



Foreword

Thank you for requesting information about our out of school club 'The Hive'. The Hive operates in a dedicated area within Bumblebees Day Nursery and forms our extended care for all school aged children up to 11 years. The Hive offers breakfast clubs, after school clubs and holiday clubs. It is open from 8.00am - 6.00pm, Monday - Friday, 51 weeks of the year. We do have an annual shut down period from Christmas Eve to New Years Day. We understand that from time to time you may require childcare outside these hours and we will do our best to accommodate any additional requirements through private arrangements with our staff.

We thank you for your enquiry and if you require any further information, please do not hesitate to contact us.

Yours sincerely,

Gemma & Jamie Whittington, and Ian Bealey

Nursery Directors

Introduction

At 'The Hive' we work alongside the Playwork Principles. These principles establish the professional and ethical framework for playwork, and describe what is unique about play and playwork, and provide the playwork perspective for working with children and young people. These principles are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities:

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and wellbeing of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. Children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
3. The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.
7. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and wellbeing of children.



We also work alongside the Every Child Matters agenda. Every Child Matters is a new approach to the well-being of children and young people from birth to age 19. The Government's aim is for every child, whatever their background or their circumstances, to have the support they need to:

- be healthy
- stay safe
- enjoy and achieve
- make a positive contribution
- achieve economic well-being

This means that the organisations involved with providing services to children, from hospitals and schools, to police and voluntary groups, will be teaming up in new ways, sharing information and working together, to protect children and young people from harm and help them achieve what they want in life. The Hive makes positive efforts to meet these outcomes and work with the Playwork Principles through our planning, policies, procedures and daily routines.

Our Clubs

Breakfast Club

Children can be dropped off to The Hive from 8.00am (or 7.30am by prior arrangement only). All children will need to be signed in and an emergency contact number left. A selection of breakfast cereal and toast will be available on arrival. The children then have the opportunity to play a selection of games and activities with their friends. At 8.35am your child will be accompanied to their school by a qualified member of the team who will ensure all children go safely into their classrooms. Should you require a message or note to be given to your child's teacher, then please inform a member of the team.

After School Clubs

At the end of your child's day a member of the team will wait for your child in the designated area within the school. Your child will be registered in and accompanied to The Hive. Refreshments will be provided during the session. The session is planned around your child's interests and a wide range of activities and games are on offer. The children will also be able to access the large garden for further play experiences.

We also offer your child the opportunity to complete any homework they have from school at the home work station. If you require us to do this, please let us know. We will only oversee this if requested as all parental wishes are different.

High tea will be offered, which is a selection of sandwiches and fruit or vegetable sticks with a drink. For an up to date list of high tea please look at the menus in The Hive or online at our website www.bumblebeesltd.co.uk

The session ends at 6.00pm. Please ensure your child is signed out of the club at the end of their session.

Holiday Clubs

During each school holiday we run a holiday club at The Hive. Each holiday club is carefully planned alongside your child as to what they wish to do. Various activities and games will be on offer to ensure we provide challenging and stimulating play opportunities for primary aged children. The main club session operates from 9.00am to 3.00pm. Extra hours are available before and after this session at a set hourly rate and are pre-bookable.

All clubs are booked on a first come, first served basis and early booking is essential. During holiday clubs, snacks and refreshments are included but all children will require a packed lunch. Please ensure this is named.



Daily Requirements

For all children attending before and after school clubs you will need to bring their bags and coats for school. We do recommend that all children leave a change of clothes at the club for after school along with a pair of wellington boots.

For holiday clubs we ask parents not to send your children wearing their best clothes as activities are often messy. Although we provide protective clothing, children are happier and less restricted in play clothes. Please ensure you mark all clothing clearly with your child's name

Please do not allow your child to wear jewellery into The Hive. This could prove to be dangerous for your child and others. The Hive cannot be held responsible for lost items. In the interest of everyone's safety it is our policy to remove jewellery.

Illness and Medication

If your child becomes unwell whilst at The Hive we will contact you to discuss the situation. It is our policy that any child who has any communicable disease must be clear of the disease for a minimum of 48 hours prior to the child being considered for re-admission to The Hive; in the case of diarrhoea the child must have had normal stools for the 48 hour period. Please contact The Hive and let us know if your child will not be attending any of their sessions booked due to illness. Also if you have had to pick your child up from school due to illness please contact The Hive.

It is our policy that medication will only be given where the management team assess it is in the best interest of the child. As a guiding principle, The Hive will only give medication prescribed by a medical practitioner. All medication must be labelled with the name of the child when left by the parent or carer and the relevant form to be completed. Please inform a member of the team. Non-prescribed medications will only be administered on parental request if the symptoms that the medication is intended for are apparent and prior permission has been given (please see our separate Medication Policy for more information).

It is our policy that no refund (or transfer) can be given on any session booked that your child does not attend due to illness or absence.

Security and Safety

Your child's safety is paramount to us at The Hive and all of our policies and procedures are in place to ensure a high standard of this is achieved. Under no circumstances will a child be allowed to depart from the premises unless it is with a person who is either known to the team or able to prove that they are authorised to collect that child. We ask that everyone complete the authorised collectors form upon registration to The Hive.

We also like to explore the local community and go on outings to broaden the children's experiences. This could be to the local park or woodland. All trips are fully risk assessed and full details of these procedures and policies can be found in our Operational Plan. Parental permission is sought upon registration for such outings.

Parental Involvement

At The Hive we believe that an open policy is the best way of encouraging participation. We welcome all parents or carers' input and if you feel you have any skills that you could share with The Hive please let a member of the team know. Parents or carers are welcome to view our Operational Plan at any time. This contains all policies and procedures which govern the way we work.



The Hive Fees

Registration Fee

Registration for The Hive out of school club	£20.00
Registration for each sibling thereafter	£10.00

'The Hive' Out of School Club for Children Aged 4 – 11 Years

Breakfast Club 8.00 . 9.00am (inc. breakfast)	£5.00
After School Club 3.15 . 6.00pm (inc. high tea)	£11.00
Breakfast & After School Club combined (inc. breakfast & high tea)	£15.00
Holiday Club 9am . 3pm (inc. snacks, packed lunch required*)	£15.00

* A hot lunch can be provided for holiday club sessions at an additional cost of £2.50/day

Hourly rate for additional hours booked over and above session times £4.50

Early or Late Drop Off

Early drop offs 7.30 . 8.00am** £4.00
(* to be pre-arranged with the Nursery Manager only)

Late pick up (per every 15 minutes) £8.50



Terms and Conditions

Registration Fee

£20.00 non-refundable deposit is payable upon registration for out of school clubs.
£10.00 non-refundable fee for each out of school club sibling thereafter.

Fees

All fees are payable to Bumblebees Day Nursery (Plymouth) Limited.

Breakfast and After School Club

All fees are to be paid monthly in advance. Payments should be made via standing order and details will be discussed with each parent in advance as to the set amount to pay each month. This will be dependent on each child's attendance.

Holiday Club

All holiday club fees are required in advance 7 days prior to each holiday club. A separate extra invoice will be raised for these sessions.

Arrears

Non-payment of fees resulting in arrears will result in the parent or carer being issued with a 7 day payment notice. **IF FEES HAVE NOT BEEN PAID AFTER THIS TIME YOUR CHILD'S PLACE WILL BE WITHDRAWN.** Parents wishing to terminate their child's place at The Hive must give 28 days notice in writing or pay the equivalent of 28 days fees for their place to be vacated. Notice of termination will only be valid once written notification has been received. The Nursery reserves the right to terminate the placement of any child without reason by giving 28 days notice in writing to the parent or carer.

Hours of Care

The Hive provides wrap around care for all school aged children. We operate from 8.00am - 6.00pm (7.30am by prior arrangement only), Monday to Friday, 51 weeks of the year. In order for us to maintain the correct ratios and to avoid disruption at this time, it is imperative that parents collect/drop off their children on time. If you are late collecting your child the late collection fee will apply. Likewise children attending the PM session cannot be accepted early into The Hive prior to their session starting. All early/late collections outside registered times are discouraged because of the amount of disruption this creates. Full session charges will apply if the management team, and children are attending The Hive outside of their registered times.

The Hive will be closed every weekend. The Hive will shut between Christmas Eve and New Year and on all public holidays. Children who are collected late (before 6pm but out of their registered session) without prior notice will be charged an additional hourly fee. Where a child has been collected late after 6.00pm (when the nursery is closed) a fee of £8.50 per fifteen minutes will be charged to the parent or carer. If we are unable to contact the parent or carer or any of the named collectors we have a duty to call the out of hours Social Services team.

Absence from The Hive

The Hive will make no discounts for periods of sickness from any of its out of school clubs. However individual circumstances will be considered where there are prolonged absences. No discount can be given for annual holidays, full fees will apply to normal sessions booked. Parents will not be charged for periods when the nursery is closed i.e. Bank Holidays/Christmas closure.

Change of Sessions

The Hive reserves the right upon giving 28 days notice, to alter the sessions available to your child. Where this occurs and as a result the client wishes to remove the child from one of the out of school clubs, then the requirement to give one month's notice of withdrawal will be waived. Where a parent or carer wishes to change the sessions originally requested, then such a request must be made in writing and handed into the management team at the earliest opportunity. Every effort will be made to accommodate the change of sessions at the earliest opportunity.

Unforeseen Circumstances

The Hive cannot be held liable for the withdrawal of a placement due to third party action. This will include closure due to circumstances beyond our control, e.g., fire, flood, storm, vandalism etc. In cases of temporary closure e.g. inclement weather or any other reason, a 50% refund of any fee paid or liable to be paid will be given.



Infections/Illnesses

Parents or carers agree not to allow their children to attend The Hive when suffering from an infection or communicable disease. The Hive reserves the right to refuse any admission to a child suffering from the above. The Hive will not be held responsible for any infectious or communicable disease transmitted at the nursery or out of school clubs. Parents/carers are to notify Bumblebees Day Nursery (The Hive) as soon as they become aware of any illness/infection that their child develops.

Medication

If your child is well enough to return to The Hive but needs to complete a course of antibiotics (having been on them for more than 48 hours prior to return), we will administer the medication, provided parents have signed a permission form.

Medicines must be handed to a Room Leader and never be left in a child's bag or elsewhere. It is advisable to inform staff if your child has any ongoing medical needs. If your child requires daily medication over a long period of time please see the management team.

Non-prescribed medications will only be administered on parental request if the symptoms that the medication is intended for are apparent and prior permission has been given (please see our separate Medication Policy for more information).

Additional 'one-off' Sessions

If additional sessions are required on an individual basis above those sessions normally reserved and paid for in advance, these are subject to prior arrangement and must be paid for at the time of booking. This is non-refundable. All such requests must be made to the management team.

Personal Property

The Hive will not be liable for the loss or damage of any personal property brought into the Nursery.

Changes to the Terms & Conditions

These terms and conditions are liable to periodic change. Any changes in the terms and conditions will be given individually in writing and will become effective 28 days after notification.

Policies & Procedures

Bumblebees Day Nursery has in place various policies, procedures and routines which facilitate the smooth running of the nursery and all out of school clubs. These documents form our operational plan. All policies can be found in the nursery reception area for your perusal. Any questions you may have, the management team will be glad to answer.

Complaints

We encourage feedback from all parents or carers to be raised with the management team. Should parents or carers feel it necessary to raise a complaint, forms can be found on the parents' information boards located around the Nursery. These should be returned to the management team and we will do our best to resolve any issues. If in the unlikely event that this matter cannot be resolved, the management team will refer you to Ofsted.