



The Orchard Breakfast and After School Club

Parents' Handbook

ABOUT THE CLUB

The Orchard is registered with Ofsted as part of the Lady Boswell's Primary School registration (Registration No 118721), and is based in Lady Boswell's Primary School.

The Orchard is based in our school building. Children have access to the school grounds (playground and field) but also have their own areas to play with equipment including ipads, games tables, television and Wii.

Aims

At The Orchard 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.

Ethos

At Lady Boswell's, Christ is at the centre of our school. We value every member of our community as a unique child of God and seek to demonstrate His love through our words and actions. These values underpin the practice and procedures outlined in this policy.

Lady Boswell's school is committed to an inclusive Christian ethos based on respect for, and celebration of, all children and stakeholders regardless of gender, disability, racial diversity.

Pledge to parents

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

- Welcome you at all times to discuss our work or have a chat
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

What we offer

The children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, physical play and reading. In addition other resources are available for the children to select from our equipment library.

What we provide

Our Breakfast Club will provide breakfast from 7.50am-8.20am, and the After School Club will provide a tea from 4.45-5.15pm. Fresh fruit/vegetables will be available for snacks in the afternoon. Fresh drinking water is available at all times. 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.

Access

Parents are asked to park off site in the Plymouth Drive area to drop off and collect their children. The school office is not manned before 8.00am or after 4.30pm and therefore there is no access through the top gate (by the Sevenoaks Leisure Centre). Please use the intercom on the left hand pedestrian gate at the main entrance to alert the club of your arrival and follow the pathway along the school drive to enter The Orchard through its own dedicated doorway which is visible from the school car park.

Please do not park in the school grounds.

Staffing

Our Orchard Clubs are managed by Ms Bronwyn Pipe. Staffing will be dependant upon numbers of children attending.

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

If you have a query or concern at any time, please speak to a member of staff at the club when you drop off or 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).

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

The Orchard provides breakfast and after school care for children attending Lady Boswell's Primary School from Reception through to Year 6. Admission to the club is organised by the Orchard Administrator and we use a waiting list system when the need arises. Please see our **Admissions and Fees Policy** for more details.

We require a completed **Parental Contract** for your child before they can attend the club.

Once a booking has been made it will continue until we receive four weeks written notice that the place is no longer required.

Payment of fees

Fees are currently **£7** per child per session for breakfast club and **£16** per child per session for after school club. There is no reduction in fees if a parent collects a child before 6.00 pm.

Fees are payable termly in advance through Parentmail, childcare vouchers, bank transfer or by cash/cheque handed in to the school office. Payment must be received by the start of each term. If you are in receipt of childcare vouchers, please contact the Orchard Administrator in the office to discuss whether they can be accepted. Cheques should be made payable to "Lady Boswell's C.E. (Aided) Primary School".

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).

We do not charge for bank holidays and professional training days and The Orchard will not be open on these days.

Please ensure that fees are paid promptly. Non-payment for more than two weeks may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Headteacher or Business Manager.

Changes to days and cancelling your place

You must give us **four weeks written notice of termination** or of changes in attendance. If you need to permanently change the days that your child attends, please contact the Orchard Administrator. We try to accommodate such changes wherever possible subject to availability.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. When you report your child as absent from school please also send a message to The Orchard theorchard@ladyboswells.kent.sch.uk to inform the Manager. If your child does not 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 the 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 the Club's rules and routines (including meal times, collection, children's meetings), and introducing your child to the staff and other children.

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

Arrivals and departures

Breakfast Club children must be handed over to a member of staff at the Orchard door adjacent to the library at the front of the new building.

For After school club, the arrangements are as follows:

- Key Stage 2 children will be dismissed from their classrooms or club and make their own way to the Orchard.
- Key Stage 1 children will be taken to the Orchard by a member of staff/external club leader.

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.

The after school club finishes promptly at 6.00pm, collection between 3.20-3.45pm is via the school office, from 3.45pm onwards please ring the bell at the external Orchard door. If you are delayed for any reason please telephone the club to let us know. A late payment fee of £10.00 per family, per 15 minutes or part there of, will be charged if you collect your child after The Orchard has closed.

If your child remains uncollected after 6.30pm 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

The protection of your child is of paramount importance to us and we will 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 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.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison 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 the 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 special needs.

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

GENERAL INFORMATION

Behaviour (children)

The 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

The 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 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. 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. 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. See our **Behaviour Management Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at The Orchard 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 the 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 the 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 the Club you will need to complete an **Administration of Medicines in School** form in advance, available from the school office. 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 to 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.

CONTACT INFORMATION

Orchard Managers

Miss Bronwyn Pipe
The Orchard Breakfast and After School Club
Lady Boswell's C.E. (Aided) Primary School
Plymouth Drive
Sevenoaks
Kent
TN13 3RW

Email - theorchard@ladyboswells.kent.sch.uk

Club mobile number: 07949 150990 (Please leave a voice message if there is no reply.)