



Treetops at Sutton
Parents' Handbook

ABOUT THE CLUB

Treetops at Sutton, hereinafter called “the club”, is registered with Ofsted (Registration number EY550345).

The club is located in Sutton on the Forest. The club is open from 7.30am until 6.30pm weekdays, during term time.

We are based at Sutton on the Forest Primary School where we have use of a large school hall and ample school playing fields and playground.

Aims

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

What we offer

Our Club follows the Playwork Principles, so 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, physical play, cookery, and reading.

What we provide

We provide healthy snacks, including fresh fruit and vegetables. 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. We provide a substantial tea at 5pm which is normally a hot meal, perhaps sandwiches now and again. A small charge is made for this.

Staffing

Our Club is staffed by the owner/manager, Helen Morris, 4 playwork assistants and a cook. All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked and trained in paediatric first aid. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

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

Organisation

Our club is run as a private business. We enjoy a close working relationship with Sutton on the Forest Primary School in order to ensure continuity of care, and to maintain good communication links.

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

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and 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. See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Payment of fees

The current fees are £4 per child per one hour or £2 per half hour per child for morning sessions. Afternoon sessions fees are £6 for the 3.30 to 5pm session, £10 for the 3.30 to 6pm session and £13 for the 3.30 to 6.30pm session, per child. We charge £2 per child for an evening meal. If you would rather your child had a packed tea, this can be accommodated. Fees are payable within 14 days of receipt of the invoice which will be presented at the beginning of each month. Payment can be by cash, cheque, bank transfer or childcare vouchers. Please inform us when registering of the voucher scheme you belong to so that we can register with the scheme if need be. Cheques should be made payable to Helen Morris.

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 that we are not open for business.

Please ensure that fees are paid promptly. If fees are not paid within 14 days, we will write to you requesting payment. We will not be able to accommodate your child at the club if fees are not paid within 21 days. This policy will be strictly adhered to. Your child will be able to resume his/her place at the club upon payment. However please note that persistent late payment may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

Changes to days and cancelling your place

You must give us one month's notice of termination or reduction in sessions. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

Holiday Club sessions can only be cancelled 2 weeks, (14 days), before the start date of the Holiday Club. After this time session will have to be paid for in full.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us. If your child doesn't 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 Club's rules and routines (including meal times, collection, children's meetings), and introducing your child the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

Our **Child Induction Policy** contains full details.

Arrivals and departures

Please bring your child to the main entrance of the school for the morning session. Press the buzzer and someone will come to greet you and sign your child in. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them. These arrangements may change from time to time but we will ensure you are informed.

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.

If you are delayed and cannot pick your child up at the agreed time please telephone the Club to let us know. A late payment fee of £5 per 5 minutes per child will be charged if you collect your child after the agreed time.

If your child remains uncollected for 30 minutes after the agreed collection time, 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

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. 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.

If our staff need specific training in relation to your child's needs this will be organised.

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

General information

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is displayed on the Treetops board in the hall.

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 immediately. 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 **Aggressive Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club 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 a **Permission to administer medication form** in advance. 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 your child's key person, 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 and is displayed on the club noticeboard.

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, have a chat or take part in our activities.
- 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.

CONTACT INFORMATION

Club Address:

Sutton on the Forest Primary School, Main Street, Sutton on the Forest, York. 01347 810230

Club mobile number:

Helen Morris, (club phone), 07933 720191, (Please leave a voice message if there is no reply).

Email: Helen Morris - treetopsatsutton@outlook.com

Correspondence Address:

Rose Cottage, Carr Lane, Sutton on the Forest, York. YO611EB

Tel (Owner/Manager): Helen Morris, 07882677625, 01347 811862

Early Years and Childcare Service

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County Hall
Northallerton
North Yorkshire
DL7 8AD

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Ofsted

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