



Parent Handbook 2021-22

	INFANT & NURSERY ACORNS	JUNIOR ACORNS
Club Contact	Mathu Keerthishankar Club Supervisor	Katrina Godsell Club Manager
Mobile number	07947 681 570	07754 572 404
Acorns Administrator	Navita Rathod	Sarah Mitchell
Email	acorns@burlingtoni.org.uk	acorns@bjs.rbksch.org

ABOUT THE CLUB

Acorns Breakfast club is open from 7.30am until the start of the school day. Acorns After School club is open from the end of the school day until 6pm for Infant & Nursery Acorns and until 6.30pm for Junior Acorns. The Acorns clubs run every weekday, during term time, excluding INSET days and bank holidays.

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. Some parents often ask if their Junior school children can do their homework at Acorns: we can do our best to find a quiet corner if a child requests it, but unfortunately we are unable to supervise the homework.

What We Provide

We ensure ALL staff members know of any children who have dietary intolerances or allergies. Please keep the Administrators informed via email about any food allergies your child may have or develop. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting and the children are seated at tables to consume the food.

Children are served breakfast from 7.30am until 8.20am and are offered a choice of wholegrain cereals, toast and milk.

Our caterers, Radish, provide a full menu for the children's light evening meal: a hot option (or sandwiches alternative) will be served from 4.15 - 5pm. Fresh drinking water is available at all times.

Child Induction Procedures

When children first join Acorns they will be allowed to settle in at their own pace. The new child will be introduced to all members of staff and to the children collectively.

- Children in Nursery and Reception and their parents will be introduced to their key workers.
- The club's activities, rules and routines, such as snack time, signing in and signing out, will be explained.
- The child will be shown around the club and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the club environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

Staffing

All of our staff have experience of working with children and will undertake professional development training. All staff members are DBS checked and trained in Safeguarding. There is also a paediatric first aider and a member of staff with an NVQ Level 3 within the Infant staff team. The Manager of the Juniors holds a BA Degree in the Early Years.

Policies

Acorns Breakfast and After School provision is run separately by each school and therefore adopts the respective school's policies. Please see each school's website for all our latest policies.

TERMS AND CONDITIONS

Admission

Admission to Acorns is for children who are 3 to 11 years old. Booking forms are available on both school websites and/or in both school offices. Booking forms should be emailed to the respective Acorns Administrator.

We use a waiting list system when the need arises. Places will be offered to those on the waiting list in the following order of priority:

1. Children requiring 5 morning and/or afternoon sessions, every weekday
2. Children with siblings currently attending Acorns on the same days / sessions
3. Any remaining places will be offered to children in the order of their date of application

Registration Forms

Registration forms must be returned before your child starts at the club. Emergency contact details must be kept up to date at all times and it is the responsibility of the parent/carer to notify the respective Acorns Administrator by email of any changes in details as soon as possible. Please include 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. This information will be treated as confidential and will be stored appropriately.

Re-enrolment Every New Academic Year

All existing Acorns families must go through the re-enrolment process during the Summer term to secure their places for the new academic year starting in September. Existing Acorns families are given the opportunity of priority re-booking before we consider any new admissions for September. During this re-booking process, families also have the opportunity to change or request additional sessions if required.

Please note, we cannot keep a place open for your child in the new academic year, unless you complete the re-enrolment process. Registration forms must be completed by all families (new or existing) prior to the start of a new academic year.

Payment of Fees

Fees are £5.00 per child per session for Breakfast club and £13.00 per session for After School club, payable in advance of each half-term. There is no sibling discount. The club fees will be reviewed annually and confirmed in advance of September.

Parents are able to pay online via School Gateway and with electronic childcare vouchers. Join School Gateway by visiting this [website](#) or downloading the app for your phone (available on App Store and Google Play).

For childcare vouchers, search for the respective OFSTED registration number or provider code, as shown below, on your provider's system. Please note, vouchers need to be allocated to the correct school, and this may mean you need to set up 2 separate accounts with the same provider if you have children in both the Infant and Junior schools.

	INFANT & NURSERY ACORNS	JUNIOR ACORNS
OFSTED registration number	102565	102564
Queries regarding childcare vouchers, please contact:	Clare Burton bursar@burlingtoni.org.uk	Julie Kerr bursar@bjs.rbksch.org
Common provider codes:		
Edenred	P21074037	P21278880
Sodexo	846234	907155
Computershare	0023591755	0026587727
Care-4	32369136	77715406
Fideliti	BUR091C	BUR113C
Apple	CA00012037	
Fair Care		BURL0820
RG Childcare		13920395054

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 or email in confidence to the respective Acorns Administrator.

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 email the respective Acorns Administrator. If you have changes for that same day or the next day you should call or text the respective Club Contact on the club mobile. Please note that we do not refund or credit any odd days that your child does not attend.

Fees are payable for all regular, allocated sessions including when your child is sick, away on a school trip or journey (e.g. 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 (i.e. INSET days).

When schools close early from 1.45pm / 2pm (e.g. parents evening / end of term) the club will run from the end of the day until 5pm. Early closure days are detailed on the schools' websites a year in advance via the term dates page. Parents will be given at least 1 week's notice of such occasions.

Changes to Days and Cancelling Your Place

To change or cancel a session or to terminate your place at Acorns, we require 6 week's notice. If you need to change the days that your child attends, please email the respective Acorns Administrator. We try to accommodate such changes wherever possible but you may be placed on a waiting list if space is not available. If you do not give the required notice before cancelling a session(s) or terminating your Acorns place, we will ask for fees to be paid in lieu.

Participation in Burlington Activity Clubs

Acorns After School club charges are based on the opening hours of the provision. The Burlington Schools will continue to offer separately run activity clubs. These are booked and paid for individually and charged in addition to the fees for Acorns After School club. 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 the Infant hall, whilst Junior children will meet in another room in the Junior school where a playleader will sign them in on the register.

ARRIVALS AND DEPARTURES

The manager / supervisor will ensure that an accurate record is kept of all children in the club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition, we conduct regular headcounts during the session.

Arriving to Acorns

Our staff will greet each child warmly on their arrival at the club and will record the child's attendance in the daily register straight away, including the time of the arrival.

Escorting Children to and from School

The club and school have a clear agreement concerning the transfer of responsibility for children's safety to and from the club.

- Acorns staff will escort all Nursery and Infant children to and from their classrooms and conduct a verbal handover (e.g., any accidents, information from/for home etc.) with teachers.
- Acorns staff will collect Year 3 children for the first half-term until they are familiar with the school layout.
- Year 4, 5 and 6 will make their own way to/from the Junior Acorns meeting room. If a child is booked into the club and we haven't received a phone call/e-mail informing us of their absence, we will check whether the child was present at school that day.
- If a Year 5 or 6 child will be walking to Acorns Breakfast club by themselves, parents must notify Katrina, the Junior club manager, by text message to the club mobile 07754 572 404.
- If a child has failed to arrive for Breakfast club or After School club without explanation, staff will contact the parents/carers or school office to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents have failed and the child's

whereabouts is not known, staff will immediately inform the manager who will implement the **Missing Child** procedure (see below).

Missing Child Procedures

At Acorns we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening, staff will:

- Carry out headcounts before leaving an area and on arrival to a new one
- Make sure doors/gates are always locked and secure
- Use a radio to alert staff of children moving between the Junior building and Great Hall
- Nursery children to only use the toilet in the Acorns Club Room
- Infant children are always escorted if moving to a different area of the school

In the unlikely event of a child going missing, the following steps will be taken:

- Staff will contact the parents/carers or school office to check where the child should be.
- All staff will be informed that the child is missing including the Head Teachers of both the Infant and Junior schools.
- Staff will conduct a thorough search of the premises and surrounding area. After 10 minutes the police will be informed. The manager will then update the child's parents/carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive. We will maintain as normal a routine as possible for the rest of the children at the club.
- The manager will liaise with the police and the child's parent/carer.

The incident will be recorded in the **Incident Log**, and reported to **RIDDOR**. A review will be conducted regarding this, and any other related incidents, along with relevant policies and procedures. We will identify and implement any changes as necessary.

Departing from Acorns

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children must be collected by a parent/adult who has been authorised to do so on their registration form. If parents require another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the club in advance and provide a description of the person and a password that they will use. If the manager / supervisor has any concerns regarding the person collecting, he/she will contact the main parent or carer for confirmation. Children will not be released into the care of a person unknown to us without parental/carer authorisation.
- The parent or carer must notify the club if they will be late collecting their child. If the club is not informed, the manager / supervisor will follow procedures for an **Uncollected Child** (see section below).
- Children over the age of eight will only be allowed to leave the club alone at the end of the session if the club has discussed this with the child's parents and has received their written consent.
- Children below the age of eight will not be allowed to leave the club unaccompanied.

Uncollected Child Procedures

The Acorns After School Club finishes at 6pm for Infant & Nursery Acorns and 6.30pm for Junior Acorns. **It is the parent's/carer's 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 for up to 15 minutes' delay will be charged for late pick-ups and a payment slip issued. For every additional 15 minutes' delay, a further £15 will be charged. Persistent offenders will result in the cancellation of the child's place.**

If a child remains uncollected after 6.15pm for Infant & Nursery Acorns or 6.45pm for Junior Acorns, and no contact has been made by the child's family, staff will ring the local authority duty social worker in SPA (Single Point of Access) to report this as a safeguarding concern.

Breakfast Club Drop Offs

For children accessing Acorns Breakfast club, children must be accompanied by an adult and signed in each morning.

Junior drop off point	Access via the black gate by the Children's Centre; ring the buzzer
Infant / Nursery drop off point	Access via the main blue gate off Burlington Road Call Infant club mobile for entry

If you have children across both schools, please drop your child at Infant / Nursery Acorns before dropping off your Junior Acorns child.

After School Club Pick Ups

If you wish to call the club mobile (07947 681 570 for Infant Acorns or 07754 572 404 for Junior Acorns) 10 minutes prior to your arrival, staff will try to have your child ready for pick up at the following collection point:

Junior pick up point	Access via the black gate by the Children's Centre; ring the buzzer Please note the black gate will be manned from 5pm. If you would like to collect your child earlier, please ring the Junior club mobile when you are at the black gate and we will bring your child to you.
Infant / Nursery pick up point	Access via the main blue gate off Burlington Road Call Infant club mobile for entry

If you have children across both schools, please pick up your child at Infant / Nursery Acorns before picking up your Junior Acorns child.

CHILD SAFEGUARDING

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.

SEND

We welcome applications for children with special educational needs and disabilities and support their time at Acorns through liaising with the class teacher and/or SENCO, speaking to parents/carers, getting to know the child and planning their transition carefully. Our aim is for all children to be able to access the club activities safely and positively. Please see the SEND Policy on the schools' websites.

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 and a message will also be sent via the School Gateway / MySchool app. If a decision has been made to close both Burlington Schools, Acorns will also be closed. You can also ring the respective club mobile 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 towards any member of staff or child within the club. 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/carers will be contacted immediately. In the event that we are unable to contact a parent or carer, and a pupil needs to be taken to hospital, a member of staff will always accompany them and will stay with them until a parent arrives. The club will try to ensure that the staff member will be one the pupil knows.

We follow a 48 hour rule for children with vomiting and diarrhoea. Your child may return to the Breakfast or After School 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.

Involving Parents and Carers Procedures

At Acorns we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the club, by sharing information with them, answering questions and addressing any concerns.

We do our best to keep parents informed about the club by:

- Giving all parents a copy of our club's **Parent Handbook** which outlines how the club operates and includes contact details.
- Notifying the parents of their Nursery or Reception child's key person when they start at the club.
- Regularly updating the Acorns page on each school's website
- Making all of our policies available at the club for parents to consult whenever they like.
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible/required.

We actively welcome parents and invite their input into the club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the **Registration Forms**).
- We involve parents in settling their children in at the club (in accordance with our **Child Induction Procedures** – see page 2).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc.).
- We conduct two satisfaction surveys a year for parents and children at the club to gain regular feedback.
- All of our staff wear uniforms so that children and parents can easily identify them.
- We obtain parental permission for photographs.
- We can arrange for parental discussions with staff outside of club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** procedure (see below).

Complaints Procedure

Queries, comments or the need to discuss any matters concerning a child, should be directed to the respective Club Contact. Please speak to them in person in the first instance or if you wish to put it in writing please send an email for their attention via the respective Acorns Administrator. Please refer to the school's complaint procedures on the Infant and Junior websites if you feel your concerns have not been adequately addressed.

Visitors Procedure

Acorns is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club, we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club. All visitors will only be allowed entry to the club by prior arrangement.

When a visitor arrives at the club we will follow the procedure set out below:

- The identity of the visitor must be checked and recorded on the **Visitor Log**.
- The visitor must read and sign the **Safe Working Practice and Code of Conduct for All Visitors and Volunteers** form.

If the above conditions and procedure cannot be completed, the visitor's access will not be allowed. Visitors will never be left alone or unsupervised with the children.

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
Head teacher, Burlington Junior School

Mrs S Yay-Walker
Head teacher, Burlington Infant & Nursery School

Burlington Schools Acorns
Burlington Road, New Malden, KT3 4LT
Club Mobile Phone: 07947 681 570 (Infants) and 07754 572 404 (Juniors)
Club Email: acorns@burlingtoni.org.uk (Infants) and acorns@bjs.rbksch.org (Juniors)
Head Teachers: Mrs S Yay-Walker and Mrs P Utting