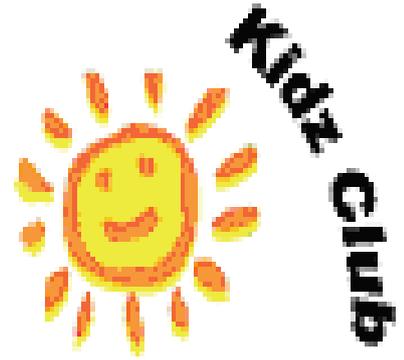


Welcome to kidz club



Dear Parents/Guardians,

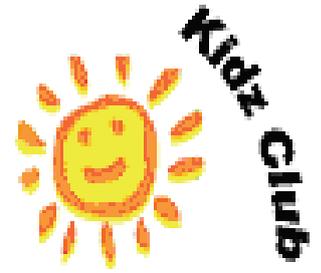
Our aim is that you have all the information you require about our kidz clubs at your fingertips. To ensure this is the case we have developed this booklet and called it our "parents' handbook". However should you wish to discuss anything in the handbook or identify any area not covered we are always here to speak to you and welcome your suggestions and input. It is hoped that all parents will for the most part be very happy with the Club, but if this not the case a complaints procedure is in place to ensure a resolution to any problems can be found.

Policy Statement On Parents As Partners

We value our relationship with parents and are committed to working in partnership with you to provide top quality play and care for your children. Parental/carers involvement is an essential part of the philosophy behind the Club. It is our Policy to ensure that any parents/carers have the opportunity to participate in the Club's environment. To achieve this we will work towards the following objectives

We will:

- ◇ Welcome you at all times to discuss our work, have a chat or take part in our activities.
- ◇ Parents / Carers will have full access to any of their child's records. They will also be welcome to make an appointment to discuss their child with any staff member at anytime.
- ◇ Parents / Carers will be given a copy of all the Policies in operation by the Club.
- ◇ The Registered Person will be available to discuss any queries/problems, however small.
- ◇ We will 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 peace of mind.
- ◇ Share and discuss your child's achievements, experiences, progress, and friendships.
- ◇ Ask your permission for outings and special events.



Admissions

Kidz Club's are registered with Ofsted to offer care for Children aged 3 years plus.

When a parent/carer contacts Kidz Club enquiring about a place for their child, they will be informed whether there is currently a suitable place available.

If a space is available, children will be invited to visit the setting along with parents/guardian to allow you to view Kidz Club and meet staff.

Kidz Club will not discriminate against any child on any grounds. Where disability exists, Kidz Club will make every effort to admit a child providing that the child's needs can be adequately met.

Before admission can be made to Kidz Club, registration forms must be completed and returned to Kidz Club signed by parent/guardian

Waiting lists

To ensure admissions to the club are fair, the following procedure will apply to the waiting list:

Parents/carers will be required to provide the following details:

- **Do they require a place for the Breakfast, After School Club and /or Holiday Club?**
- **The number of sessions required?**
- **Date the place is required**

The details obtained will be kept on the waiting list and the date of request recorded. These will be kept in a locked cabinet.

- **A child requiring a full time place will have priority over one requiring a part time place**
- **A child who has a sibling already at Club will usually have preference to a Club place**
- **Thereafter, the waiting list will be managed on a first come first served basis**
- **When a vacancy becomes available the parent will be contacted and advised**

The Club follows strict Equal opportunities procedures and ensures that no one will be discriminated against on the grounds of sex, race, religion, colour or creed.

Fees policy

- ◆ Fees must be paid in advance. An invoice will be provided and you will be requested to pay the full amount for the month prior to your child attending for that month.
- ◆ Fees can be paid weekly or monthly in advance, this can be arranged with the registered person.
- ◆ If there is any problem paying your fees this should be immediately brought to the attention of the registered person..
- ◆ When booking a place at holiday club a deposit of £25 will be required, your deposit will be deducted from your overall bill. Full payment is requested on your child's first day at holiday club.



What we provide:

Breakfast Club 7:45-9am.

We endeavour to offer a healthy balanced selection of foods that meets each child's cultural, religious, medical and dietary needs. Breakfast is served from 8am and consists of a selection of cereals, toast, crumpets, fruit, bagels and fruit loaf, served with milk, juice or water. Children are offered an opportunity to play with a variety of toys in a relaxed atmosphere. Children are escorted to their schools either by foot or by car depending on the school's location.

After-school Club 3pm-6pm.

Children are collected from school play is child directed and children have the opportunity to participate in a variety of activities. Different festivals are celebrated throughout the year and children are encouraged to embrace diverse cultures. Children are given confidence to participate in the planning of activities and purchase of equipment.

A substantial snack is provided for all children but should not substitute an evening meal.

Holiday club 8am-6pm

We are available to children of primary age. The programme is varied and offers children the opportunity to participate in cookery, craft, sports, visits from outside providers and trips. As well as the advertised programme of activities the children have the opportunity to engage in free play and organized activities which are adult led.

Breakfast , morning, afternoon snack and tea are provided. Children are however, required to bring a packed lunch.

First Aid & Medication

We ask that all parents complete a '**Admission form**' prior to their child attending Club, which permits us to seek emergency medical treatment if necessary.

All staff are trained in or working towards Paediatric First Aid and if your child has an accident whilst in our care, you will be informed of the incident and asked to sign an accident form, confirming that you are aware of the circumstances of the accident, their condition and detailing the medical aid provided.

Prescribed medication

Staff may administer only prescribed medication and written authorisation must be given by the parent/carer on a **Medicine's Form**, which authorises staff to administer stated medicines. A written record will be kept of all medication administered. A qualified nurse or medical practitioner can only administer injections.

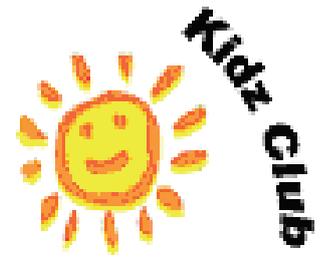
Children who suffer from asthma, diabetes or are allergic to nuts will be required to have medication with them at all times while at Kidz Club. The registered person has authorisation to refuse admittance should the appropriate prescribed medication not be available.

Child Protection

Child Protection is not only about protecting children from abuse, but also by observing and listening to children we occasionally identify developmental delays / physical impairments/ behavioural issues that may have been undetected previously. Any issues or concerns will be raised with the parent with the intention of resolving the issue. However, if we have any concerns we will investigate them until we are satisfied that there is no more cause for concern. Alternatively, if still in doubt we will refer these to other agencies, ie. Child Protection Liaison Officers (CPLO)

Katie-Lou Bassett,
Gerry Bassett





Health & Safety

It is the objective of Kidz Club that the children in its care, its employees, volunteer workers and others who may visit will be protected from risks to their health and safety arising from the everyday activities of the Kidz Club. The Health and Safety at work Act 1974 and workplace (Health, Safety and Welfare) regulations and their associated approved Code of practice (ACoP) and guidance will be complied with at all times. The club will ensure that health and safety remains the initial priority.

This will be achieved by ensuring all staff are aware of health and safety structures in place and by guaranteeing that relative training is provided. The policy will be supported by issuing safety rules and procedure guidelines. These will each be subject to review and revision by the Registered Person. The safety organisation and arrangements for implementing this policy will be publicised to all employees, volunteer workers and Club members.

The responsibility for achieving and adhering to acceptable safety standards rests not only with the Registered Person, but also with employees and suppliers of materials to be used by the Club.

Risk Assessments are conducted and updated every half term and informal risk assessments are carried out each session.

We encourage and support children to take responsibility for their own health & safety. Please help us by teaching children the 'Green Cross Code' and by encouraging children to wash their hands prior to and after eating and using the toilet.

Eating a healthy balanced diet and by taking exercise



Behaviour and Anti-bullying

We aim to create a safe and friendly environment and encourage positive behaviour through constant praise, encouragement and recognition of children's achievements. This is done in a variety of ways from verbal praise, displaying their work and reward charts which indicate the children's names and the reason for the award. These are displayed in recognition of their helpfulness, kindness and empathy shown to others. A group reward is used in the form of a "Piggy Bank" where children are rewarded with paper money to put in the "Piggy Bank". When a substantial amount has been saved we pick new toys and resources together as way of reward. However, if a child displays inappropriate behaviour we instigate a 'time out' policy, which is 1 minute per every year of their age to a maximum of 10 minutes. Consistent inappropriate behaviour results in observations and a communication diary with the parents.





Play opportunities

Free play

At Kidz Club the general emphasis is child lead play, children are supported by playworkers to develop socially, learning to take turns and share. Through free play children also learn educationally by developing their skills to interact and endeavour in a variety of rich learning experiences which is supported by staff by providing a wide variety of play equipment and play opportunities.

Examples of equipment

- Lego, Knex, Duplo, Mega Block.
- Train track, cars & mat, dinosaurs, farm and animals
- Dolls, dressing up, kitchen, shop, variety of role play areas
- Action Men and Barbie Dolls My Little Ponies.
- Play dough, hama beads, beading, colouring.
- Painting, gluing, sewing.
- Gardening, den making, park, garden area, sports & games.
- Board games, card games etc.

Planned activities

Activities are planned around themes in which children have the opportunity to take part. These can be art and crafts, discover and explore and cooking.

Activities are planned but may vary as these too are child led.



Art activities

Early years foundation stages (EYFS)

All children in pre-school and reception class are in the EYFS. As a childcare provider we have a duty of care to ensure we do all we can to help children reach their learning goals. We observe children in a play environment and observe their progress and achievements. These are recorded, and through communication with the school and pre-school teacher we ensure together that they reach their end of year goals.



Complaints & concerns

At Kidz Club we work in accordance with the requirements of Ofsted. The welfare of the children is of the utmost importance and is our main priority. We hope that your child is happy with us and that you are happy with the service you receive. However, if this is not the case we hope you will bring this to our attention. You will always be given time to express your concerns and these will be taken very seriously, and we will do everything in our power to resolve the situation. If you feel that the complaint/concern has not been dealt with you can refer to Ofsted. A full copy of our complaints procedure is available onsite.



Cancellations/Non-attendance/Emergency closure

Kidz Club require a period of one month's notice in writing prior to any cancellation/termination and session changes. If you fail to provide the required notice full fees will be required. All changes must take place on the 1st of the month. Any session not attended due to illness, holiday or any other after-school activities are required to be paid in full.

Unexpected closures due to snow or other unforeseen circumstances are regrettably payable in full. This is as we have a duty to pay overheads. If closures do occur every effort will be made to contact all parents to inform them of the situation.

Policies & Procedures

Kidz Club have full written policies & procedures on display at the venue, these can also be located on our web-site

www.kidz-club-worcestershire.com

Policies & Procedures are regularly reviewed and updated.

Staffing

**Katie-Lou Bassett
Manager**



**Gerry Bassett
Deputy Manager**



**Zoe Turner
Play worker**



**Lucy Shropshall
Play worker**



Safer Staff Recruitment

Kidz Club is committed to the recruitment, training and development of all staff to enable them to fulfil their job role and to keep abreast of new ideas and developments. Staff are encouraged to develop their skills in order to provide a high quality of care for all. We recognise that in order to achieve this, it is of the utmost importance to attract, recruit and retain staff with the same commitment.

For all staff we obtain two suitable references and a full enhanced Criminal Record check (CRB). All staff receive training in child protection within their probation period.

Staff recruitment is based on the interaction between them and the children/staff, experience, qualifications, and the outcome from the interview process.

Staff ratio's and Qualifications

In accordance with Ofsted we run at a ratio of 1:8 for under 8yr olds. Managers hold a minimum NVQ 3, in addition to this all staff hold a paediatric first aid and child protection. All staff are encouraged to attend suitable training sessions relevant to their job description. All staff are trained or working towards NVQ 2.

Contact details:

Katie-Lou Bassett: 0784 6860805
Sunrise Sunset Kidz Club: 07505 910175
(Powick Parish Hall)
Malvern Hills Kidz Club:
The Downs, Colwall, Malvern