



Hasbury Acorns

Registration and Contact Form - **Wraparound care**

Name of Child:..... D.o.B:.....

Family address:.....

Postcode:..... Tel. No:.....

Email:.....

Nickname or preferred name:.....

Childs ethnic group:..... Religion:.....

Is your child's home language English? Yes/No

If not, what is their home language?.....

Year group upon starting.....

Parent/Guardian Name:.....

Address:.....

Postcode:.....

Place of Work:.....

Work Tel. No:..... Mobile:.....

Parent/Guardian Name:.....

Address:.....

Postcode:.....

Place of Work:.....

Work Tel. No:..... Mobile:.....

Who has parental responsibility for the above named child?:

.....

Password to be used when child is collected by an adult unfamiliar to staff:

.....

Please give details of four other contacts in case of emergency, who have your permission to collect your child from club and have your authority to act in an emergency for your child:

1. Name.....  
Address:.....  
Postcode:.....

Tel. No:.....

Relationship to child.....

I am happy for Hasbury Acorns to contact me in the event of an emergency concerning.....(Child's name)

Signed:.....

2. Name.....  
Address.....  
Postcode:.....

Tel. No:.....

Relationship to child.....

I am happy for Hasbury Acorns to contact me in the event of an emergency concerning.....(Child's name)

Signed:.....

3. Name.....  
Address:.....  
Postcode:.....

Tel. No:.....

Relationship to child.....

I am happy for Hasbury Acorns to contact me in the event of an emergency concerning.....(Child's name)

Signed:.....

4. Name.....  
Address:.....  
Postcode:.....

Tel. No:.....

Relationship to child.....

I am happy for Hasbury Acorns to contact me in the event of an emergency concerning.....(Child's name)

Signed:.....

In the event that no one can be contacted, in an emergency the manager on duty will allow other trained professionals to make decisions in the best interest of your child (e.g. medical staff)

Details of child's GP:

GP Name:..... Address:.....  
.....

Tel. No:.....

Childs Health Visitor.....

Telephone number:.....

Does your child have any distinctive birth marks? If yes please give details.

.....

Details of any Medical Conditions:

.....

Has your child received all relevant inoculations? Yes / No

Has your child got any known allergies? Yes / No

If yes, please give details.

.....

Does your child have any specific dietary requirements? Yes / No

If yes, please give details.....

Does your child have any additional/special needs or do they need any additional support?  
Yes / No

If yes, please give details

.....

Are there any other professionals involved with your child? E.g social worker, speech therapy or paediatrician? Yes / No

Details.....

Name:.....

Contact details:.....

Does your child attend any other setting? Yes/No

If yes, which setting(s) do they attend? .....

Contact details:.....

Has your child previously attended a childcare setting? Yes / No

Name of setting:.....

Who lives in the home with the child?

Name	Age	Relationship to child (Mother, brother etc)	Setting or School or nursery attended (if applicable)

Any other information you feel is relevant: .....  
.....

Please sign below if you give permission for your child to be given medical treatment should it be necessary

Sign:..... Date...../...../.....

Please sign below if you give permission for your child to travel on public transport, minibus, car, coach, or staff car (in an emergency) whilst in our care

Sign..... Date...../...../.....

Please sign below if you give permission for photographs to be taken of your child to be used in display work, club activities or by a college student at our setting

Sign..... Date...../...../.....

Please sign if you give permission for us to share information about your child with other professionals, such as their school, health visitor or social worker (if applicable) if required.

Sign.....  
. Date...../...../.....

## Hasbury Acorns Before & After School Club Booking Form

Child's name:.....

**Breakfast Club:**

Monday - Friday: 7.30am - 8:45am

Daily rate: £5.00

**After School Club:**

Monday - Friday 3:15pm - 5.50pm

Daily rate: £10.25

Sibling Rate: £8.75

Full Week after-school club: £48.75

Full Time Rate (breakfast and after-school): £73.75 per week

*(Please tick to confirm the days that you require below)*

Breakfast Club	Tick the days required	After School Club	Tick the days required
Monday		Monday	
Tuesday		Tuesday	
Wednesday		Wednesday	
Thursday		Thursday	
Friday		Friday	

Please book my child in for the days and times indicated above. I will let you know in advance if my child will not be attending a booked session. I understand that if I cancel any days or my child/children do not attend I will be charged in full.

Signed: .....

Date: .....

## Hasbury Acorns Medical Form

Child's name:	Date of birth:
Doctor:	
Doctor's address:	
Doctor's telephone:	
Does your child or the child in your care have any known medical problems or additional needs? (Please list)	
Please detail any medical needs your child has/medication taken: (please provide full details, if medication is needed an additional medication consent form will need to be completed)	
Does your child have any known allergies? (an Allergy Management Plan will be put in place where required)	
Does your child have any dietary requirements?	
Any other information relevant to your child's health	
Parent/Carer emergency contact telephone numbers:	

In the event that my child is involved in a serious accident I expect to be contacted immediately on the above telephone numbers.

In the event that my child requires immediate medical treatment before I can get to the hospital I hereby authorise the staff member present to consent to any emergency medical treatment necessary to ensure the health and safety of my child on my behalf.

Signed: .....

Date: .....

# Hasbury Acorns Photograph Permission Form

The use of photographs is an important developmental tool which is widely used in play and educational settings for recording, sharing and displaying activities that your children have undertaken. At Hasbury Acorns we take the issue of child protection very seriously and we would never knowingly publish an image of your child without your consent.

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As the parent or carer of the child named below, I grant permission for images of my son or daughter to be used for the following purposes:

*(please tick for consent)*

- Electronic and printed information such as birthday board, sticker charts and display boards around the room.
- Website and Facebook page (Childrens face will always be covered)
- Promotional material for the setting such as posters and newsletters (Faces WILL be shown)
- To accompany staff or student coursework
- Observation and assessment (For nursery/reception children only)
- Local/national newspaper or magazine

I understand that personal details or names of any child in a photograph will never be given in such a way that would allow them to be individually identified.

I understand that this image will NOT be used for anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child or their parent or carer.

I understand that there will be no payment for my child's participation.

Child's name: .....

Signed: .....

Date: .....

*(parent/carer)*

Print name:.....

# Hasbury Acorns

## Sun Protection

Children love to play outside in the sun, as the weather gets warmer, we will be spending more time outside in the playground.

Children's skin is delicate but you can protect their skin by:

- Avoiding the midday sun (between 11am and 3pm)
- Playing in the shade
- Wearing a hat that covers the ears and neck
- Covering up with a T-shirt and wear sunglasses that have UV filters
- Using a minimum of SPF15 sunscreen on exposed skin. Apply sunscreen liberally and reapply regularly.

Hasbury Acorns is concerned about protecting your child from sunburn and skin damage. Please provide a suitable hat, such as a legionnaire's hat or sunhat. On sunny days apply sunscreen to any exposed parts.

With your consent we will also help your child apply sunscreen when necessary. Please complete and return the consent form below.

### Permission to apply sunscreen

Child's name: .....

I am happy for my child to have sunscreen applied at Hasbury Acorns.

*Please tick as appropriate:*

I am happy for my child to use the sunscreen provided by the Club.

or

I will provide a bottle of sunscreen labelled with my child's name for use at the Club.

Signed: .....

Date: .....

*(parent/carer)*

Print name: .....

This consent will remain valid whilst your child is in the care of Hasbury Acorns Before & After School Club.

## Hasbury Acorns

### Face Painting

There will be opportunities at Hasbury Acorns, where the children are able to have their face painted by staff members of Hasbury Acorns. These will usually be for special occasions such as Christmas, Easter, Halloween ect.

Please sign the consent form below if you wish for your child to have their face painted at Hasbury Acorns.

.....

I consent for my child to have their face painted by staff members of Hasbury Acorns.

Childs name: .....

Date of birth: .....

Signed: (Parent/carer) ..... Date: .....

Print name: .....

This consent will remain valid whilst your child is in the care of Hasbury Acorns Before & After School Club unless stated otherwise.

## Safe internet use

Whilst in our care at club, children sometimes have an opportunity to go on the tablets. These are NOT used for games and videos; they are used for research in relation to a focused activity that club are carrying out. E.g. researching facts for a poster, researching characters and finding images to copy when drawing.

Children are always supervised when using the tablet and Google Safe Search Filtering is turned on.

We have a Safe Internet Use Policy which all staff are aware of, and parents can view if they wish. A copy of the SMART guidelines is printed out and kept next to the tablets for the children to follow while using the internet.

Children will only be allowed to access the internet at the club with written consent from their parent/carer.

.....

I consent for my child to access the internet using the tablets at Hasbury Acorns

Childs name: .....

Date of birth: .....

Signed: (Parent/carer) ..... Date: .....

Print name: .....

This consent will remain valid whilst your child is in the care of Hasbury Acorns Before & After School Club unless stated otherwise.

# Hasbury Acorns

## Privacy Notice

At Hasbury Acorns we respect the privacy of the children attending our setting and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required\* is erased after your child has ceased attending our Club.

We will use the contact details you give us to contact you via phone, email, and post, so that we can send you information about your child, our setting and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time\* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

**Please sign and date below to confirm that you have read this Privacy Notice and that you give your permission for us to contact you regarding relevant matters.**

Name of child/children: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: *\* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

Hasbury Acorns Before & After School Club Contract

Name of child:..... Date of Birth:...../...../.....

Address:.....  
.....

Please circle which days places are required

Monday    Tuesday    Wednesday    Thursday    Friday

Please ensure that you have read all the terms and conditions before you sign.

I agree to weekly/monthly (delete as applicable) payments by way of cash, cheque, childcare vouchers or BACS transfer. Monthly payments are to be received on or before the last Friday of the month. *If these payment terms are not met, the club reserves the right to add a £10.00 penalty to any outstanding balance, and/or refuse collection of your child until all payments are up to date.*

I agree to collect my child from club before 5.50pm. Failure to do so will result in a fixed fee of £15.00 per child, per every 15 minutes from 5.55pm. The above sessions that I have requested (including any alterations made in the future) must be paid for during term time, whether my child attends or not, i.e. Dental/Doctors appointments, being collected by friends or family members. If my child attends any After School Club activity, I will inform the staff at club, who will either on my instruction collect my child at a time agreed or, if my child is in years 5 or 6, I will give my permission for my child to walk over from the activity in school to club. I will also inform club if my child is leaving the activity with another authorised person. I agree I will have to pay the usual daily rate whether my child attends club or not after such an activity.

If my child is ill, I agree to notify club by 8:00am for each day of absence. I understand that I will be charged my usual fee for these sessions. If my child is sent home ill from school, I agree to notify club before collection time and will be charged my usual daily rate.

*The management reserves the right to temporarily suspend or permanently expel any child from the club in the event of persistent misbehaviour.* If for any reason I wish to cancel any sessions with the club I agree to give two weeks' notice and pay for these sessions in full.

If I have any comments, compliments or complaints about the service and/or care provided by Hasbury Acorns Before & After School Club I have the right to contact Ofsted on the following numbers:

Enquiries regarding children's services: 0300 123 1231  
Complaints: 0300 123 4666

If I have a problem which I feel has not been resolved to my satisfaction, I have the right to inform the above authority. I also have the right to see all Ofsted reports and standards held at the club.

I hereby agree that only persons named on the registration form have the authority to collect my child from the club, and anyone not on the form will not be allowed to collect my child, unless otherwise agreed with the club beforehand. I agree that if my child attends an activity/club after school, I will inform club beforehand and I will still pay for these sessions in full. I understand that staff at club will collect my child from such activities if they are asked to do so in advance. I will let the club know if my child is on any medication. If my child requires prescribed medication during club sessions I will complete a medication form and inform staff how it should be administered.

I hereby give my permission for my child to be taken to hospital in an emergency and treated by a doctor if necessary.

I am signing to give my permission for any treatment to be administered to

.....

I hereby agree to all the conditions of the club as outlined in this contract.

Signed..... Parent/Guardian

Date...../...../.....

Print Name.....

# Acorns Children's Clubs

## Healthy eating and Nutrition policy

Acorns Children's Clubs will provide healthy, nutritious and balanced food and drinks. Food and drink will be safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies will be recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

Acorns Children's Clubs will promote healthy eating and will lead by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We will provide suitable healthy snacks for all the children.
- Children will be encouraged to develop good eating skills and table manners.
- All children will be given plenty of time to eat.
- Where appropriate, children will be involved in planning and preparing food and snacks.
- Fresh drinking water will be available at all times.
- Fresh fruit will be available at all sessions.
- Withholding food will not be used as a form of punishment.
- Staff will discuss with children the importance of a balanced diet where appropriate.
- The club will not provide sweets for children.
- We will avoid excessive amounts of fatty or sugary foods.
- Children will not be forced to eat or drink anything against their will.
- Under no circumstances are children and families permitted to bring in any edible treats for birthdays or celebrations. These are no longer permitted on site. If parents insist on bringing gifts, an alternative should be non-edibles such as bubbles, colouring pads etc. Edibles will be turned away at the gate and will not enter the setting. Parents are aware of this, and it is added on to registration packs when children are enrolled with us.
- Hasbury Acorns do not provide edible treats in the prize box. These are replaced with alternatives such as bubbles, colouring pads and toys etc.

### Food activities:

Acorns Children's Clubs recognises the importance of cooking with children as this helps promote a positive relationship with food as well as educating them about nutrition and benefits of a healthy diet.

When providing cooking activities, we will endeavour to adapt these to incorporate all dietary requirements. Where this is not possible, a suitable alternative will be offered.

This policy was adopted by: Acorns:	Date: November 2025
To be reviewed: November 2026	Signed: Lexii

# Acorns Children's Clubs

## Safer Eating Policy

### Statement of Intent

The purpose of this policy is to ensure that children in our care are provided with a safe eating environment that supports healthy eating, minimises food-related risks, and ensures compliance with the Early Years Foundation Stage (EYFS) statutory framework, including the changes introduced in September 2025.

### Key Principles

- Ensure all meals and snacks are nutritious, well-balanced, and cater to the individual dietary needs of children.
- Promote healthy eating habits from an early age.
- Safeguard children from food-related risks, including choking hazards and food allergies.

### Food Allergies and Special Dietary Requirements

We recognise the importance of catering to children's dietary needs, including food allergies and intolerances. All food allergies or special dietary requirements must be disclosed to the nursery by parents and carers on the setting 'Registration Form' when a child starts at the nursery.

- **Record Keeping:** We maintain up-to-date records of children's allergies, intolerances, and dietary preferences. This information is shared with all relevant staff members and stored securely. We will prompt parents to update the information we hold regarding special dietary needs every 6 months.
- **Risk Assessment:** A thorough risk assessment is carried out for children with food allergies, ensuring appropriate precautions are taken, including avoiding allergens in meals and snacks.
- **Responsibility:** At each mealtime and snack time, practitioners are clear about who is responsible for checking that the food being provided meets the requirements for each child.
- **Communication:** We will ensure that all staff are aware of the allergy needs of the children in their care. Parents are to provide emergency medication where applicable.
- **Prohibited Foods:** Nuts and nut products, popcorn, marshmallows, fizzy drinks and sweets are not permitted at Acorns Children's Clubs.

### Safer Eating Practices

To minimise the risk of choking and ensure safe eating environments for young children, the following practices are implemented:

- **Supervision:** All children are supervised during mealtimes and snack time. Children will be within sight and hearing of a PFA trained member of staff whilst eating. Where possible, staff will sit facing children whilst they eat so they can be sure children are eating in a way to prevent choking and so they can prevent food sharing and be aware of any unexpected allergic reactions.
- **Choking Hazards:** Staff will prepare food in a way to prevent choking and be vigilant to ensure foods sent in packed lunches have also been prepared safely. Firm, spherical foods like grapes and cherry tomatoes must be sliced into quarters or segments. Cylindrical foods such as cucumber, carrots and cocktail sausages must be cut

lengthways into thin batons. This guidance on food safety for young children – <https://help-for-early-years-providers.education.gov.uk/safeguarding-and-welfare/food-safety> includes advice on food and drink to avoid, how to reduce the risk of choking and links to other useful resources for early years settings. If a child experiences a choking incident that requires intervention, staff will record details of where and how the child choked and parents and/or carers made aware. The records will be reviewed and risk assessed alongside other accidents / incidents at nursery on a half-termly basis. Appropriate action will be taken to address any identified concerns.

- Age-Appropriate Food Types: Foods will be served in a manner suitable for the child's developmental stage (e.g., food will be cut into small, manageable pieces for younger children). Popcorn, marshmallows, jelly cubes and hard sweets are never permitted for children under 5.
- Mealtime Environment: Children will sit down and remain seated while eating and be given time to chew and swallow their food properly. Children are discouraged from talking loudly at mealtimes / snack time. Other distractions such as toys at the meal table are, wherever possible, discouraged. Food sharing is not allowed.

### **Healthy Eating and Nutrition**

We aim to support the health and wellbeing of all children by promoting healthy eating habits:

- Snack Time: We offer the children a mid-morning & afternoon snack during their session. This consists of fresh milk or water, a selection of fresh fruits and vegetables and toast, crackers, cheese twists, breadsticks, fromage frais, rice cakes and cheese. We will always encourage the children to eat healthily.
- Packed Lunches: Parents are advised about safe storage of packed lunches and given information about providing health packed lunches during each child's induction to Acorns Children's club settings.
- Educational Opportunities: We will engage children in learning about food, nutrition, and healthy eating through age-appropriate activities and discussions.
- Support: Staff will have regard for children's food intake and work with parents / carers to provide healthy food options.

### **Mealtime Hygiene and Safety**

To ensure the safety and hygiene of food, the following procedures will be followed:

- Food Storage and Preparation: All food will be stored at the correct temperature, in compliance with food safety regulations. Food preparation areas will be kept clean, and staff will adhere to strict handwashing procedures before handling food.
- Safe Utensils and Equipment: All kitchen utensils and eating equipment will be safe and age-appropriate for the children. Any broken or damaged items will be immediately replaced.
- Hand Hygiene: Children will wash their hands before eating and after using the toilet. Staff will ensure that all children have clean hands before meals and snack are served.

### **Training and Awareness**

Staff will receive regular training in paediatric first aid, food safety, allergy management, and safe eating practices. This includes:

- First Aid and Emergency Procedures: All staff will be trained in first aid procedures specific to food- related incidents, including how to handle allergic reactions and choking. Whilst children are eating there will be at least one member of staff with a valid full paediatric first aid certificate present in the room. Paediatric First Aid will be updated at least every three years as a minimum.
- All staff are required to complete training as part of their induction covering food hygiene and allergy awareness. All staff are aware of the symptoms and treatments for allergies and anaphylaxis, the differences between allergies and intolerances and that children can develop allergies at any time
- Ongoing Training: Staff will undergo refresher courses on food hygiene and allergy awareness every two years as a minimum.

### Parent and Carer Involvement

We believe that parents and carers play a key role in the nutritional care of their children. We encourage parents to share any concerns or preferences related to their child’s diet, and we will maintain open lines of communication regarding food and meal times.

- Special Occasions: For special occasions or celebrations (e.g., birthdays), parents are not permitted to bring in any food items. Instead, if parents wish to bring in ‘treats’ for children these should be non food items such as stickers or bubbles, however, this is purely the parents choice and is not expected.

This policy was adopted by: Acorns	Date: November 2025
To be reviewed: November 2026	Signed: Lexii

# Acorns Children's Clubs

## Admissions and Fees Policy – Wrap-around care

Acorns is registered with Ofsted; our registration number is RP908401. We provide care for up to 30 children between the ages of 4 and 12, primarily serving the children of St Margarets at Hasbury Primary school(s).

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week
3. Children of St Margarets at Hasbury Primary school(s).
4. Children living in the area attending other schools
5. Sibling of children who live in the area attending other schools

### Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Registration form, medical form, parent contract, booking form, photo permission form
- **Behaviour Management** policy
- **Attendance** policy
- **Complaints** policy

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received.

If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be contacted.

### Booking procedure

Parents must complete the necessary paperwork, ie contract, registration, medical, booking and photo permission forms, before their children can attend the club.

- **Permanent place:**

Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required.

- **Temporary booking:**

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 48 hours notice. If notice is not given, the place will still be charged for.

### Fee structure

Fees are charged at £5 per session for Breakfast club and £10.25 per session for After School Club.

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also registered to accept childcare vouchers from various schemes.

- Fees are payable [weekly/monthly]

- Fees can be paid by cheque, electronic transfer, cash or direct debit
- There is a charge of £15.00 per every 15 minutes for late collection, which will be added to the next invoice
- The club accepts childcare vouchers
- Fees are charged for booked sessions whether the child attends or not
- We offer a discount for siblings

### Payment of fees

Fees are reviewed annually by the registered person. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

This policy was adopted by: Acorns	Date: November 2025
To be reviewed: November 2026	Signed: Lexii

# Acorns Children's Clubs

## Attendance Policy

### The Legal Framework:

There are no legal obligations to attend a wraparound setting but, once the child is registered with one of our settings there is a duty of care upon the Acorns Children's Clubs to ensure that the child is safe.

### Procedures

#### Parents are expected to:

- Telephone or message to inform the setting on the first day of absence for their child.
- A text message reminder will be sent to request parent/carer contacts the setting to inform of reason for absence

If a child is absent from our setting and we have not received a phone call or other message from the parent/carer, a first day absence text will be sent.

The parent/carer is asked to provide a reason as to why the child is not in attendance. The absence reason is recorded. Ideally a reason for every absence needs to be established. If the manager has not been able to contact parents, club will liaise with the school teachers/head and will then contact the emergency/alternative contacts.

If a child is absent without an explanation for a prolonged period, the setting will follow this up with parents/carers/alternative contacts and will contact outside agencies with any concerns if necessary.

Acorns Children's clubs deems a week with no contact or response from parents, or a two week period with contact as 'prolonged'.

If after one month there has been no attendance, the child's name will be removed from the register and the place allocated to another child on the waiting list. The Local Authority will be informed that the child has left the nursery.

**NB: If at any point during a child's absence there are concerns around a child's welfare, a referral will be made the Children's Social Services Team.**

The setting manager will continually monitor the absences of any registered children and will assess the impact that absences are having on the child, if the absences are a cause for concern or if any intervention is warranted. Should this be the case, appropriate steps will be taken to ensure the safety and wellbeing of the child and the family.

### Good Attendance

Cooperation between home and the setting is the best way to support children's well-being and attendance needs. Even though it is not compulsory for a child to attend a wraparound setting, it is important that we informed of the reason when a family decides to withdraw a child from the setting.

### IMPORTANT:

Child Protection and safeguarding concerns must be acted on immediately, in line with the Acorns Children's Clubs Child Protection and Safeguarding Policy.

### Extended Holidays

There are a very small minority of children who through cultural reasons may have extended absences. Providing the setting is made aware of these the child's place may be retained, provided the extended absence is for no longer than a month. Otherwise, their place will be allocated to another child on the waiting list.

This policy was adopted by: Acorns	Date: November 2025
To be reviewed: November 2026	Signed: Lexii

# Acorns Children's Clubs

## Behaviour Management Policy

Acorns uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session and are discussed regularly.

The Club's designated member of staff responsible for behaviour management

is: Olivia Shaw

Whilst at Acorns we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club

### Encouraging positive behaviour

At Acorns positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Certificates for exceptional accomplishments
- Offering a variety of play opportunities to meet the needs of the children attending the Club

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

### Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.

- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

### Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

### Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

This policy was adopted by: Acorns	Date: November 2025
To be reviewed: November 2026	Signed: <a href="#">Lexii</a>

# Hasbury Acorns

## Complaints Policy

At Hasbury Acorns we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

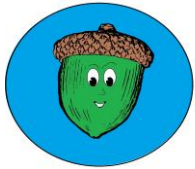
### Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Hasbury Acorns at any time. Ofsted will consider and investigate all complaints.

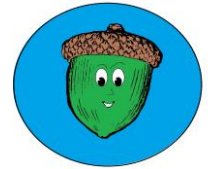
**Ofsted's address is:** Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

This policy was adopted by: Hasbury Acorns	Date: November 2025
To be reviewed: September 2026	Signed: Lexii



# Hasbury Acorns Menu



## **Breakfast:**

- ❖ Croissants
- ❖ Bagels
- ❖ Toast
- ❖ Pancakes
- ❖ Crumpets
- ❖ Choice of cereals - Rice krispies, Weetabix, Shreddies, Cornflakes & Porridge
- ❖ Wide range of fruit & vegetables such as strawberries, grapes, raspberries, apples, oranges, carrots, cucumber, bananas. (Yoghurt is also available to be mixed in)
- ❖ Small fromage frais

Choice of fillings available such as strawberry/raspberry jam, marmalade, lemon curd, butter, ham, cheese.

Milk & water available at all times.

## **Afternoon Snack:**

**(This is only a snack and NOT an alternative to children's tea)**

- ❖ Toast
- ❖ Sandwiches
- ❖ Wraps
- ❖ Bagels
- ❖ Crackers
- ❖ Rice cakes
- ❖ Breadsticks
- ❖ Wide range of fruit & vegetables such as strawberries, grapes, raspberries, apples, oranges, carrots, cucumber, bananas, peppers. (Yoghurt is also available to be mixed in)
- ❖ Small fromage frais

Choice of fillings available such as strawberry/raspberry jam, marmalade, lemon curd, butter, ham, cheese & cheese spread.

Milk & water available at all times.

**We are a nut free setting & adhere to individual dietary requirements & allergies.**