



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.

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.....

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.

Wraparound Admissions and Fees Policy

Acorns Children's Clubs

Organisation	Acorns Children's Clubs
Preschool settings	Olive Hill Acorns Preschool, Little Acorns and Hasbury Acorns Preschool
Wraparound settings	Olive Hill Acorns, Hasbury Acorns, OLSK Acorns and Netherbrook Acorns
Age range	Children aged two years and over only
Scope	Admissions and fees at the listed Acorns wraparound settings
Policy owner	Acorns Children's Clubs partners
Effective date	23 September 2026
Review date	September 2027, or sooner following a legal, regulatory, age-range or operational change

Purpose

This policy explains how Acorns allocates breakfast, after-school and holiday places and how booking and fee arrangements operate across the four wraparound settings.

Eligibility and equality

Wraparound care is normally for children attending Reception or primary school, within each setting's Ofsted registration, linked-school arrangements, capacity, opening hours and staffing. Acorns Children's Clubs cares only for children aged two and over; no wraparound setting admits a child under two.

Acorns welcomes applications fairly and does not discriminate unlawfully. Reasonable adjustments and early planning are used to remove barriers for disabled children and children with special educational needs. A child's support or medical needs do not automatically prevent admission; the manager agrees safe arrangements with the family, school and relevant professionals.

Applications and allocation of places

The manager confirms availability, the current fee schedule, collection arrangements and the information required before a child starts. An enquiry does not reserve a place. Where requests exceed capacity, the following considerations are applied consistently:

1. Children whose admission is supported by a statutory plan, child protection arrangement, looked-after status or an agreed local authority placement priority.
2. Children attending the school served by the setting, where school collection or premises arrangements make this operationally necessary.
3. Siblings already attending the same Acorns setting.
4. The ability to match the requested regular booking within available places and safe staffing.
5. The date the completed application was received.

Acorns may depart from this order where needed to meet a legal duty or protect a child, and records the reason. If no suitable place is available, the family may join the waiting list.

Information required before attendance

- Completed registration and parent contract, usual sessions and the child's school, class and collection point.

- Contact details for people with parental responsibility and at least two usable emergency contacts wherever possible.
- Authorised collectors, passwords and relevant court orders or restrictions.
- Health, allergy, dietary, medication, SEND, intimate care and safeguarding information needed for safe care.
- Written agreement about school handover, independent arrival or departure for an older child, where applicable and supported by a risk assessment.

The place and start date are confirmed in writing only after essential information has been received. The Child Induction and Settling In Policy is then followed.

Bookings and changes

- Regular bookings reserve agreed sessions. Privately funded sessions remain payable when the child is absent unless the contract or written manager agreement says otherwise.
- Regular bookings normally require one calendar month's written notice to reduce or end, unless the signed contract states a different applicable period.
- Ad hoc bookings are accepted only where a place and safe staffing are available. The current fee schedule states the cancellation deadline; where it is silent, at least 48 hours' notice is required or the fee remains payable.
- Parents must notify the setting and school promptly of absence or any change to collection. If a child expected from school does not arrive, staff follow the Attendance Policy immediately.

Fees and payment

Breakfast, after-school, holiday, additional service, late collection and sibling-discount arrangements are stated in the current fee schedule and parent contract for the relevant setting. Charges may differ between settings because session times and services differ. Acorns provides clear invoices and accepts only the payment methods currently listed in those documents, which may include Tax-Free Childcare, eligible childcare support or legacy childcare vouchers.

Late collection is managed first as a safeguarding matter under the Uncollected Child arrangements. Any fee is the published charge and does not replace action where repeated late collection creates a welfare concern.

Non-payment and ending a place

Families should contact the manager promptly if payment is difficult. Acorns explains the balance, considers a reasonable payment plan and confirms any agreement in writing. Continued non-payment may result in a written warning and withdrawal of privately purchased sessions in line with the contract, after equality and safeguarding implications have been considered.

Restriction of an adult's access under the Unacceptable and Aggressive Behaviour by Adults Policy does not automatically end the child's place. Acorns will consider a safe alternative handover. A place is not removed solely because of unexplained absence; attendance and safeguarding procedures are completed first.

Data and records

Admissions, waiting-list, booking and fee records are handled under the Data Protection Policy and Privacy Notice. Information may be shared lawfully with the child's school, local authority or safeguarding agencies where necessary.

Linked Acorns policies

- Child Induction and Settling In Policy
- Attendance Policy
- Equalities Inclusion and SEND Policy
- Safeguarding and Child Protection Policy
- Complaints Policy

Legislation and guidance

- Early Years Foundation Stage statutory framework for group and school-based providers, effective 1 September 2026, including before and after school and holiday provision
- Equality Act 2010 and SEND Code of Practice 0 to 25 years
- Childcare Act 2006 and applicable Early Years Register or Childcare Register requirements

Monitoring and review

Setting managers monitor implementation, records, complaints, incidents and emerging patterns. The partners review this policy at least annually and sooner if guidance, legislation, local safeguarding procedures or Acorns practice changes.

Attendance Policy

Acorns Children's Clubs

Organisation	Acorns Children's Clubs
Preschool settings	Olive Hill Acorns Preschool, Little Acorns and Hasbury Acorns Preschool
Wraparound settings	Olive Hill Acorns, Hasbury Acorns, OLSK Acorns and Netherbrook Acorns
Age range	Children aged two years and over only
Scope	Attendance across all listed Acorns settings
Policy owner	Acorns Children's Clubs partners
Effective date	23 September 2026
Review date	September 2027, or sooner following a legal, regulatory, age-range or operational change

Purpose

Regular attendance supports children's wellbeing, relationships, learning and continuity of care. Attendance at preschool or wraparound care is not compulsory in the same way as statutory school attendance, but every booked absence matters for safeguarding. Acorns follows up unexplained and prolonged absence promptly and shares this policy with parents and carers.

Responsibilities

- Parents and carers notify the setting as early as possible if a child will be absent or late, give the reason and expected return, and keep telephone numbers and emergency contacts current.
- Staff maintain an accurate daily register showing each child's actual arrival and departure times and follow the setting's first-day response.
- The setting manager reviews patterns, ensures follow-up is completed and liaises with the host school or local authority where relevant.
- The designated safeguarding lead considers the child's and family's circumstances and decides whether safeguarding referral or a welfare check is needed.

Expected absence

Parents should contact the setting before the session begins, using the published setting contact route. They should state the reason, likely duration and how they can be reached. Medical evidence is not routinely required, but Acorns may seek information necessary to manage infection, medication, funding or support safely.

Planned holidays or extended family travel should be discussed in advance. Agreement to hold a place depends on the parent contract, funding rules and the child's circumstances. Prior notice does not remove the need to act if new welfare concerns arise.

Unexplained absence procedure

1. Check the register, booking information, messages and any known school or transport information to confirm that the child was expected.
2. Attempt to contact each parent or carer promptly using all suitable contact methods and request the reason for absence and confirmation that the child is safe.

3. If no parent or carer can be reached, attempt the child's alternative emergency contacts. Record every attempt, response and decision.
4. Consider patterns and trends, the length and unusual nature of the absence, the child's vulnerability, the vulnerability of parents or carers, home circumstances and any existing plans or professional involvement.
5. Refer concerns to children's social care and or request a police welfare check without delay where professional judgement indicates this is necessary. Call 999 if there is immediate danger.

Acorns does not use a fixed number of days as the sole definition of prolonged absence. A single missed session may require urgent action for a vulnerable child, while a known absence may require a different response. The reasons for professional decisions are recorded.

Wraparound school handover

If a child expected to be collected from school is not at the agreed handover point, staff immediately check with school staff and contact the parent or carer. Staff do not assume that the child is absent or has gone home. If the child's whereabouts cannot be confirmed, the Missing Child Policy is activated.

Parents must tell both the school and Acorns about a change to collection or club attendance. Messages passed through a child are not accepted as the only notification.

Patterns low attendance and support

The manager reviews attendance for repeated absence, lateness, unexplained changes and loss of contact. The response is supportive and may include a meeting, updated support plan, SEND or health input, early help discussion or liaison with other settings. Attendance information is not considered in isolation from the child's lived experience.

Funded preschool places

Acorns records and reports funded attendance in line with the local authority provider agreement. Families are supported to use their entitlement, but funding administration never replaces safeguarding judgement. Any proposed change to a funded place is discussed with the family and local authority as required.

Ending a place following absence

A place is not removed automatically after a fixed period of absence. Before ending a place, the manager completes reasonable contact attempts, checks safeguarding and professional involvement, considers equality and contractual requirements, liaises with the local authority where funded, and gives written notice where it is safe and appropriate to do so. Records state why the decision was made.

Confidentiality and information sharing

Attendance records are confidential but may be shared without consent when lawful and necessary to safeguard a child. Staff follow the Data Protection Policy, Privacy Notice and current information-sharing guidance.

Linked Acorns policies

- Safeguarding and Child Protection Policy
- Missing Child Policy
- Preschool Admissions and Fees Policy
- Wraparound Admissions and Fees Policy
- Data Protection Policy

Legislation and guidance

- Early Years Foundation Stage statutory framework for group and school-based providers, effective 1 September 2026, paragraphs 3.11 and 3.12
- Working Together to Safeguard Children 2026
- Information sharing advice for safeguarding practitioners
- Early education and childcare statutory guidance for local authorities, valid from 1 April 2026

Monitoring and review

Setting managers monitor implementation, records, complaints, incidents and emerging patterns. The partners review this policy at least annually and sooner if guidance, legislation, local safeguarding procedures or Acorns practice changes

Supporting and Understanding Child Behaviour Policy

Acorns Children's Clubs

Organisation	Acorns Children's Clubs
Preschool settings	Olive Hill Acorns Preschool, Little Acorns and Hasbury Acorns Preschool
Wraparound settings	Olive Hill Acorns, Hasbury Acorns, OLSK Acorns and Netherbrook Acorns
Age range	Children aged two years and over only
Scope	Behaviour support across all listed Acorns settings
Policy owner	Acorns Children's Clubs partners
Effective date	23 September 2026
Review date	September 2027, or sooner following a legal, regulatory, age-range or operational change

Purpose

Acorns supports children to feel safe, understand emotions, build relationships and develop self-regulation. Behaviour is understood as communication. Staff use warm, consistent and developmentally appropriate responses, working with children and families rather than relying on punishment.

Principles

- Expectations are few, clear, positive and appropriate to the child's age, development, communication and experience.
- Adults model the behaviour they expect and use connection, co-regulation, redirection, choices, praise and restorative learning.
- Children are not shamed, humiliated, isolated as punishment or labelled as naughty, difficult or a bully.
- Acorns considers unmet needs, SEND, disability, trauma, attachment, communication, sensory factors, health, sleep, hunger, discrimination and the environment.
- Responses are equitable rather than identical; reasonable adjustments are made so every child can participate safely.

Everyday practice

- Staff build secure relationships, teach feeling words, prepare children for transitions and provide predictable routines and meaningful choices.
- Rooms, activities, staffing and transitions are reviewed to reduce avoidable triggers, waiting, crowding and sensory overload.
- Children are helped to notice impact, repair harm and practise a safer alternative when calm. Forced apologies are not used.
- Families are kept informed of significant or recurring concerns and are invited to share strategies that work at home or school.

Responding when behaviour is unsafe

1. Act promptly and calmly to protect children, reduce stimulation and use the least restrictive response.
2. Acknowledge the feeling or need while setting a clear boundary, for example, that it is acceptable to feel angry but not to hurt someone.

3. Support regulation before discussion. When the child is ready, help them understand what happened and practise another response.
4. Attend to the child who was harmed, provide first aid where needed, and avoid making that child responsible for reconciliation.
5. Record significant incidents objectively, inform the manager and tell parents or carers on the same day or as soon as reasonably practicable.

Persistent or high risk behaviour

The manager coordinates an assess-plan-do-review approach with the child, family, key person or named adult and SENCO. Acorns reviews patterns, reasonable adjustments, staffing, environment and training and may seek advice from health, education, early help or safeguarding professionals with appropriate information sharing.

A written support and risk-reduction plan identifies triggers, early signs, preventive strategies, safe responses, communication needs and review dates. Restriction, reduced attendance or exclusion is a last resort after reasonable adjustments and professional input, unless an immediate serious risk requires urgent protective action. Any decision is time-limited where possible, explained in writing and reviewed.

Physical intervention

Physical intervention is used only to avert immediate danger of personal injury, including injury to the child, or to manage behaviour where it is absolutely necessary. It is never used as punishment, to obtain compliance or because it is convenient. Staff use the least force for the shortest time and preserve dignity.

Every use is recorded, including antecedents, action, duration, staff and witnesses, injury, first aid and follow-up. The manager is informed and parents or carers are told on the same day or as soon as reasonably practicable. Safeguarding, medical, Ofsted or other notifications are made where thresholds are met. Repeated use triggers review of the child's plan and staff practice.

Prohibited practices

- Corporal punishment, threats of corporal punishment or any punishment that could adversely affect a child's wellbeing.
- Withholding food, drink, toilet access, comfort, medication, outdoor access or contact with a trusted adult as punishment.
- Humiliation, ridicule, frightening language, collective punishment or public behaviour charts that shame children.
- Unnecessary restraint, locking a child alone, or using seclusion as a disciplinary response.

Bullying discrimination and safeguarding

Patterns of targeted harm are handled under the Anti Bullying Policy. Discriminatory incidents are challenged, recorded and addressed under the Equalities Inclusion and SEND Policy. Behaviour that may indicate abuse, neglect, exploitation, sexualised harm or risk outside the setting is referred immediately to the designated safeguarding lead.

Responsibilities

- All staff apply this policy consistently and seek help before a situation escalates.
- The setting manager ensures induction, supervision, training, record review and support planning.
- The SENCO supports assessment and reasonable adjustments; the DSL leads safeguarding decisions.
- Parents and carers share relevant information and work with the setting on consistent, safe support.

Linked Acorns policies

- Anti Bullying Policy
- Safeguarding and Child Protection Policy
- Equalities Inclusion and SEND Policy
- Participation and Child Voice Policy
- Risk Assessment Policy

Legislation and guidance

- Early Years Foundation Stage statutory framework for group and school-based providers, effective 1 September 2026, paragraphs 3.74 to 3.76
- Working Together to Safeguard Children 2026
- Equality Act 2010 and SEND Code of Practice 0 to 25 years

Monitoring and review

Setting managers monitor implementation, records, complaints, incidents and emerging patterns. The partners review this policy at least annually and sooner if guidance, legislation, local safeguarding procedures or Acorns practice changes.

Complaints Policy

Acorns Children's Clubs

Organisation	Acorns Children's Clubs
Preschool settings	Olive Hill Acorns Preschool, Little Acorns and Hasbury Acorns Preschool
Wraparound settings	Olive Hill Acorns, Hasbury Acorns, OLSK Acorns and Netherbrook Acorns
Age range	Children aged two years and over only
Scope	Complaints about services across all listed Acorns settings
Policy owner	Acorns Children's Clubs partners
Effective date	23 September 2026
Review date	September 2027, or sooner following a legal, regulatory, age-range or operational change

Purpose

Acorns welcomes concerns and complaints as an opportunity to put matters right and improve. Complaints are handled fairly, promptly, respectfully and without disadvantaging a child or family. This procedure is available to parents and carers on request and in accessible formats.

Safeguarding and urgent concerns

Where a complaint suggests that a child is at risk, an adult may be unsuitable, or a crime may have occurred, safeguarding action takes priority over the ordinary stages below. The DSL, Dudley Children's Services, LADO, police and Ofsted are contacted as required. Acorns does not promise confidentiality or delay protection while trying to resolve the matter informally.

Stage 1: early resolution

Raise the concern with the child's key person or setting manager as soon as possible. Acorns will listen, clarify the desired outcome and try to resolve straightforward matters promptly. A parent may move directly to Stage 2 if the issue is serious, concerns the manager or remains unresolved.

Stage 2: formal complaint

1. Send the complaint to the setting manager or an Acorns partner. Acorns will help put a verbal complaint in writing where the complainant needs assistance.
2. The complaint is acknowledged promptly and an impartial investigator is identified. If the complaint concerns the manager, an uninvolved partner leads it.
3. Relevant records and accounts are gathered, people are treated fairly, and safeguarding or disciplinary processes are coordinated appropriately.
4. The complainant receives a written outcome, including findings, action and any further route, within 28 days of receipt where the complaint relates to EYFS or Childcare Register requirements.
5. If a full response cannot be completed sooner for another type of complaint, Acorns explains the reason and provides an update date without weakening the statutory 28-day requirement where it applies.

Stage 3: review

If dissatisfied, the complainant may request a review by an Acorns partner not previously responsible where practicable. The request should identify what was not addressed or what evidence was overlooked. The reviewer considers the handling and outcome and provides a final written response.

Ofsted and other organisations

- Parents may contact Ofsted if they believe Acorns is not meeting EYFS or Childcare Register requirements: 0300 123 4666 or enquiries@ofsted.gov.uk. Ofsted risk-assesses information and does not resolve individual contractual disputes or necessarily report the outcome to the complainant.
- Safeguarding concerns can be reported directly to Dudley Children's Front Door on 0300 555 0050, option 3, or 999 in an emergency.
- A complaint concerning the host school's premises, employee or service may also need to follow that school's complaints or safeguarding procedure. Acorns will explain the correct route and cooperate lawfully.

Records and confidentiality

- Acorns keeps a written record of formal complaints, investigation, outcome and action and makes required records available to Ofsted.
- Complaints records are retained for at least three years, or longer where safeguarding, insurance, limitation or legal requirements apply.
- Information is shared only with those who need it. The subject of a complaint is normally told enough to respond fairly.
- The manager reviews themes and confirms completion of improvement actions.

Data-protection complaints

Complaints specifically about use of personal data also follow the Data Protection Policy. They are acknowledged within 30 days and investigated and answered without undue delay. The complainant may contact the Information Commissioner's Office.

Linked Acorns policies

- Safeguarding and Child Protection Policy
- Whistleblowing Policy
- Data Protection Policy
- Staff Disciplinary Policy

Legislation and guidance

- Early Years Foundation Stage statutory framework 2026: complaints
- Compulsory and voluntary Childcare Register requirements
- Data (Use and Access) Act 2025
- Ofsted complaints procedure

Safer Eating, Food Allergy and Choking Policy

Acorns Children's Clubs

Organisation	Acorns Children's Clubs
Preschool settings	Olive Hill Acorns Preschool, Little Acorns and Hasbury Acorns Preschool
Wraparound settings	Olive Hill Acorns, Hasbury Acorns, OLSK Acorns and Netherbrook Acorns
Age range	Children aged two years and over only
Scope	All Acorns provision where a child sleeps or rests, whether planned or unexpected
Policy owner	Acorns Children's Clubs partners
Effective date	23 September 2026
Review date	September 2027, or sooner following a legal, regulatory, age-range or operational change

Purpose

To provide a calm, healthy eating environment, prevent choking and allergen exposure, and ensure staff can recognise and respond to food-related emergencies.

Dietary and allergy information

- Parents provide current information about allergies, intolerances, cultural/religious requirements, medical diets, eating or swallowing difficulties and emergency medicines before attendance.
- The manager maintains a clear, current dietary/allergy record accessible to staff preparing, checking or serving food, while protecting confidentiality.
- Children at risk of anaphylaxis or with complex feeding needs have an individual healthcare and risk plan agreed with parents and relevant professionals.
- Information is confirmed at least termly and whenever circumstances change; parents remain responsible for reporting changes immediately.
- At each meal or snack, a named practitioner checks the child, food and dietary requirement. Food is not exchanged between children.

Supervision while eating

- Children are always within sight and hearing of staff while eating. At least one person with a current full paediatric first-aid certificate is in the room.
- Staff sit facing children where practicable, remain alert to choking and allergic reaction, and do not undertake distracting tasks.
- Children sit upright and remain seated while eating. They have enough time to chew and swallow and are not encouraged to eat while walking, playing, laughing or travelling.
- The environment is calm. Staff model safe eating without shaming children or forcing food.

Preparing food to reduce choking risk

- Food is prepared for the child's age, development and individual chewing or swallowing ability, following current DfE food-safety guidance.
- Small round foods such as grapes and cherry tomatoes are cut lengthways into quarters. Sausages and cylindrical foods are cut lengthways into narrow strips, not round discs.

- Hard fruit and vegetables are softened, grated or cut into thin batons as appropriate. Bones, stones and hard pips are removed.
- Whole nuts, popcorn, hard sweets, ice cubes and uncut small round or firm foods are not given to young children. Marshmallows and jelly cubes are not provided due to choking risk.
- Packed lunches are visually checked without unnecessarily handling food. Unsafe items are withheld and a safe alternative offered where possible; parents are informed.

Allergen controls and food hygiene

- Only approved food is supplied. Acorns operates a no-nuts rule but does not describe the setting as allergen-free because absence of traces cannot be guaranteed.
- Labels are retained or checked and the 14 regulated allergens are considered. Homemade food from families is not accepted for sharing.
- Cross-contamination is controlled through handwashing, clean surfaces and utensils, separation, storage and staff checking.
- Food is stored at safe temperatures and prepared by staff with suitable food-hygiene knowledge. Damaged equipment is removed.
- Children and staff wash hands before food preparation or eating and after toileting.

Emergency response

- For choking, staff use current paediatric first-aid procedures, call 999 when the obstruction does not clear or the child becomes unresponsive, and begin CPR when indicated. Blind finger sweeps are not used.
- For suspected anaphylaxis, give the child's prescribed adrenaline auto-injector without delay in accordance with training and the healthcare plan, call 999, note the time and follow instructions about a second dose. Parents are contacted after emergency action is underway.
- A child who improves after adrenaline still requires emergency medical assessment.
- Record the food, preparation, location, supervision, symptoms, action and outcome. Inform parents and make regulatory/safeguarding notifications where applicable. Review the individual and setting risk assessments.

LifeVac device

- Established paediatric choking treatment is the first response. Encourage effective coughing; if the cough is ineffective, use age-appropriate back blows and abdominal thrusts in line with current paediatric first-aid training. Call 999 when the obstruction persists or the child becomes unresponsive. Start CPR without delay if unresponsive; do not perform blind finger sweeps.
- Where a setting has a genuine LifeVac device, its use may be considered only after established choking measures have been attempted and failed. A member of staff who has been familiarised with the device uses it according to the current manufacturer's instructions and the setting's risk assessment. Fetching or applying it must never interrupt CPR or delay emergency help or established treatment.
- The manager verifies the device is genuine and appropriately marked, checks that masks are suitable for the child's size, and follows the manufacturer's storage, inspection, replacement and training instructions. Staff know its location; the device does not replace paediatric first-aid training.
- After any choking episode needing intervention, seek urgent medical assessment as advised by emergency services, inform parents, record the sequence and timing of first aid and any device use, retain device and batch details, review practice, and report any suspected device fault or adverse incident to the manufacturer and MHRA Yellow Card scheme.

Healthy eating and inclusion

Acorns offers water and age-appropriate nutritious food and works with families on healthy packed lunches. Children are encouraged but never forced to eat. SEND, sensory, religious, cultural and medically required diets are supported through reasonable adjustments without compromising allergy or choking controls.

Nutrition and food activities

Where Acorns provides meals, snacks or drinks, these are healthy, balanced and nutritious. Staff plan a variety of foods suitable for children aged two and over and take account of the Department for Education early years nutrition guidance unless there is good reason to depart from it.

- Fresh drinking water is available at all times. We offer suitable fruit and other nutritious snacks, with safe alternatives for children whose dietary needs require them.

- Staff model positive eating habits, allow enough time to eat and help children develop eating skills and table manners. They discuss food and a balanced diet in ways appropriate to each child.
- Food is never withheld as a punishment, and children are never forced to eat or drink. We avoid routinely offering sweets and foods high in sugar, salt or saturated fat.
- Children may help plan and prepare food as a supervised learning activity. Staff check ingredients, allergens, hygiene and choking risks before the activity and provide an inclusive safe alternative where needed.
- Parents tell us about dietary, cultural and religious requirements before attendance and whenever they change. Staff agree practical arrangements with families and keep the dietary record current.

Linked Acorns policies

- Illness, Accidents and First Aid Policy
- Administering Medicines Policy
- Equalities, Inclusion and SEND Policy
- Risk Assessment Policy
- Participation and Child Voice Policy

Legislation and guidance

- Early Years Foundation Stage statutory framework 2026: food, drink and eating supervision
- DfE Food safety guidance for early years providers
- Food Safety Act 1990 and food hygiene regulations
- Food Information Regulations 2014
- Food Standards Agency allergen guidance
- Department for Education Early Years Foundation Stage nutrition guidance (May 2025)
- MHRA guidance on anti-choking devices; Resuscitation Council UK position on suction-based airway clearance devices (reviewed 2026)

Special Occasions

- For special occasions or celebrations (e.g. birthdays), parents/carers 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 parent's/carers choice and is not expected.

Internet Safety and Screen Use Policy

Acorns Children's Clubs

Organisation	Acorns Children's Clubs
Preschool settings	Olive Hill Acorns Preschool, Little Acorns and Hasbury Acorns Preschool
Wraparound settings	Olive Hill Acorns, Hasbury Acorns, OLSK Acorns and Netherbrook Acorns
Age range	Children aged two years and over only
Scope	Internet safety and screen use across all listed Acorns settings
Policy owner	Acorns Children's Clubs partners
Effective date	23 September 2026
Review date	September 2027, or sooner following a legal, regulatory, age-range or operational change

Purpose

To ensure that screens, internet-connected equipment and digital content are used safely, intentionally and only where they add clear value to children's care, learning, creativity, communication or inclusion.

Screen-use principles

- For children aged two to five, Acorns aims to keep setting screen use well below the overall one-hour-a-day public-health guideline, recognising that children may also use screens at home.
- For school-age wraparound children, screen use remains limited and balanced with active play, outdoor activity, conversation, creativity, reading and rest.
- Screens are not used as background noise, routine distraction, behaviour management or a substitute for staff interaction.
- Assistive technology and reasonable adjustments are planned individually and are not restricted by general time limits where their use is necessary.

Content and supervision

- Staff choose age-appropriate, inclusive content in advance and check the full item, associated links, adverts, autoplay and data collection.
- Children use internet-enabled devices in areas where staff can see and support them. Safe-search, filtering and device restrictions are enabled where available.
- Staff talk with children about asking for help, not sharing personal information, respectful communication and what to do if something worries them.
- Live streaming, social media, unapproved messaging, violent or sexualised content, gambling-style features and open-ended browsing are not permitted.
- Generative AI is not used by children without direct adult supervision. No identifiable child information, images or confidential setting material is entered into public AI services.

Images, privacy and consent

Only approved setting devices and services are used to create, store or share images. Consent choices are recorded and respected, but safeguarding recording and lawful information sharing do not depend on marketing consent. Images are relevant, dignified, securely stored and deleted under the retention policy.

Incidents

6. Remove the device or content from children without unnecessarily viewing, copying, forwarding or deleting potential evidence.
7. Reassure the child, report immediately to the manager/DSL and record facts.
8. Follow safeguarding procedures, including current guidance for nude or semi-nude images, online sexual harm, bullying, grooming or extremist content. Contact police or children's services where indicated.
9. Assess any personal-data breach and notify parents, Ofsted, the host school, ICO or other agencies where required.
10. Review filtering, supervision, risk assessment and staff practice.

Linked Acorns policies

- Mobile Phones, Cameras and Electronic Devices Policy
- Data Protection Policy
- Safeguarding and Child Protection Policy
- Participation and Child Voice Policy
- Staff Disciplinary Policy

Legislation and guidance

- Early Years Foundation Stage statutory framework 2026
- DfE screen-use guidance for early-years providers
- Keeping Children Safe in Education 2026 where applicable to host-school arrangements
- UK GDPR and Data Protection Act 2018
- DfE out-of-school settings safeguarding guidance