



# **Acorns**

## **Before and After School Clubs**

### **Handbook**

**Contact details:**

**[acorns@ridgeway.croydon.sch.uk](mailto:acorns@ridgeway.croydon.sch.uk)**

**Mobile number: 07746 899 069**

## **OUR PROMISE**

We will:

- **Welcome parents/carers to discuss our out of school provision**
- **Ask permission for special events**
- **Keep parents/carers informed of changes, programmes of activities and procedures**
- **Be consistent and reliable to enable families to plan ahead with confidence and peace of mind**
- **Share and discuss children's achievements, experiences and behaviour**
- **Listen to your views and concerns**

## **OUR EXPECTATIONS**

We are proud that we have a well-resourced and spacious learning environment. We expect it to be maintained and respected by the whole school community. We aim to encourage a friendly, caring atmosphere with a high level of co-operation, so that everyone has an opportunity to enjoy school life.

The school reserves the right to refuse children's attendance at clubs where their behaviour is likely to affect the running of the clubs and where behaviour in school is a significant cause for concern. Parents/carers will be given written notice if their child's behaviour is a cause of concern and their place at the clubs might be withdrawn.

### **All participating children will be expected to:**

- **Listen carefully to and follow all instructions given by school staff**
- **Treat others, their learning and the school environment and equipment with respect.**
- **Be kind, honest and polite**

## **EQUAL OPPORTUNITIES**

Ridgeway is an inclusive school where we focus on the well-being and progress of every child and where all members of our community are of equal worth. Equality of opportunity is a fundamental right for all members of the school community. This will be achieved by promoting positive self-image, self-esteem and anti-discriminatory practices and by respecting each other's diversity, languages, beliefs and cultures.

- **We aim to develop a culture of inclusion and diversity in which all those connected to the school feel proud of their identity and are able to participate fully in school life.**
- **We will tackle discrimination by the positive promotion of equality, challenging bullying and stereotyping and creating an environment which champions respect for all.**
- **We believe that diversity is a strength, which should be respected and celebrated by all those who participate in our extended schools provision.**

## ACORNS HOURS

The before and after school clubs are available Monday to Friday throughout the school term, excluding: bank holidays, INSET days and any unexpected school closures (e.g. in the event of adverse weather conditions).

<b>Before School Breakfast Club</b>	<b>7:30 am – 8:40 am</b>
<b>After School Club</b>	<b>3:15 pm – 6:30 pm</b>

Children in Reception and Years 1 and 2 will be collected from their classrooms by a staff member of Acorns at the end of the school day. Children in Key Stage 2 will make their own way to the club.

Children can join the club later than the start time of the School Breakfast Club and/or can be collected earlier than the pre-booked After School Club finishing time, but there is no discount or refund of the fee payable. The fees cover the whole session time and pro-rata fees are not applicable.

## FEES

The school is committed to providing affordable childcare and activities. We endeavour to keep our fees at a competitive level to provide and maintain a high quality service.

Fees must be paid monthly in advance, using the school's online payments system (ParentPay), or through an approved childcare voucher scheme. Fees are not refundable in the event of pupil absence and must be paid in full if a place is to be reserved. Where a child is absent due to long-term illness, the school reserves the right to adjust the fees payable, as appropriate.

You may use childcare vouchers to pay for the after school club. The school's DFE number, which will be needed if you are using childcare vouchers for payment, is 3062107 and our Ofsted Registration is 130915.

Fees must be paid if your child is absent, irrespective of reason (including exclusion). Extra sessions can be added (subject to availability), but sessions/days cannot be swapped. For families with multiple children attending Acorns, full fees apply to the first child and a discount of 10% will be applied to each additional child.

Breakfast Club	7:30am until school start	After School Club	From end of School until 5:30pm	From end of School until 6:30pm
1 morning	£4.85	1 afternoon	£13.25	£14.25
2 mornings	£9.70	2 afternoons	£26.50	£28.50
3 mornings	£14.55	3 afternoons	£39.75	£42.75
4 mornings	£19.40	4 afternoons	£53.00	£57.00
5 mornings	£24.25	5 afternoons	£66.25	£71.25

Note: The fees shown above will take effect from 1<sup>st</sup> February 2021

Failure to make payments on time will result in the termination of the contract and your child/ren losing their place in the club. Late payments will incur a £5 administration fee.

A late collection charge of £10 for every 10 minutes (or part thereof) will be applied for children who are not collected by their specified collection time (i.e. 5:30pm or 6:30pm). The late fee will be charged to your child's ParentPay account. The school reserves the right to withdraw a child's place in the event of continual late collection.

**We regret that there is no discount or waiver of fees for missed booked sessions (this includes any personal holiday, absence, sickness during term time) as running costs are still incurred. Fees will be reviewed annually in July and parents will be informed a month in advance of any changes. Please note that one month's written notice is required to withdraw your child from either the breakfast or after school provision.**

## **STAFF**

There are 7 members of staff working in Acorns:

**Mrs Cherain Gordon-Todd will manage the provision.**

**A Deputy Manager and a team of 5 playworkers will support children during their time at Acorns.**

All staff working for the clubs are employees of the school and have experience of working with children. The Acorns team participate in on-going training to ensure that best practices are implemented at all times. Children attending any extra-curricular clubs run at the end of the school day will be brought to the After School Club by the member of staff running the extra-curricular club.

## **CONTACTING ACORNS**

Should you wish to make an enquiry or leave a message regarding either Acorns' Breakfast or After School Club, please contact Cherain Gordon-Todd via the dedicated Acorns phone number or email address:

**Telephone: 07746 899 069**

(Available during Acorns service hours, with a voicemail facility to enable messages to be left outside of these hours.)

Email: [acorns@ridgeway.croydon.sch.uk](mailto:acorns@ridgeway.croydon.sch.uk)

## **POLICIES**

All relevant school policies apply to the Acorns breakfast and after school clubs. These include policies relating to the health and well-being of children (e.g. Early Help and Safeguarding, Equality, Behaviour, Data Protection, Complaints and Health and Safety etc). The school's policies are available on our school website or on request. Acorns will follow the school's child protection procedures. Please note that staff are legally obliged to report any concerns to the relevant authorities.

## **FACILITIES**

Acorns will be hosted in the upper (KS2) hall. Acorns will be able to access other areas of the school, depending on availability, for specific activities (e.g. ICT suite). Those attending Acorns will have supervised access to the playground and school field for organised outdoor play.

## **INSURANCE**

The school's insurance covers our responsibilities to the children and staff. The Acorns team have a duty of care to the children, which means that staff will provide the level of care of a 'responsible parent' which is the same category as for schools.

## **SUPPORTING CHILDREN WITH SEN**

The Acorns staff will liaise fully with the school and parents/carers on meeting the special needs of children, and staff will be happy to discuss any issues regarding the needs of the children.

## **ACCIDENTS & INCIDENTS**

In line with the school's procedures, any accidents or incidents involving your child will be recorded in the appropriate register and you will be notified of the accident/incident by a member of staff. There are qualified first aiders, including a qualified paediatric first aider, in the Acorns team.

## **PUPIL SICKNESS AND MEDICINES**

In order to reduce the spread of illness and infection we request that you do not bring your child to either the before or after school provision if they are unwell. Please adhere to the school's 48 hour rule for vomiting and diarrhoea; children cannot return to school until 48 hours after the last bout of illness. Should your child become unwell whilst attending the before or after school club then a member of staff will contact you. You will only be requested to collect your child if deemed necessary.

Medication can only be given in line with the school's Managing Medicines and Dietary Requirements in School Policy (which operates in conjunction with the Medical Needs, First Aid and Health and Safety Policies). We are legally required to have written permission before medication can be given. This must be prescribed and required to be administered four times a day and be in date. Any pre-existing medical conditions will be dealt with in line with school policy.

Please inform the Acorns manager of any long-term medical condition that requires administration of prescribed medicines. If your child's condition requires specialist technical/medical knowledge, please contact the Acorns manager to discuss your child's needs.

## **REGISTRATION AND ALLOCATION OF PLACES**

To register a child for a place with Acorns, parents/carers must complete the registration form, which can be obtained by emailing the club. When the maximum number of places has been reached, children will be placed on a waiting list. When they become available, places will be allocated based on the following criteria, which are prioritised accordingly:

1. Siblings already in attendance at Acorns.
2. Full time places in date received order (these will be prioritised over part time places where a full time place is available).
3. Date the registration was made.

If a parent has registered on the waiting list, it is assumed that they will accept places once they are offered. Vacancies at the club might not always allow us to offer all places required by a family.

If a family are offered **all** of the places they have requested, but decline the place, their registration date will be reset to the date the offer was made and their place on the waiting list will move to the bottom of the list.

If a family is only offered some of the sessions for which they have registered (i.e. a partial offer of places), and they decline these, their place will be held on the waiting list until such time when all places can be allocated.

If possible, parents should give an indication of when declined places might be required. This is to help the Acorns team manage the allocation of places effectively and helps avoid unnecessary admin and delays to offers being made to other families.

Families should notify the Acorns team if they no longer require a place on the waiting list, so their details can be removed.

## **ABSENCE**

Parents must inform the Acorns team of their child's absence from the Breakfast and/or After School Club using the Acorns telephone number: **07746 899 069**. **However, please note that we are unable to give a discount for absence due to sickness or leave of absence taken during term time.**

## **FOOD AND NUTRITION**

Parents and children are encouraged to let us know their food preferences and dislikes so that we can endeavour to meet these, wherever possible. The cost of breakfast (before school) and the light supper (after school) is included in our fees. Please notify us on your application form if your child has any special dietary requirements or allergies.

Breakfast is served from 7:30am until 8:15 am and all children should arrive at Acorns Breakfast Club in time for this. Children will be given a choice of foods from the breakfast menu including: toast with various spreads, a range of healthy cereals and yoghurt. Crumpets, muffins and pancakes will occasionally be available. We expect that all children attending will need a breakfast provided by the club. If your child does not need the breakfast, please let the staff know when dropping off.

A light supper will be served at after school club. This is not intended as a full evening meal, but sustenance to keep the children going between the end of the school day and an evening meal at home. Supper is served between 4:15pm and 4:45pm. To make the meal time sociable, as well as a fun learning opportunity, and to enable staff to run this element of the service smoothly, we would prefer parents to not collect their children during this time. It is preferable for children to be collected before 4:15pm when the meal is served, or after 4:45pm once the children have eaten.

Children should not bring their own food to Acorns.

## **ACCESS**

Access to both the Breakfast and After School Club will be via the external doors to the upper hall (near the KS2 entrance).

For breakfast club, you must escort your child to Acorns, ensure they are greeted by a member of Acorns staff and sign them into the club register.

When collecting your child from the after school club, please ensure you collect your child from a member of the Acorns staff and sign them out from the club's register. Parents will be asked

to wait at the collection point by the door while a member of staff supports your child to gather their belongings . Parents will not be allowed through to the rest of the school when collecting from Acorns. All children must be collected by 6:30pm at the very latest.

Children are not permitted to leave on their own.

In the interests of pupil safety and due to limited space in the school car parks we would like to remind families using our Breakfast and After School Clubs that they should not be using the school car park when dropping off and picking up. We would, therefore, ask that, if dropping off or collecting by car, you please park safely on the roads outside the school.

### **DROP-OFF TO AND COLLECTION FROM CLASS**

At 8:40am children from Reception and KS1 will be escorted to their classrooms; children from KS2 will make their own way to class from 8:35am. Children may be allowed to leave earlier from breakfast club to attend specific activities (for example Lexia). If this is required please indicate on the registration form.

After school, children from Reception, Year 1 and Year 2 classes will be collected by Acorns staff from their classrooms and escorted to the upper hall. Children in Year 3 will be met by Acorns staff in the KS2 library area and children from Years 4-6 will make their own way to the club.

### **ACTIVITIES**

There will be a range of activities available for the children each morning, including: construction toys, art and craft, board games and a quiet reading area. There will be a range of activities available for the children each afternoon including: construction toys, art and craft, board games, small world activities and a quiet reading area. Weather permitting, the outdoor area will be used to offer a range of activities including skipping and ball games. These will be supervised by an adult at all times. Other areas of the school (e.g. the ICT suite, resource room, MUGA and Trim Trail) may be used depending on availability and logistics.

### **PARTNERSHIP WITH PARENTS/CARERS & CHILDREN**

The school welcomes your feedback and comments on all aspects of the school, including our before and after school provision. This can be done either by talking to the club staff or putting your comments in writing (via email or letter). Children are also encouraged to share their ideas and make suggestions on improving the clubs and will be consulted on their preferences to develop Acorns' provision.

### **CONCERNS OR COMPLAINTS**

All concerns and complaints are taken seriously. We prefer you to discuss any complaint or concern (however small) with us, rather than anyone else. As a first point of contact, please talk to one of the Acorns team. If you need to take any matters further, please refer them to the Acorns manager. If your complaint remains unresolved, please see Ridgeway Primary School Complaints Policy for the complaints process thereafter. A copy of the school's complaints procedure can be found on the school website or requested from the School Office.

### **TERMS & CONDITIONS**

These terms and conditions relate to the agreement which will be taken out between Ridgeway Primary School and the parent/carer.

## **1. School Responsibilities**

- We will work within all school policies.
- We aim to provide a sensitive, secure and welcoming environment for children of Ridgeway Primary School before and after the end of the school day.
- We will set up a stimulating environment for the children.
- We will provide healthy, nutritious food.
- We will supervise and play with the children to support their learning and all round development.

## **2. Pupil Responsibilities**

- Children will be expected to behave within the school Behaviour Policy and Ridgeway's Home School Agreement.

## **3. Parent/Carer Responsibilities**

- I/We will ensure that I/we communicate clearly with staff, keeping them informed of any changes in arrangements.
- I/We understand that fees are payable monthly in advance and are non-refundable.
- I/We understand that meals will be served at specified times and if my child arrives later or is collected earlier than the specified times, then a meal may not be provided.
- I/We will help our child to work within the school's Behaviour Policy.
- I/We understand that this is an additional out-of-hours facility and if we do **not** pay in advance or keep our child's account in credit, or our child's behaviour is not manageable by staff, then our child's place will be withdrawn.
- I/We understand that in the event that school stops services due to non-payment; the school will withdraw my child's place at this facility and offer this to another child on the waiting list.
- I/We understand that if a child's account goes into arrears, the school reserves the right to stop use of all chargeable services used by my family (i.e. lunches/clubs/extended services) until the family accounts are brought into credit.
- I/We understand that I/We are still required to pay for all sessions booked, even if our child is absent.

## **4. Cancellation / Termination**

- After the offer of a place has been accepted either party may terminate the agreement by serving one month's written notice. During that month the school undertakes to continue to admit the child and the parent undertakes to pay all fees due, whether the child attends the one month's notice period or not.
- In the event of the parent failing to pay the one month's notice fees the child's place shall be immediately withdrawn and the school shall be entitled to serve a formal demand for payment of such monies.
- If the school believes that the continued presence of a child is detrimental to the health, safety or well-being of the child or other children or the staff employed, then the school may request for the child to be immediately removed from the before or after school club and the provision of one month's notice, referred to above, shall not apply.

## **5. Payment of Fees**

- Payment of fees to the school **one month in advance** (e.g. sessions in November must be fully paid for by the end of September).
- Payments can be made online using the school's cashless payments system, ParentPay, or via childcare vouchers.
- The school reserves the right to increase the fees at any time upon giving one calendar month's written notice of the proposed increase to the parent.

- It must be noted that the child's place at either the before or after school club must still be paid for in the event of absence due to illness, authorised leave, appointments etc. The parent is, therefore, obliged to make full payment. In the event of payment not being made the school reserves the right to terminate its agreement with the parent.
- The extended services will not run on Bank holidays, INSET days or during any unforeseen reason for school closure (e.g. adverse weather conditions) and such occurrences will not be charged for.

## **6. Collection of Children from the After School Club**

- Parents/carers are expected to make arrangements for their child to be collected from the after school club by a responsible person **by their chosen collection time (5:30 pm or 6:30pm)**.
- Children will not be permitted to leave the club unaccompanied or with an adult who is not known to the club staff.
- If the named person cannot collect your child from the After School Club then please inform the Acorns Manger, as soon as possible. **The Acorns Mobile Telephone number is 07746 899 069. It is important that staff are made aware of any changes in advance. Details of people collecting children must be registered on the Acorns registration form.**
- It is very important that you contact us if you are running late to collect your child. Please note that charges for late collection will apply after 5:30pm or 6:30pm (depending on the collection time specified in your contract). In all cases your child will not be able to leave with an unknown adult. Authorisation will be sought, so please ensure that your contact telephone numbers are up to date.

**Should you have any further questions please ask at the school office**

**The information contained in this handbook is correct at the time of publication (October 2020) and may be subject to change.**

## Covid-19 Appendix

The following measures will be applied as part of the school's risk assessment and planning in response to the Covid-19 pandemic. All measures are subject to change in line with Government guidelines and/or reported cases of Covid-19 and/or school operational requirements.

### Bubbles

Children will be kept in separate year group bubbles within the Acorns provision. Year groups will be based in the following locations:

#### Reception

Maximum group size: 12

Based in: **the refurbished Reception corridor room**

Entrance and exit: **The external steps up to the hall fire door by the main school entrance.**

Please ensure **only one family are using the steps at a time** and maintain a safe distance from other families while waiting at the bottom of the steps. Children will be escorted to their specific room by a member of the team

Supported by: **One adult** (supported by the Manager)

#### Year 1 and Year 2

Maximum group sizes: 20 per year group bubble

Based in: the **Lower hall**

Entrance and exit: **The external steps up to the hall fire door by the main school entrance.**

Please ensure **only one family are using the steps at a time** and maintain a safe distance from other families while waiting at the bottom of the steps.

Supported by: **Two adults** (supported by the Manager)

#### Years 4, 5 and 6

Maximum group sizes: 15 per year group bubble

Based in: the **Upper hall**

Entrance and exit: **The hall fire doors (the 'old' Acorns entrance).** Please use the **ramp as the entrance** to the drop-off area and **exit via the small flight of steps.**

Supported by: **Two adults** (including the Deputy Manager)

#### Year 3

Maximum group size: 20

Based in: the **new library/flexible learning space** (which was the 4M classroom last year)

Entrance and exit: **The hall fire doors (the 'old' Acorns entrance)** – children will walk through the upper hall and be sent through to their separate space. Please use the **ramp as the entrance** to the drop-off area and **exit via the small flight of steps.**

Supported by: **One adult** (supported by the Deputy Manager)

The Manager is in addition to the staff listed above and will oversee the service and support where required, with a particular focus on the Reception, Year 1 and 2 pupils.

In addition to the seven Acorns staff, a member of the Chartwells catering team will support with food preparation and delivery from 2:30-5:30pm to enable the Acorns team to focus on the children during these busier times.

#### Waiting List Management:

As a temporary measure during the Covid-19 response, if the maximum number of places for a year group bubble has been reached, we will continue to offer places to children in bubbles with available

spaces, even if those children are lower on the waiting list than children waiting for a place in a 'full' bubble.

### **Getting to and from class:**

There is a carefully arranged system for taking children to class at the same time (or a time that closely matches) the start time for the rest of their class. This will help the Acorns children to avoid crossing with other bubbles arriving for school. Children will be **taken to class by Acorns staff in the mornings** and **brought to Acorns by their teacher/TA after school**. Pupils in years 5 and 6 will make this transition independently, but an adult will be available to support if necessary.

**Please be aware that parents will not be permitted to enter the building at drop-off or collection time.** If you have a question for the staff, please use the Acorns email address or phone number to speak to the team.

### **Times:**

Children will be welcome from and until the times stated in the handbook:

#### **Mornings from 7:30 am**

**Afternoons until 5:30pm or 6:30pm** (depending on what you have opted for in your contract)

You are welcome to drop off or collect your child at any time. However, please note the timings of the evening supper and try to avoid collecting when your child will be eating, to support staff.

### **Food**

As per the usual Acorns offer, the children will be provided with a breakfast (am) and a light supper (pm). The supper menu might be more limited than usual, while the team adjust to the new processes and systems to ensure everyone's safety.

**Reception and KS1 will be served at 4:00pm**

**KS2 will be served at 4:20pm**

### **Play**

In the halls, children in each year group will have specific areas or zones within which they will play, and separate resources with which to play. Staff will clean resources at the end of each day and popular resources will be cleaned and rotated on a weekly basis, to ensure children have fair access to any favourite toys/games. A timetable for sharing the outside space and equipment safely has also been devised. This will mean children having outside space at different times, weather permitting.

### **Safety Measures**

To enhance the safety of children and adults further, we will also follow all the best practices as per the guidance, including (but not limited to):

- Use of hand sanitiser on arrival at Acorns in the morning.
- Regular handwashing, especially before and after transitions from/to another bubble (i.e. immediately before going to class in the morning or before joining Acorns after school).
- Separate space, tables and resources for each year group.
- Maintaining social distancing within year groups, wherever possible (although note the government's guidance on this, specifically around how younger children interact with one another).
- Doors and windows open wherever possible, to ensure good ventilation.
- Managed transitions to the toilets, one year group at a time.
- Low pupil to staff ratio, with specific staff managing each room to ensure consistency and familiarity for children. Additional staff to manage food preparation after school.
- First aid administered within the children's bubbles as necessary.

- Parents can drop-off and pick-up their children at any time during the service hours, which will spread out the numbers arriving/leaving at any one time.

As with all the plans devised in response to Covid-19, they are subject to change. Staff will regularly evaluate the service provision and effectiveness and will consult children and families to get their input into ways to adjust the service.