



**Farm Friends
Breakfast and After School Club**

Parents' Handbook

**Bishopdown Farm Community Pre-school & Farm Friends
Sycamore Drive, Bishopdown Farm, Salisbury, Wiltshire, SP1 3GZ
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**Email: bishopdownfarmpreschool@gmail.com
Website: www.bishopdownfarmpreschool.co.uk
Charity No 1076227**

ABOUT THE CLUB

Farm Friends is registered with Ofsted, and is based within Greentrees Infant School site. Breakfast Club is open from 7.45am until 8.45am, and After School Club is open 3.00pm until 6.00pm Monday to Thursday, and 3.00pm to 5.00pm on Fridays, during term time.

Farm Friends is operated by Bishopdown Farm Pre-school and is hosted within the Pre-school building on the Greentrees Infant site.

Aims

At Farm Friends 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.

What we offer

Our Club follows 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, computer games, physical play, cookery, and reading.

What we provide

During Breakfast Club we will provide healthy options for the children to choose from including cereal, plus toast with a selection of jam, marmalade, marmite and honey. Fresh fruit and juices will also be available.

During the After School Club we will provide toast, fresh fruit, vegetables and juices. The food we provide at the Club is not intended as a substitute for a main evening meal. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. 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 allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

Staffing

Our staff are:

Marie Ryan	Manager
Nicky Edwards	Deputy Manager Safeguarding Lead
Amber Sharpe	Farm Friends Assistant
Fee Bevan	Farm Friends Assistant
Kirsty Fiander-Parsons	Farm Friends Assistant
Tash Agnew	Farm Friends Assistant
Paula Smith	Farm Friends Assistant
Katie Power	Administrator

We aim to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of at most 1:10 for children.

Organisation

Policies and procedures

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

Admission

Farm Friends aims to be accessible to children and families for all children who attend Greentrees Primary School. Admission to Farm Friends 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. Parents using Farm Friends on a permanent basis will have priority over children using the club on an ad hoc basis.

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 cost of Farm Friends per child is:

Breakfast Club, 7.45-8.45am: £6.00

After School Club, 3.00-4.00pm: £6.00

After School Club, 3.00-5.00pm: £10.20

After School Club, 3.00-6.00pm: £15.00

Payment for the After School Club is on a session basis, regardless of what time the child is collected, within that session.

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 teacher training days.

Please ensure that fees are paid promptly, a surcharge of 10% will be incurred for any late payments. 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.

Temporary changes

Please remember that we need to know if your child will not be attending Farm Friends for any reason e.g. illness. Even if you have informed Greentrees, you still need to notify us as the school does not 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.

Induction

You and your child are welcome to visit Farm Friends 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 Farm Friends rules and routines (including meal times, collection), and introducing your child to the staff and other children.

Arrivals and departures

For children on the Greentrees Infant site a member of staff from Farm Friends will collect the children booked into the club from the playground.

For junior children who are attending Farm Friends they will be collected from the junior site by a member of staff and accompanied to the Farm Friends site. Children **MUST NOT** walk from the junior site unaccompanied, they have to be on the walking bus.

A register is taken when children arrive in our care, and are signed out 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.

Farm Friends finishes promptly at 6.00pm Monday to Thursday and 5.00pm on a Friday, if you are delayed for any reason please telephone Farm Friends to let us know. A late payment fee of £10 per 15 minutes will be charged if you collect your child after Farm Friends 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 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

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

Farm Friends 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 endeavor to accommodate all children of all abilities, whilst working within Farm Friends limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at Farm Friends.

Farm Friends 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

Farm Friends 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 Farm Friends 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 Farm Friends.

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. Farm Friends 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 Farm Friends 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 diarrhea please do not send him or her to Farm Friends until 48 hours after the illness has ceased.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and Farm Friends 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.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at Farm Friends you will need to complete a **Permission to administer medication form** in advance.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak, the Manager, or any other member of staff.

Verbal complaints will be brought to the next committee 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.

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 Farm Friends.
- ◆ Listen to your views and concerns to ensure that we continue to meet your needs.

The Terms and Conditions below must be signed and handed to a member of staff before your child starts at Farm Friends.

Bishopdown Farm Community Pre-school and Farm Friends

Greentrees Primary School

Bishopdown

SALISBURY

SP1 3GZ

01722333181 or 07388378584

Charity No. 1076227



FARM FRIENDS

TERMS AND CONDITIONS

Farm Friends Breakfast and After School Club at Greentrees Primary School is run by Bishopdown Farm Preschool and Farm Friends (Registered Charity No. 1076227)

Bookings

Confirmation of your booking will follow after receipt of your booking form. A child will not be able to start the club until Farm Friends is in receipt of the registration form, medical form, signed terms and conditions and any associated medicines.

Booking for any ad hoc sessions must be made 24 hours in advance and by 5pm on a Friday for the following Monday.

All sessions that are booked must be paid for even if a child leaves the session early, does not turn up or attend unless it has been cancelled 24 previous.

Staffing

Staff have all undergone a rigorous recruitment process and are all DBS checked.

Parents should note, however, that while we aim to provide parents with a flexible and high quality childcare service, this does not include educational support or tutoring for children using this service. Children will be able to complete homework during their session should they wish to.

Insurance

Farm Friends are comprehensively insured. All pupils attending Farm Friends are covered by our public liability insurance. A copy of our certificate may be provided upon request.

Lost Property

We cannot guarantee the return of all lost property. Lost property will only be held for 14 days. We would advise that you clearly label any clothing, kit or equipment.

Breakfast

Please note breakfast is included in the booking for children attending the 07.45 am – 08.45 am wrap around care session.

Afternoon Snack

A snack and drink will be provided but this will not be a substitute for a proper evening meal.

Medication (Children)

The Farm Friends Medicines Policy is available on the Preschool website

- <http://www.bishopdownfarmpreschool.co.uk> or a printed copy on request.

Fire Safety

The Farm Friends Fire Safety Policy is available on the Preschool School website - <http://www.bishopdownfarmpreschool.co.uk> or a printed copy on request.

Walking Bus

All junior children joining Farm Friends must walk between the junior and infant sites on the Walking Bus which is supervised by trained Farm Friends staff.

Child Exclusion

On rare occasions, if a child proves incompatible with the general well-being of wrap-around e.g. bullying, disruptive or aggressive behaviour, despite attempts by staff to deal with the situation, we reserve the right to withdraw the child's place. No refund will be made for any remaining sessions booked and it is the parent's responsibility to pay the final invoice.

Safeguarding Children & Child Protection

Farm Friends Child Protection Policy (available on the Bishopdown Farm Preschool website - <http://www.bishopdownfarmpreschool.co.uk> or a printed copy on request). The aim of the policy is to safeguard children's welfare, by fostering an honest, open, caring and supportive climate. The Child Protection Policy applies to all staff at Farm Friends club and failure to comply could have serious disciplinary consequences. All adults working with or on behalf of children have a responsibility to safeguard and promote the welfare of children.

Child Security

Children will need to be registered in AND out of each Wrap-around Care session. If your child is to be collected by someone other than the person dropping them off, you will need to advise the Farm Friends staff prior to the session booked.

Uncollected Child Procedure

If no-one collects the child at 6pm and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children. We contact our local authority children's social services care team.

The child stays at the setting in the care of two fully vetted members of staff until the child is safely collected, either by the parents or by a social care worker. Social Care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.

Liability

All personal property is the responsibility of the owner. Farm Friends cannot be held responsible for any losses or damage that may occur to personal property. Farm Friends recommends that valuable items are not brought to any wrap-around sessions.

Absence

A telephone message or email must be left by the parent, as soon as possible, should a child not be attending a session.

Fees are still due if a child is absent through sickness, medical treatment, school events or holidays taken in term time (although, in exceptional circumstances, this may be reviewed on an individual basis).

Once an ad hoc booking has been made the fees are still payable in the event that the child does not attend.

Fees

Fees must be paid within the first two weeks of receiving the bill.

Payments must be made BACS in the Farm Friends bank account, with your child's name and invoice number as the reference.

Failure to pay will jeopardise a child's place at Farm Friends.

Any child absent for two weeks without prior notice to Farm Friends is liable to lose their place.

Adverse Weather / Unforeseen Circumstances

Due to the need to organise staffing and purchase food, we will be unable to offer a refund if we are forced to close due to Adverse Weather or Unforeseen Circumstances. Parents and carers should be aware that in the event that Greentrees Primary School is closed solely because of the weather conditions, Farm Friends will also be closed.

Notice Period

Farm Friends requires **4** weeks written **term time** notice for termination of a place for a permanent booking. If the sufficient notice is not given you will be charged for fees for 4 weeks.

Four term time weeks' notice is also required for any reduction in the number of sessions booked.

Parking

In accordance with the Bishopdown Farm Preschool and Farm Friends Travel Plan:

I hereby agree to park at all times with the safety of the users and children of Bishopdown Farm Pre School and Greentrees Primary School as **paramount**.

I therefore agree not to park along Sycamore Drive, St Thomas' Way or in any of the surrounding area which would be considered as unsafe to pedestrians, road users or as a nuisance to the residents.

I will park in Bishopdown Farm Pavilion Car Park and walk the remaining short distance to Pre-school.

I have read all the policies relating to Farm Friend Breakfast and After School Club.

Child / Childrens name/s _____

Parents name _____

Signed _____

Contact Information

Tel: 01722 333181

Email: bishopdownfarmpreschool@gmail.com