



# Tarner

## Children's Project Handbook 2024

Everything you need to know about our  
After School Clubs  
and Holiday Playschemes





## About Turner

Turner is a charity based in Turner Park, Brighton, dedicated to supporting the local community and providing all year round activities for children and young people. With OFSTED 'Good' accreditation, we offer a caring, inclusive, service. Healthy living and wellbeing is at the heart of everything we do with an emphasis on physical and outdoor activities.

Turner also works to alleviate the effects of poverty and disadvantage within the local community. We work closely with children and their families to provide further support where needed.

## The Children's Project

Since 1996 we have been providing children with a wide range of exciting, stimulating and educational play in a wonderful park setting. The children are encouraged to make full use of the park and its facilities all year round. This magical outdoor space is where they make friends, develop new skills and most importantly, have loads of fun!

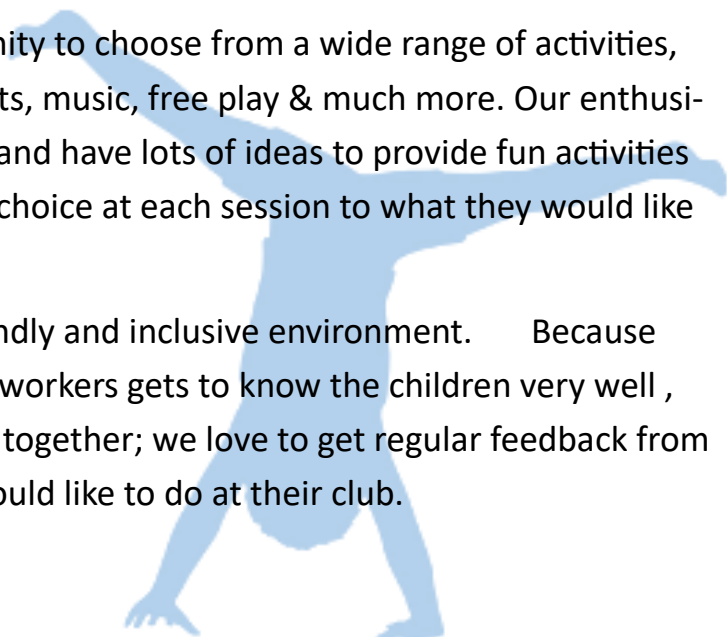
We are extremely proud of the safe, exceptional quality and affordable out-of-school play we provide for children aged 4-11 years.

## After School Club

The **After School Club** runs in term time only, from 3pm until 6pm. We currently collect from Carlton Hill and St Luke's School, but welcome all children from the local area. We currently have up to 47 children per session.

Each day the children will have the opportunity to choose from a wide range of activities, arts and craft, cooking, games, puzzles, sports, music, free play & much more. Our enthusiastic team of play workers are very creative and have lots of ideas to provide fun activities each day. The children have the freedom of choice at each session to what they would like to participate in.

Our After School Club has a relaxed and friendly and inclusive environment. Because the children attend on a daily basis, the playworkers gets to know the children very well, this enables us to plan and discuss activities together; we love to get regular feedback from the children themselves about what they would like to do at their club.





## Holiday Playschemes

The **Holiday Playschemes** and Breakfast Clubs run in every school holiday period throughout the year, except bank holidays and Christmas. We currently have up to 42 children per day.

Our clubs provide a wide variety of activities within our purpose-built play base and outside in the beautiful Tarner park. Activities change daily and range from face painting to den making, football to Playdough and from creating Easter bonnets to dunking in Halloween goo! We have lots of Lego, stacks of board games and bundles of arty materials for all to explore at their leisure. We also offer a wide range of creative sessions lead by professionals in areas such as dance, photography, theatre etc.

Please feel free to bring your child along to meet the staff and show your child around the club and see what activities take place before they start. You do not need to book; you

## Staffing

Both the After School Club and Holiday Playschemes are staffed by a team who have significant experience of working with children and undertake regular professional development training. They all Enhanced DBS checked and are first aid trained including paediatric first aid. They are all very professional, fun and approachable.

The adult to child ratio is 1 adult to 8 children. For EYFS children the ration is 1 adult to 6 children. These are aligned with Ofsted Regulations.

The Childrens Project Manager and Deputy Manager are also Designated Safeguarding Officers.

## Policies and Procedures

Tarner has clearly defined policies and procedures. Key points of the main policies are included in this handbook. Policies and procedures including our regularly reviewed and updated Safeguarding and Child Protection Policies are available on our website [www.tarner.org.uk/home/2024-policy](http://www.tarner.org.uk/home/2024-policy) and are also available on request.

## Data Protection

All information is kept in the strictest confidence. All staff are aware of current data protection laws and maintain a confidential approach to holding information.

# Your Child's First Day



A member of staff will ensure that your child is warmly welcomed into the club on their first day and will support them until they are fully confident.

EYFS (Early Years Foundation Stage) children will be allocated a key worker who will be responsible for making sure any child under 5 years old settles comfortably into the club and will communicate regularly with parents.

During your child's first session, time will be set aside for an induction. The induction will include running through club's rules and routines (including meal times, collection, children's meetings), and introducing your child to the staff and other children. Another child will usually be allocated to act as your child's buddy for the first few sessions.

## What to bring.

Your child will not need to bring anything with them if they are attending the **After School Club**, but it is always useful to have spare clothes and a water bottle.

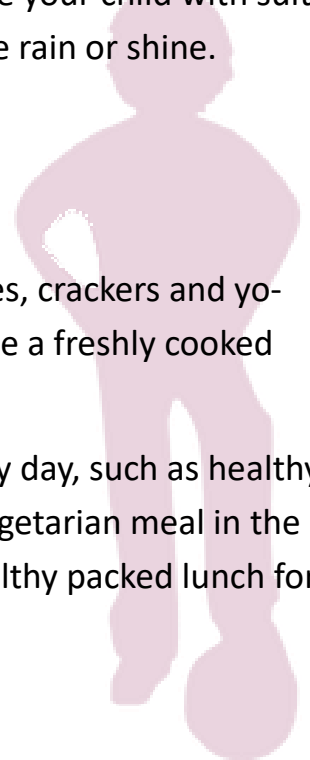
During **Holiday Play Scheme**, your child will need to bring a healthy nutritional packed lunch and a water bottle. Please can we ask that you do not send anything that could contain nuts as some children have potentially fatal nut allergies.

If the weather is hot, your child must bring a sun hat and sun cream (both clearly labelled). If the weather forecast looks like it might rain, please provide your child with suitable waterproof clothing as we will be using the outdoor space come rain or shine.

## Food and Drinks

At the **Afterschool Club**, healthy snacks such as fresh fruit, vegetables, crackers and yogurt are available throughout the session. At 4.30pm we also provide a freshly cooked vegetarian meal and pudding.

Within the **Holiday Playschemes** we serve a different breakfast every day, such as healthy cereal, toast, crumpets, fresh fruit and yogurts and a fully cooked vegetarian meal in the afternoon. However parents/carers are required to provide a healthy packed lunch for their child's midday meal.





## A Typical Session

At Tarner we like to promote free play with a wide range of different games and equipment. We also have the wonderful Tarner Park we can use for outdoor play, den building and exploring. The sessions do have structured activities run by the play-workers.

Any younger children or those who are more hesitant will be encouraged to join in the activities with playworker support.

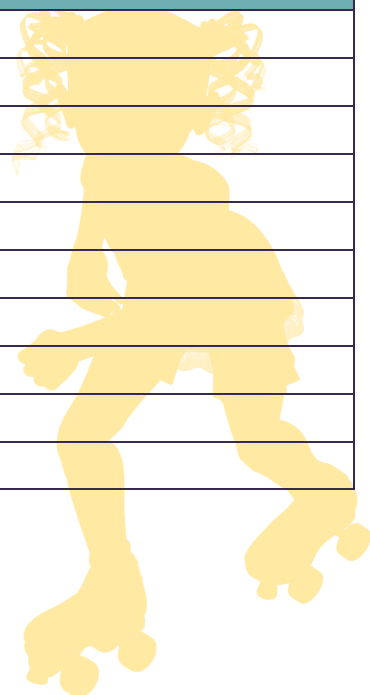
With the ratio of 1 adult to 8 children, each child can receive lots of support and encouragement from the playworkers who will help them with arts and crafts, lead group games, participate in sports with them, or staff will simply observe and ensure the children are

## Timetables

Below are sample timetables for both the After School Club and Holiday Playscheme.

After School Club Timetable	
3:10pm	School Pick ups
3:30pm	Drop Everything and Read
3:40pm	Snack Time
3.45pm	Activities and Play
5.00pm	Dinner Time
5:30pm	Games and Quizzes
6:00pm	Home Time

Holiday Playscheme Timetable	
8:00am	Breakfast Club
10:00am	Morning Activities
10:30am	Baking
11:00am	Games and Sport
12:00pm	Lunch Time
13:00pm	Sports on Carlton Hill School field
15:00pm	Afternoon snack
15:30pm	Arts and Craft activities
16:30pm	Dinner Time
17:30pm	Home Time





## How to Join

We have registration forms available on our website to book places at After School Club and Holiday Playschemes [www.tarner.org.uk](http://www.tarner.org.uk)

Alternatively you can call the project on [01272 679940](tel:01272679940) or email us at [office@tarner.org.uk](mailto:office@tarner.org.uk)

Regular bookings are encouraged and we are always holding a waiting list.

## Cancellations and Non-Attendance

After School Club and Holiday Playschemes are often over-subscribed. To assist Tarner in helping as many children and families as possible, it's important that parents / carers:

- Notify Tarner Community Project of any changes in attendance patterns with as much notice as possible.
- Notify us before 11.30am if their child will not be attending on a day they usually attend (one-off absence). Absences can be reported using the Family App, or by emailing [office@tarner.org.uk](mailto:office@tarner.org.uk)

Failure to inform us of a one-off absence will incur a £5 non-attendance fee. This covers the additional administration of checking with your child's school and you as to their whereabouts.

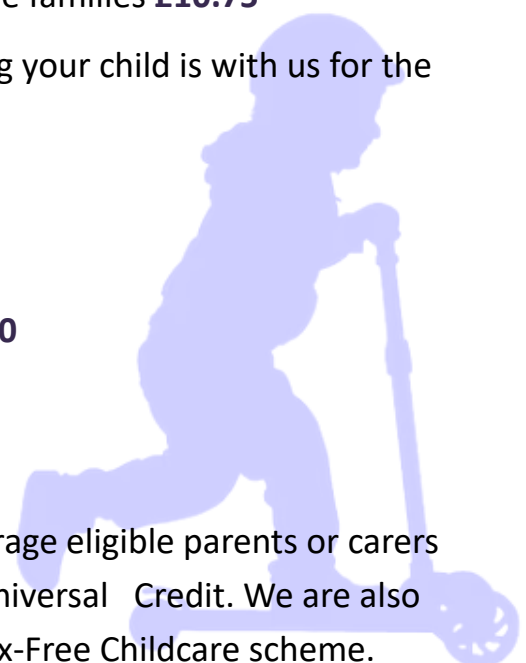
For more information on our Admissions and Attendance criteria please see the policy on our website at [www.tarner.org.uk/home/2024-policy/](http://www.tarner.org.uk/home/2024-policy/)

## Fees

There is an initial registration fee of **£50** and then fees are charged per session. The current rates are:

- After School Club—Daily fees **£15.75**, or for low-income families **£10.75**
- Holiday Playscheme—fees vary depending on how long your child is with us for the day:
  - Breakfast: From 8.30am-10.00am - **£9**
  - Short Day: From 10.00am-4pm - **£30**
  - Short Day & Breakfast: From 8.00am-4pm - **£37.50**
  - Long Day: From 8.00am-5.30pm - **£43.50**
  - Short Day & Dinner: 10am – 5:30pm - **£35**

Tarner recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit. We are also registered to accept most childcare vouchers and for the Tax-Free Childcare scheme.



# Arrivals and Departures

Turner staff collect children from their classrooms at St Lukes and Schools and escort them to the club at Turner Park. Staff will be taking the children from the school.

Carton Hill  
call a register before



If a child is coming to the club by last minute arrangement with the Manager/Deputy Manager, then his or her name will only appear on the register that they hold. It is the responsibility of the Parent/ Carer to inform the child and teacher that they will be attending the club.

After School Club closes at 6pm and Holiday Playscheme at 5.30pm, all the children must be collected by then.

If you are delayed collecting your children, for whatever reason, please call the club to let us know. If the club is not informed you may incur a small fee to cover the costs of staff time.

For further information please see our **Escort Policy**, **School Collection Policy** and **Non-**

## Safeguarding and Child Protection

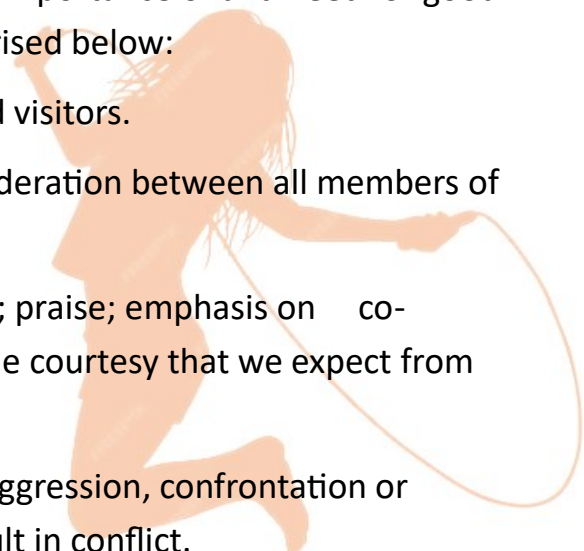
We aim to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately

Beh

## Management 'Promoting Positive Behaviour'

We believe that children thrive and develop best in a boundaried environment in which everyone knows what is expected of them and when the care, teaching and leadership by adults is consistent, fair and supportive. Our aim is to create a relaxed, welcoming and caring atmosphere where the children understand the importance of and need for good behaviour. Turner has a **Behaviour Policy**, briefly summarised below:

- Children are expected to respect each other, staff and visitors.
- Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.
- We aim to encourage appropriate behaviour through; praise; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities
- Turner will not tolerate from any member: bullying; aggression, confrontation or threatening behaviour; or behaviour intended to result in conflict.
- Turner recognises that poor behaviour can occur from time to time for reasons that



## Equal Opportunities

Turner provides a safe and caring environment, free from discrimination, for every one in our community. Turner aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. The club will endeavour to challenge any offensive behaviour, language or attitudes with regard to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

To create an environment free from discrimination and welcoming to all, Turner will:

- Ensure that its services are open and available to all parents/carers and children in the local community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the clubs services.
- Treat all children and their parents/carers with equal concern and value.
- Help all children to celebrate and express their cultural and religious identity by

## Special Educational Needs and Disabilities

At Turner we make every effort to accommodate and welcome any child with special educational and needs and disabilities. We work in liaison with parents / carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within Turner's limitations.

Each child's case is considered individually and risk-assessed to ensure everyone's safety. Our staff training programme includes specific elements relating to children with SEND.

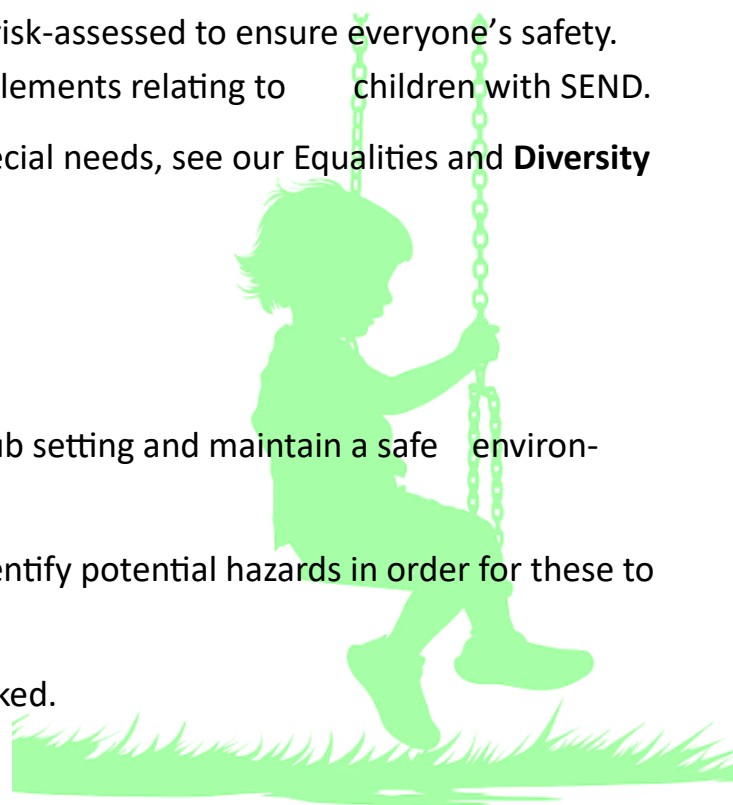
For more details on equal opportunities and special needs, see our Equalities and **Diversity Policy** and our **SEND Policy**.

## Health and Safety

All staff are aware of health and safety in the club setting and maintain a safe environment.

Regular risk assessments are completed that identify potential hazards in order for these to be corrected.

All our equipment is regularly cleaned and checked.





## Accidents and Incidents

We are unable to care for children who are unwell. If your child becomes unwell whilst at the club we will contact you and ask you to make arrangements for them to be collected. We will make them as comfortable as possible.

Please inform the Children's Project Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send them to the club for 48 hours after the illness has ceased.

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

## Medication

Please let the Children's Project Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the club you will need to complete a Permission to Administer Medication form in advance.

Only the Project Manager and Deputy are responsible for administering medicine.

Please see our Administering Medication Policy for more details.

## Complaints and Feedback

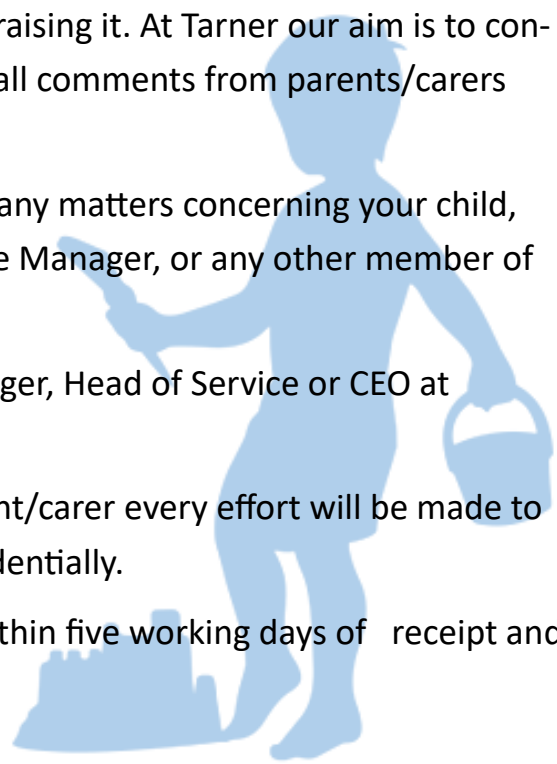
We hope that your child will be happy at Tarner and that no problems arise. If however you do have a complaint we want you to feel comfortable raising it. At Tarner our aim is to continuously improve the services we offer. We welcome all comments from parents/carers whether they be positive or negative.

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

Alternatively please email the Children's Project Manager, Head of Service or CEO at [office@tarner.org.uk](mailto:office@tarner.org.uk).

In the event of a complaint from either a child or parent/carer every effort will be made to ensure it is dealt with quickly, appropriately and confidentially.

All formal written complaints will be acknowledged within five working days of receipt and



# Family App



Turner Community uses the Early Childhood Platform App called Family. You can download it from Google Play or Apple.

All parents that use our services must be enrolled on Family prior to their child's first day at Turner. The Family App gives you the ability to:

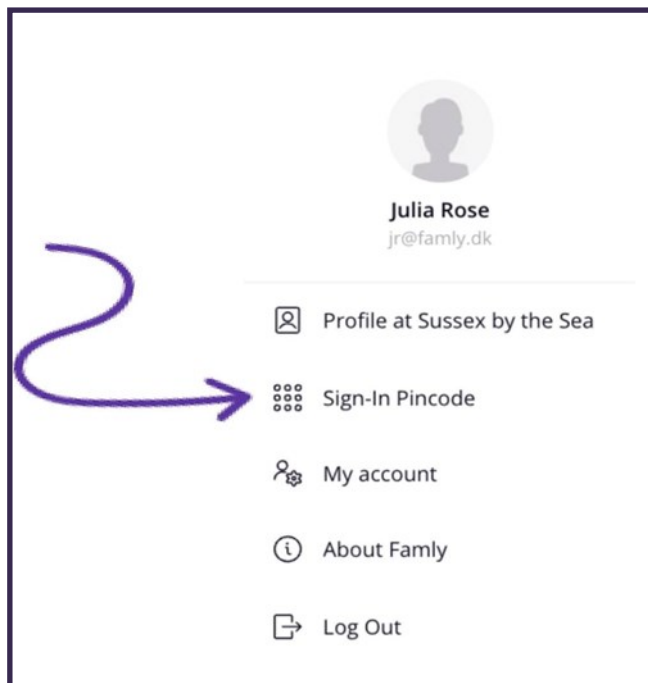
- Securely sign you child in and out of the club
- Pay for our services
- Message the team directly via the instant messaging service
- Update us about any absences and illness
- Be updated about anything new happening at Turner, including having access to Turner's newsletter
- Provide Turner with any feedback.

Below is a simple guide on how to navigate the Family app and get the most out of it .

## Sign In Code

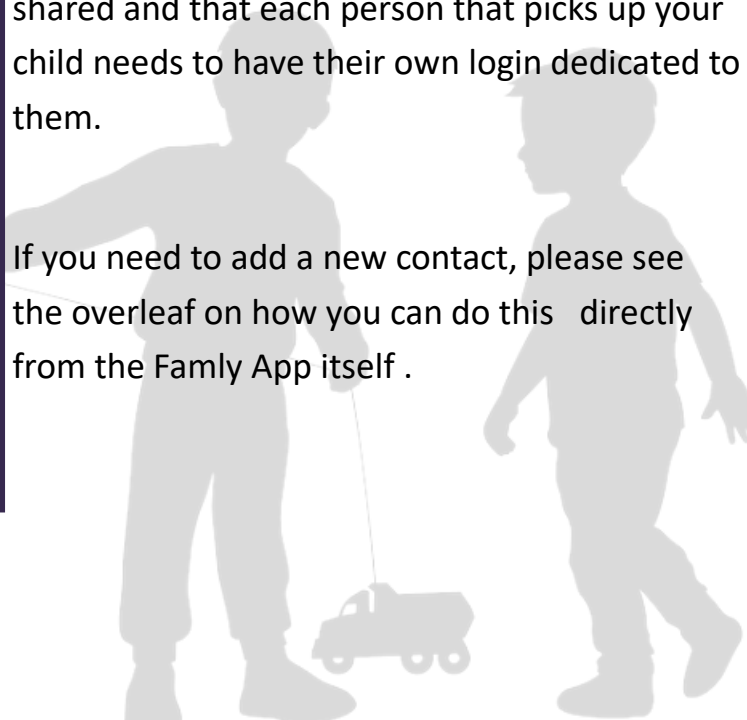
When you register with Turner you will be given a **Sign In Code**.

Once you have logged in to the Family App, click your photo in the upper righthand corner. Then click '**Sign-In Passcode**'. Then add the code.



Please remember that this code should not be shared and that each person that picks up your child needs to have their own login dedicated to them.

If you need to add a new contact, please see the overleaf on how you can do this directly from the Family App itself .



## Family App Continued...



### Adding a Contact to your Family Profile

Before you can add an additional contact person to a child's profile you need to know their full name and their email address.

To add a contact go to the child's profile. Then find the '**Contacts**' Tab and press '**New Contact**'. The Family App will then show the screen on the right.

Input the new contacts details and press '**Create.**'

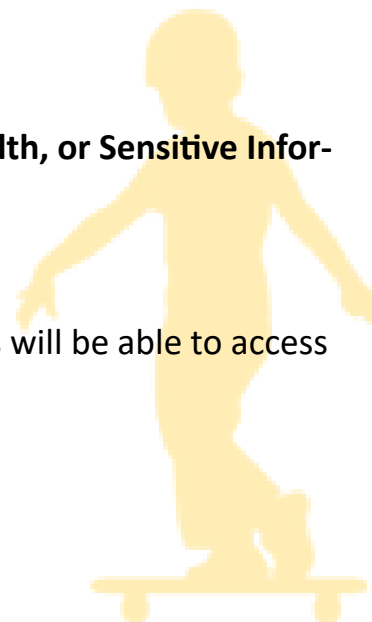
The screenshot shows a mobile app interface for adding a contact. At the top, it says "Add family or contact person" with a close button (X) in the top right corner. Below this is a profile picture placeholder and the name "Andre Sutherland". The form is divided into sections: "Details" with input fields for "Full Name", "Relation" (with a hint "E.g. dad, mom, granddad..."), "Email", and "Mobile number". Below the form is a "Send Login" section with three radio button options: "No Login" (selected), "Parent", and "Family". Each option has a brief description of the permissions granted. At the bottom right, there are two buttons: "Cancel" and "Create".

### Keeping Your Child's Details Up To Date

To add, change, or update your child's information:

- Log into the Family App
- Go to your child's profile
- Click on the '**About**' tab
- Click '**Edit**' in the top right-hand corner of the '**Basic Info, Health, or Sensitive Information**' section.
- Click '**Save**' when you have finished

Once these boxes are populated, staff with the correct permissions will be able to access





## Family App Continued...

### Requesting Extra Sessions

You can use the **'Bookings'** tab in your child's profile to request extra sessions. To do this:

- Go to your child's profile
- Click on the **'Bookings'** tab
- Click **'Request Care.'** A new window will open up.
- Next, select a date and a session. Days on the calendar that are marked in dark pink have no availability, and those that are light pink have partial availability.
- When you have chosen your date and session, click **'Request Care'**
- This will be sent to Turner for approval.

You will receive a notification and an email if your additional session is approved, or an email only if your request is declined. You can also check whether your request has been approved or pending approval in the **'Bookings'** tab.

### Pay Your Balance

If you have not chosen not to set up a Direct Debit, or Automatic Payment, you can manually pay your balance on the Family App. On your child's profile go into the **'Balance'**

	Amount	Balance
28/02/2020 Invoice 3262 Mar	-220.00	-2,614.00
15/11/2019 Invoice 2936 Dec	-170.00	-2,394.00

Pay balance

Use new BACS Direct Debit

Use new credit or debit card

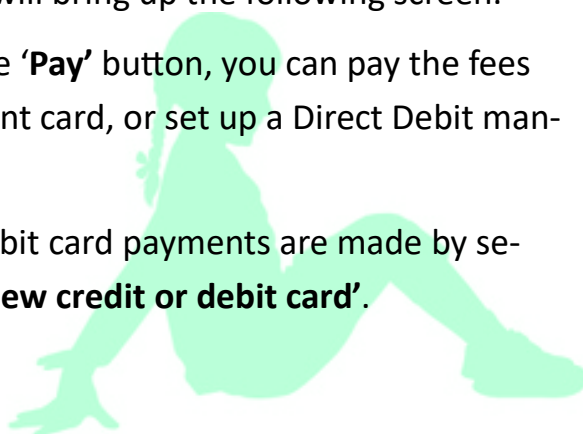
To be paid: £ 890.00

Pay now

screen. This will bring up the following screen.

By clicking the **'Pay'** button, you can pay the fees with a payment card, or set up a Direct Debit mandate.

Credit and debit card payments are made by selecting **'Use new credit or debit card'**.



## Pledge to Parents

At Tarner we really value our relationships with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children.



We will:

- ◆ Welcome you at all times to discuss our work, have a chat or take part in our activities
- ◆ Keep you informed of opening times, fees and charges, programmes of activities, menus and procedures
- ◆ Be consistent and reliable to enable you to plan with confidence and peace of mind
- ◆ Share and discuss your child's achievements, experiences, progress and friendships
- ◆ Be available to discuss decisions about running the Clubs
- ◆ Ask your permission for outings and special events
- ◆ Listen to your views and concerns to ensure that we continue to meet your needs.

## Contact Details & Registration Numbers

### Venue Address

Tarner Park, 99 Sussex Street,  
Brighton, BN2 9HS

### Telephone

01273 679940

### Email

[office@tarner.org.uk](mailto:office@tarner.org.uk)

### Website

[www.tarner.org.uk](http://www.tarner.org.uk)

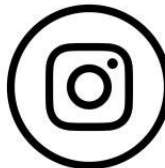
### Charity Number

1152321

### Ofsted Registration



<https://www.facebook.com/tarnerbtn>



[www.instagram.com/tarnerbtn](http://www.instagram.com/tarnerbtn)



[LinkedIn.com/company/tarner](https://www.linkedin.com/company/tarner)

