

THE HOLLY TREE CLUB



**Out of School
Childcare Specialists**

Parent and Carer Handbook

ABOUT THE CLUB

The Holly Tree Club is based at The Bridge, in the top right hand corner of East Greenwich Pleasaunce and at The Bell House, Halstow Primary School. The after school club is open from 3.30pm until 6.30pm Mondays to Fridays during term time.

We operate a breakfast club at The Bridge providing breakfast and before school care to children at Halstow School from 7.30am to 9am.

We provide after school care to pupils attending Halstow Primary School, Millennium Primary School, St Mary Magdalene Primary School (Peninsula) and Steiner School at The Bridge and to pupils attending Halstow Primary School at The Bell House, from reception up to year 6 (ages 4 to 11 years).

We are registered with Ofsted on the Early Years Register: EY493627 at The Bridge and EY492456 at The Bell House.

We run very popular holiday clubs during the school holidays which comprise trips out to local attractions eg. Greenwich Park, Ladywell Fields, Avery Hill Park, Oxleas Woods, Mudchute Farm and the foreshore at Greenwich 'beach'. We welcome children from all local primary schools and we have many children who return each holiday period to meet up again with their holiday club friends! Holiday clubs start at 7.30 am or 8am (with breakfast) or 9am and following our day trip, we return to The Bridge or The Bell House at about 3pm where we provide our regular after school games and activities until 6.30pm.

We operate our holiday club at the same time each year so you can forward plan. We always run during one week of the Spring Break (Easter holidays), the full week during May half term and the last two weeks of the Summer holidays and any Halstow Inset days or polling days.

Aims

At The Holly Tree Club we aim to provide a happy, safe, secure and relaxed environment offering high quality accessible play opportunities for your child. We follow the Playwork Principles which establish the professional and ethical framework for play work (<http://www.skillsactive.com/sectors/playwork/playworkprinciples>).

We believe play is crucial for a child's wellbeing and healthy development as an individual. As such, we aim to provide an environment that does not feel like an extension of the school day. We offer children the opportunity to freely choose activities and resources and the range of activities we provide always reflects the interests of the children in our care.

What we offer

There is always a selection of activities and resources available; including dressing up, home corner, arts and craft, board games, construction, physical play and reading. We provide sporting activities such as football, tennis, cricket, badminton, basketball, boules and skipping.

During snack time, the playworkers and children sit down and engage about various topics that the children bring up, such as what happened at school. At 5pm we gather together for circle time and have a story and each child has the opportunity to talk about something that interests them, perhaps what they did at the weekend, or they can bring in a musical instrument to play, or show us a book that they are enjoying reading at home. Often we watch impromptu plays put on by the children! It's wonderful to see the children grow in confidence.

We make our sessions topical celebrating every child's birthday and many festivals throughout the year. We are always keen for children to teach us new things, for example, some of the children have taught us words in Bulgarian, Russian and Hungarian.

We also offer study support for children who wish to do homework or reading etc.

Parental needs and desires

We aim to be as flexible as possible because we understand that schedules and requirements differ and change. Should your needs and desires differ to our standard offering, please get in touch and we will do our best to accommodate them.

What we provide

We provide a substantial healthy snack, including various different sandwiches, bagels, pitta bread with dips, rice cakes and fresh fruit and vegetables. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We promote independence, by encouraging the children to clear away after themselves. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. The food we provide at the Club is not intended as a substitute for a main evening meal.

About me



Holly Morgan, owner, at
The Bridge in East
Greenwich Pleasaunce

I am a mum with 3 children, one attends Halstow Primary School and the older two are now at secondary school. I am a fully qualified teacher of French and Spanish with 5 years' teaching and leadership experience at primary and secondary level in London schools. Prior to teaching, I worked in business and corporate finance. I am community minded, highly organised and passionate about providing high quality out-of-school care for children.

Staffing

Our Club is fully staffed by the owner Holly Morgan and several playleaders and playworkers. We aim to provide a smooth transition between school and club.

The playleaders have undertaken appropriate in-depth professional training and all our staff have significant experience of working with children. All staff are DBS checked. We maintain at least a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements. There is at least one staff member fully trained in paediatric first aid on site at all times.

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 Holly (contact details are at the back of this Handbook).

Organisation

The Holly Tree Club is run as a private business, employing several staff. We enjoy a close working relationship with Halstow Primary School, Millennium Primary School and St Mary Magdalene Primary School (Peninsula) in order to ensure continuity of care and to maintain good communication links. We are registered with Ofsted on the Early Years Register: registration numbers EY493627 (The Bridge) and EY492456 (The Bell House).

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 is 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, in line with GDPR guidelines. Enrolment is carried out on a rolling basis each term. It is assumed your child will attend next term's sessions unless you inform us otherwise.

Payment of fees

Our current fees are as follows (these will run until at least July 2020 at the earliest):

	ad hoc or fewer than 4 regular weekly sessions (£)	with 10% discount for siblings or 4 or more regular weekly sessions (£)
Breakfast		
from 7.30am	10	9
from 8am	7	6.30
After school		
30 minutes	3.25	2.93
one hour	6.50	5.85
1.5 hours	9.75	8.77
two hours	13	11.70
2.5 hours	16.25	14.63
3.30pm to 6.30pm	19.50	17.55

We also offer a collection service for children who attend extra curricular activities at Halstow School after the end of the school day. We collect children when their activity finishes and escort them to the club. You only pay for the time that your child is in our care. We currently collect and drop off for the current activities: drama, yoga, cricket, tap, jazz, ballet, piano and multi sports. We always offer the child a healthy snack and drink after their activity no matter what the time is.

We also offer ad hoc childcare (subject to places being available). Please contact the Manager to complete the registration forms. On acknowledgement of receipt of the forms, the Manager must be informed by **3pm on the day** that childcare is required.

A **10% discount** is applicable for siblings and a **10% discount** is applicable for children attending four or more weekly sessions on a regular basis (Mondays to Fridays). Only one discount can be applied per family. Fees are payable monthly in advance direct debit or bank transfer. See your **Invoice** for more details.

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.

Childcare vouchers or working tax credit may be used to pay for your childcare. Please inform the manager if you wish to pay in this way.

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

Payment can be made via

- Childcare vouchers: Ofsted registration number **EY493627 (The Bridge) or EY492456 (The Bell House)**
- Electronic bank transfer or monthly standing order
- Unfortunately cash and cheques are not accepted
- The Holly Tree Club is signed up with all childcare voucher providers. Childcare provider ID numbers: Edenred P20861163, Sodexo: 833495, Care4: 25747009 (The Bridge), 03915331 (The Bell House). Please contact Holly should you require further information.
- We also work with the tax-free childcare government scheme

Changes to days and cancelling your place

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

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 Halstow Primary School/Millennium Primary School/St Mary Magdalene Primary School (Peninsula), you still need to notify us as the school does not automatically pass this information on to us.* 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

Before your child's first day, the manager will make every effort to meet you and your child, at The Bridge, in the playground at Halstow Primary School/Millennium Primary School/St Mary Magdalene Primary School (Peninsula) before or after school pick up or elsewhere.

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 snack times and collection) and introducing your child to the staff and other children.

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

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

Arrivals and departures

Our staff collect children from Halstow Primary School/Millennium Primary School/St Mary Magdalene Primary School (Peninsula)/Steiner School and escort them to the Club. 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.

For logistical purposes, children staying until 6.30pm who are cared for at The Bridge, will be escorted to The Bell House at 5.55pm for collection. They will remain in the care of the same staff they have spent the afternoon with to ensure the continuity of care.

The club finishes at 6.30pm. If you are delayed for any reason please telephone the Club to let us know. Contact details can be found at the end of this Handbook.

A late payment fee of £10.00 per 10 minutes will be charged if you collect your child after the Club has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 7pm 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 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 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.

Additional needs/SEND

We make every effort to accommodate and welcome any child with additional 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)

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

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. 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.

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 them 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 and at all times during the holiday club. 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 to the Manager or any other member of staff.

Verbal complaints will be brought to the relevant staff member 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.

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 as best we can.

CONTACT INFORMATION

The Holly Tree Club (please do not send post to this address, see address below)

The Bridge

East Greenwich Pleasaunce

Greenwich

London SE10 0LB

Halstow Primary School

Halstow Road

Greenwich

London SE10 0LD

Club mobile number: 07971 215411 (Please leave a voice message if there is no reply or send a text message.)

Email: thehollytreeclub@hotmail.com, hollymorgan2013@hotmail.co.uk

Ofsted registration number: EY493627 and EY492456

Halstow Primary School: 020 8858 2767

Millennium Primary School: 020 8858 0394

St Mary Magdalene Primary School (Peninsula): 020 8858 1309

Club Staff

Owner manager: Holly Morgan

Playleader: Lucy Harper

Key Deputy Managers: Eleanor Restall, Beata Skrzypek, Helena Taylor, Roberta Tolu

Royal Greenwich Families Information Service

<http://www.royalgreenwich.gov.uk/fis>

fis@royalgreenwich.gov.uk

Tel: 020 8921 6921

Ofsted

www.ofsted.gov.uk

enquiries@ofsted.gov.uk

Tel: 0300 123 1231