



Acorns

Before and After School Clubs

Handbook

Contact details:

acorns@ridgeway.croydon.sch.uk

Mobile number: 07746 899 069

OUR PROMISE

We will:

- **Welcome families to discuss our out of school provision**
- **Ask permission for special events**
- **Keep families 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. Families will be given written notice if their child's behaviour is a cause of concern and their place at the clubs might be withdrawn.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.**

CHILDREN

Acorns before and after school clubs are available for all children attending Ridgeway Primary School from Reception upwards. We are not able to accommodate Nursery age children.

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).

Before School Breakfast Club
After School Club

7:30 am until school start time
From the end of school until 6:30 pm

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 (although at the start of each new academic year, Year 3 children will be collected by staff for a period of time, while they settle into KS2).

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 (Weduc Payments), 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	£5.40	1 afternoon	£14.70	£15.75
2 mornings	£10.80	2 afternoons	£29.40	£31.50
3 mornings	£16.20	3 afternoons	£44.10	£47.25
4 mornings	£21.60	4 afternoons	£58.80	£63.00
5 mornings	£27.00	5 afternoons	£73.50	£78.75

Note: The fees shown above are effective from 1st September 2025

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 Acorns 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 by the Governing Body and the Headship Team in March and families will be informed at least 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 FEES

The children of school staff are able to use the Acorns service. The following fee structure applies:

	Acorns Staff	Other school staff
Breakfast club	Free	Free
After school club	1 child - free Additional children - 50% discount	50% discount

Staff are only permitted to send their child to Acorns on their contracted working days, during contracted hours. All other terms and conditions apply to staff children.

STAFF

There are 10 members of staff working in Acorns, comprising of **an acting manager, and a team of 8 playworkers who 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 Acorns 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 the manager 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

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 usually be hosted in the following locations:

- Upper (KS2) hall for children in Years 3 – 6
- Lower (KS1) hall for children in Years 1 & 2
- Music Room (in the Reception corridor) for children in Reception
- Acorns will be able to access other areas of the school, depending on availability, for specific activities (e.g. cookery room, ICT suite). Those attending Acorns will have supervised access to the playground, school field, Multi-Use Games Area (MUGA), KS1 and KS2 climbing frames and the Reception garden area for organised outdoor play.

On occasions it may be necessary to host the Acorns service in a different room in the building, but this will not affect the service children and families receive, nor the routines for collection and drop-off.

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 & MEDICAL NEEDS

The Acorns staff will liaise fully with the school and families 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, families must complete the registration form, which can be obtained by emailing the club or can be found on Weduc under the forms section. 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 order of the date of registration (these will be prioritised over part time places where a full time place is available).
3. Date the registration was made.

Waiting List Management

If a family 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 sessions for which they have registered, 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, families 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.

Contract Changes

Notice of a desire to change the contracted days/sessions should be made in writing to the Acorns email address. Any changes/additions/reductions to sessions requires one months' notice in writing, to allow for the administration of billing and payment processing. Swapping, changing or adding sessions cannot be guaranteed, even for families who already attend Acorns, as it depends on the availability of places.

We will not be able to accommodate any changes to existing contracts during the second half of the summer term and summer holiday (i.e. from 1st June to 31st August). If changes are required, they can be requested, and must be submitted in writing as usual, but will not be actioned until September 2025. These will be subject to availability in September.

You will be informed if we are able to accommodate any requested changes. Please be aware that it takes time to process changes, issue new contracts and organise appropriate invoicing. Therefore, changes will not commence until October.

We would be grateful if families could submit one request for changes at a time, because multiple, revised requests make processing them more challenging and time consuming. Requests will be processed in the date order received. Re-submitted requests for changes will reset the date for the request (i.e. it moves the requests back in the queue).

We will continue to accept notice to stop sessions during the Summer term (4 weeks' notice is required).

ABSENCE

Families 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

Families 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 and crumpets with various spreads, a range of healthy cereals and yoghurt. 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 4:00pm and 4:30pm. 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 families to not collect their children during this time. It is preferable for children to be collected before 4:00pm when the meal is served, or after 4:30pm once the children have eaten.

Children must not bring their own food to Acorns.

As with the rest of the school, Acorns is a nut-free environment.

ACCESS

Access to both the Breakfast and After School Club will be via:

- the external doors to the upper (KS2) hall for children in Years 3 -6
- the external doors to the lower (KS1) hall (up the outside steps by the main school entrance) for children in Reception and Years 1 & 2.

For breakfast club, you must escort your child to Acorns, ensure they are greeted by a member of Acorns staff, who will 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, who will sign them out from the club's register. Family members will be asked to wait at the collection point by the door while a member of staff supports your child to gather their belongings. Family members 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. Please be considerate of other road users and our neighbours when doing so.

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 8:45am. Children may be allowed to leave earlier from breakfast club to attend specific activities (for example extra curricular clubs). If this is required please indicate on the registration form or let the manager know.

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 KS2 will make their own way to the club. However, to aid their transition to KS2, at the start of each academic year, the Year 3 children will be collected by the Acorns team from their corridor area.

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 (and daylight) 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 FAMILIES & 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 family.

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. Family 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 family undertakes to pay all fees due, whether the child attends the one month's notice period or not.
- In the event of the family 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, Weduc Payments, 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 family.
- 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 family 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 family.
- 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

- Families 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 Manager, 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 (July 2025) and may be subject to change.