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Frequently asked questions

1. Joining information

Our provision caters to the individual needs of each individual location.

To view the site specific joining information, please select your chosen venue from the links below

- [Breakfast clubs](#)
- [After school clubs](#)
- [Holiday clubs](#)
- [Sports and Skills clubs](#)

2. Clothing and equipment:

Click [here](#) to view list of what you need to provide.

3. Daily Routine and activities

Our scheduled activities are put together in consultation with children during our monthly club council meetings. The plans are dynamic and vary due to numbers of children each session and their interests.

Club council is each child's opportunity to obtain children's views, talk about what they enjoy, and review the club rules.

These meetings are an informal and fun method of ensuring the children have a voice and it's also one of the ways we teach the British values:

- democracy
- the rule of law
- individual liberty
- mutual respect
- tolerance of those of different faiths and beliefs.

The monthly schedule is displayed on our notice board in club. Throughout each wraparound session, children can take part in any activity advertised on the timetable, or they can freely choose to chill out and socialise with friends.

We provide a wide range of "Free Choice" resources such as -art and craft, role play, Lego and other construction resources, board games and puzzles, a chill out area, gaming zone as well as an area for children to do their homework.

This gives children the flexibility to try a range of activities each week and decide on the day which activities they wish to choose.

Children will have supervised access to the outdoor play areas throughout the day.

4. Settling in

Having set times, structure and a routine helps children learn what to expect and when and builds confidence and a secure attachment.

All children are different, the time taken to settle in will vary for each individual child.

During each child's first few weeks we offer an induction to each child. They are shown around, introduced to staff and their Key-person (If in Reception Yr or below) they will also be informed about club routines and our code of conduct.

Please ensure that you have completed the likes and dislikes section on your [Kids club hq account](#) to support us to get to know more about your child.

The induction period is not limited. As mentioned above, some children take longer than others to settle however if you have any specific concerns please take the time to talk to your child's key person and/or the club manager who will be happy to help.

We would like to learn more about your child to enable us to tailor our experience to their individual needs. It really helps us if you communicate with staff as much information as you can about your child. Please ensure you have recorded your child's likes/dislikes on your [Kids Club HQ account](#).

5. Safeguarding

Safeguarding children is everyone's responsibility.

If you ever have a concern regarding the safety or wellbeing of our children, please contact our:

Designated Safeguarding Lead (DSL) -Kelly Keeling – 07588662120

Deputy Designated safeguarding lead (DDSL) – Karen Blann - 07502232075

Ofsted Quote: "Safeguarding children is at the heart of everything that the staff do. All staff complete rigorous training, are very knowledgeable about how to protect children and keep them safe. If there are concerns about children's welfare, staff closely follow robust procedures to ensure they protect children from harm."

The safety and wellbeing of each child is paramount!

To this end, we ensure all venues are thoroughly risk assessed and monitored to ensure that they comply with health and safety requirements.

Our staff team are trained to recognise hazards and how to eliminate or control them.

If you have a concern about a child, however small you feel this might be, please do come and speak to us. Alternatively, Children's Services can be contacted on

- Hampshire- 0300 555 1384 | Out of hours -0300 555 1373
- Southampton- 023 8083 2300
- Portsmouth- 0845 671 0271 or 023 9268 8793 | Out of hours- 0300 555 1373

The NSPCC also have a helpline for you to report concerns, they can be contacted on 0808 800 5000.

Domestic Abuse Helpline

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help> 0808 2000 247

If you are in immediate danger, call 999 and ask for the police. If you can't speak and are calling on a mobile press 55 to have your call transferred to the police. Find out how to call the police when you can't speak.

6. Food and drink

Breakfast club: We provide a healthy and nutritious breakfast between 7.30 – 8.20

After School: We provide a healthy and nutritious snack in the afternoon between 16.30 – 17.00

Holiday club:

- Snacks - We will provide a healthy and nutritious snack in the morning between 10.00 – 10.30 and in the afternoon between 16.30 – 17.00
- Lunch - Children attending during lunch time during inset day clubs and holiday clubs (12.15 - 13.00) must bring a packed lunch unless they are part of the HAF Scheme or have booked a hot meal as an additional extra (site dependant). Each HAF eligible child will be provided with a 2 course meal which will include a hot lunch and a dessert.

Click [here](#) to view our Food and drink information.

Creative Kidz is a nut free zone!

Please supply your child with a refillable water bottle. Water is available at all times.

Fizzy drinks, sweets and glass containers are NOT permitted.

Please ensure you have recorded dietary requirements on your [Kids Club HQ account](#). We will cater for all individual requirements parents have notified us about.

Our daily afternoon snack It is not intended to replace a meal it is simply to see your child through until tea-time therefore please do not expect your child to be “full up” when they are collected.

7. Health and wellbeing

Please be reassured, we are very experienced in caring for children with allergies, dietary requirements, and medical conditions.

We have a minimum of one designated first aider in every setting and our team are trained how to recognise the signs and symptoms of anaphylaxis and how to administer emergency medication-i.e.- inhalers, antihistamine, and auto injector pens.

If you have specified a health or medical need on your [Kids Club HQ account](#), to enable us to support your child and ensure compliance with company policies and risk assessments, our insurance policy, together with statutory requirements set out by the Department for Education and Ofsted, please ensure you provide us with the following prior to your child's start date:

- Your child's medication in its original packaging.
- A [medication consent form](#) for each individual medication item. (please do not group medication on one form)
- A full description of the condition or allergy
- Symptoms of the allergy or condition: Treatment required (if applicable). Please list the names of any medication required.
- Information regarding how this condition could restrict your child from any of our activities?
- Confirmation of whether your child requires medication to be administered by our staff.
- A copy of your child's hospital care plan (if applicable) would also be helpful.

It is the parent/guardians responsibility to ensure that health and dietary information is kept up to date. You can add/edit this information by logging into your [Kids club HQ](#) account and selecting the medical/dietary tab.

Please note:

- If your child has an allergy or medical condition which could require the need to administer emergency medication, we cannot allow your child to attend until we have received the above.
- We cannot administer medication to your child unless we have received a fully completed [medication consent form](#).

- It is the parents/guardian's responsibility to provide their child's prescribed medication on or before their child's first day.
- We cannot utilise school held medication. This is non-negotiable.
- If your child has been prescribed more than one type of medication, please ensure you complete a medication consent for each individual item. (do not group more than one types of medication on one form).
- It is the parents/guardian's responsibility to ensure that medication is replaced prior to the expiry date.

We may be forced to cancel your booking if you do not comply with our [Medication policy](#).

Please do not put the team in the difficult position of having to remind you of the importance of providing your child's medication.

Thank you for your co-operation.

8. Inclusion

At Creative Kidz we recognise that each child is unique and that some children may require additional support. The purpose of our inclusion policy is to ensure that we fulfil company objectives of creating an environment free from discrimination and maintaining a welcoming, inclusive environment to all, and In line with the EYFS, our settings endeavour to support children with SEN or disabilities. This is in response to the Send Code of Practice.

We have a duty of care to ensure that every child in our care is safe and thriving and therefore we may from time to time need to share information on a need-to-know basis with schools and other professionals to ensure that we are fulfilling our obligation, whilst ensuring the health and safety of all children and staff.

Please note, we DO NOT offer care a one-one basis unless explicitly agreed in advance. Should your child require 1:1 care, Creative Kidz will endeavour to work in partnership with local agencies, such as the council in an attempt to obtain the appropriate additional care and funding for the child. Please note booking requests for 1:1 care must be submitted at least 14 days in advance.

Please ensure when creating an account that you provide us with as much information as possible to enable us to cater our experience to your child.

Our dedicated SENDco is Kelly Keeling.

For more information, please click [here](#).

9. Intimate care

We encourage older children to become independent with personal care. Toilet facilities are easily accessed by children; if you have any concerns regarding intimate care please notify us in advance (prior to booking if possible) and discuss your child's individual circumstances with their Key-person or the club manager.

10. Behaviour management

Our settings provide children with the opportunity to express themselves without fear of intimidation, violence, or abuse of any kind. We recognise the importance of positive and effective management strategies in promoting children's welfare, learning and enjoyment.

To this end, the aims of our Behaviour Management policy are to help children to:

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes.

- acceptable behaviour.
- Develop confidence, self-discipline, and self-esteem in an atmosphere of
- mutual respect and encouragement.
- Provide a safe and enjoyable environment for all

If you have any concerns regarding behaviour management, please reach out to the club manager at your child's club at the earliest opportunity, to enable us to manage any concerns promptly and effectively.

At Creative Kidz we want your child to feel valued and to this end we want to celebrate success at every opportunity.

How we do this:

- We will demonstrate how pleased we are by displaying happy body language, congratulating you, and telling you how proud of you we are.
- We will communicate our appreciation and congratulations by notifying the whole staff team and telling your parents/guardians.
- We will display your work on our notice board (site specific as not all clubs have space to display work).
- We will reward success by recognising your child's achievements and awarding them with a pom pom to place in the collective rewards jar. Once the jar is full, the children will be rewarded with a treat of their choice. All children will be invited to discuss and choose a collective reward (treat), previous examples include:
 - A Disco party
 - Pizza delivery
 - A workshop
 - A new resource for all children to play with at the club

In addition, we would love to hear all about what you achieve outside of club. Please take the time to tell us all about what you get up to.

Please note: Intimidation, violence, or abuse of any kind is taken very seriously and will not be tolerated this policy applies to any person entering the club. We recognise the importance of positive and effective management strategies in promoting children's welfare, learning and enjoyment.

Click [here](#) to view our behaviour levels and consequences which is used to support the club behaviour management policy.

11. Our team

Our staff teams consist of highly trained, dedicated, and experienced childcare professionals, each of which are subject to robust safe recruitment procedures which includes: Enhanced DBS checks, reference checks, regular performance review, extensive training and development opportunities and ongoing monitoring.

You will find more information about the team at each location by visiting the specific curriculum page for your child's school on our [website](#).

12. Collection arrangements

To facilitate a change of collection, parents must:

- Inform the club, providing the name of the person collecting and their relationship to the child. Notification must be provided verbally, by e-mail or text message in advance, via the parents pre-registered contact number/email address.

- Ensure the details of the person collecting the child have been added to the list of pre-approved contacts on your [Kids club HQ account](#).
- Ensure that the contact is provided with the collection password and brings a form of ID to evidence their identity.

For your child's safety, we only allow pre-approved contacts named on your [Kids club HQ account](#) to collect your child. If anyone unknown to staff or unexpected arrives to collect a child they will be refused.

To add additional contacts/people who are authorised to collect your child,

- Log into your account and select the “my contacts” tab
- Enter/edit the details requested

Parents must provide details for a minimum of 2 contacts, who must live locally and could collect your child if required to in the case of an emergency.

Please ensure that you add a password to your [Kids club HQ account](#) prior to making alternative arrangements for collection of their child.

To add a password

- Log into your account
- Select the “my contacts” tab
- Scroll down to the password section
- Enter a password

Staff may call a child's parents/carers to allay any concerns if necessary.

On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they must inform a member of staff who will record how they can be contacted in the club diary in case of an emergency.

13. Absence reporting

It is vitally important that absences are reported using the appropriate procedure and in a timely fashion. We must ensure that every child is safe and therefore when chasing absence, time is of the essence. We have a duty of care to record your child's reason for absence.

Every chase up call takes up valuable time which I'm sure you will agree is time best spent with the children. The children always arrive eager to begin participating in the activities, so we want to ensure that we are ready to start as soon as possible.

Absence reporting procedure

If for any reason your child is not going to attend a club as arranged, please report the absence using the following procedure 30 minutes before the beginning of the session at the very latest.

You must provide:

- Your child's name.
- Parents name (the person making the report)
- The date of absence
- The reason for absence

You must report absences directly to the club that your child attends.

Do not contact Head office to report absence.

All absence must be reported by phone call or a text message. If your call is not answered, please leave a voicemail message, and follow up with a text message.

Our club phones are not manned outside our operating hours.

If your child is going to be late for any reason, parents must notify us in advance using the same procedure.

Click [here](#) to view our contact details.

14. Late collection

If you are going to be late collecting your child, then you must [contact](#) the staff at the setting your child at the earliest opportunity.

Although we do understand that sometimes this is unavoidable, it does cause a whole host of problems. Please bear in mind the following:

- We are not insured beyond our published opening times
- The school site managers stay on after school hours to lock up. They are not willing and are not paid to work beyond 6pm. We rely on these fantastic people and wish to maintain a positive relationship. Please be considerate.
- Some of our practitioners rely on childcare themselves, they incur late collection charges if they are late collecting their child
- Some practitioners rely on public transport, some of which reduce hours beyond 6pm. If staff aren't able to leave work on time, they may miss their link and subsequently have to wait around for considerable time.
- Staff are entitled to finish work on time.
- If we are late getting out of the building, we incur additional costs - Staff wages, travel and rent for instance.
- Please make sure that you have a contingency plan in place. If we cannot reach you and you do not make contact, we will contact additional contacts on your account and therefore please ensure additional contacts are local and collect your child in case of emergency.

If parents are late on more than one occasion, late collection charges will be charged as per published price list.

15. Handover

We will provide parents with a brief handover at the end of each session, however, as I'm sure that you will appreciate, the children will always be our main priority, and staff must return to duties as promptly as possible.

If you arrive to collect your child before the end of a session, please understand that your child will be engaged mid activity and therefore it will take a few minutes to finish up and gather their belongings.

If there is anything you need to communicate, please [contact](#) us and we will respond as soon as possible.

16. News and updates

You will find Newsletters and updates on our [website](#).

17. Policies and procedures

Click [here](#) to view our Policies and procedures.

18. GDPR and Privacy

Click [here](#) to view our GDPR information and privacy policy.