilst Junior children will be taken to another room in the Junior school or across to the Children's Centre by an adult leading the school activity/club.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. If you know in advance of any days when your child will not be present, please let the play leaders know. Please note that we do not refund or credit any odd days that your child does not attend.

Arrivals and departures

For children accessing Acorns Breakfast Club, children must be accompanied by an adult and signed in each morning. For Year 5 and 6 children, parents must notify the club supervisor if their child is walking to Acorns by themselves.

At the end of the school day, the children will meet and be taken to the either the Infant old staffroom, Children's Centre or Junior classroom. A register will be taken when children arrive. Parent/carers must sign out their child each day when they are collected.

We expect that children will normally be collected by the people named on the registration form. The club playleaders should be notified asap if a different person is to collect a child on a particular day and a password given. The club playleaders should be contacted direct by telephone on 07947 681570 for last minute changes. Children will not be released into the care of a person unknown to us without parental/carer authorisation.

The club finishes at 6.30pm. **It is the parent/carers responsibility to ensure their child is collected by this time.** If unavoidably delayed the club must be contacted and alternative arrangements made for collection. A late payment fee of £15.00 per 15 minutes will be charged for late pick-ups and a payment slip issued. Persistent offenders will result in the cancellation of the child's place.

If a child remains uncollected after 7pm, and no contact has been made with the child's family, staff will ring the local authority duty social worker in SPA (Single Point of Access).

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 addressed. 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 differing racial origins, religions, cultures and languages in our 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.

GENERAL INFORMATION

School closure in an emergency

Should there be a reason to close Acorns (i.e. heavy snow) parents should first check either school's website where a message will be on the home page. If a decision has been made to close both Burlington Schools, Acorns will also be closed. You can also ring the club mobile telephone if you have any serious concerns.

Behaviour (children)

The club promotes an atmosphere of care, consideration and respect for everyone attending.

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

If a child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require them to be collected 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. Depending on the seriousness and frequency of the behaviour, we may give as little as 1 week and up to a maximum of 4 weeks notice. The notice period will be determined case by case.

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.

Illness, Accidents and First Aid

If a child becomes unwell whilst at the club we will contact the parent/carers and ask them to make arrangements for them to be collected as soon as possible.

Every precaution is taken to ensure the safety of the children at all times. Staff are trained in first aid and a first aid kit is kept on the premises. In the event of an accident requiring urgent medical attention, the parent/care will be contacted immediately.

We follow a 48 hour rule for children with vomiting and diarrhoea. Your child may return to the breakfast or afterschool club 48 hours after their last bout of sickness or diarrhoea.

Medication

Please let the play leaders know if a child is taking prescribed medicine or has a medical condition, including asthma. If a child needs to take medication whilst at the club a **Permission to administer medication form** must be completed in advance and will be held by the club. Medicines stored in the schools offices cannot be removed and used in club hours, please make sure the club has the correct medicines for club use only.

Complaints procedure

Queries, comments or the need to discuss any matters concerning a child, should be directed to the school office.

Pledge to Parents

We value our relationship with parents/carers and are committed to working in partnership to provide top quality play and care for all children. We will:

- Keep parents/carers informed of opening times, fees and charges, programmes of activities, and procedures.
- Be consistent and reliable to enable parents/carers to plan with confidence and peace of mind.
- Listen to the views and concerns of our parents/carers to ensure that we continue to meet their needs.

Mrs P Utting

Headteacher Burlington Junior School

Mrs S Yay-Walker

Headteacher Burlington Infant and Nursery School

January 2019

Burlington Schools

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Club mobile phone: 07947 681570