



Head office
Rosegarth, Hamble Lane
Hamble. Southampton
Hampshire
SO31 4HT

Dear Parents and Guardians,

Contact information – 07534785565

Email – portswood@creativekidz.org.uk

Creative Kidz Childcare Ltd are delighted and excited to be the chosen wraparound childcare provider for Portswood Primary School.

[About us](#)

We are a highly experienced, leading provider of out of school childcare in Hampshire. Our managing directors are Kelly and Brian Keeling.

Kelly has been working in childcare for thirty-two years and in “Wraparound childcare” particularly, for twenty. Kelly is the company Designated safeguarding lead.

Brian retired from the fire service in 2016 and is a company director as well as a fully qualified childcare practitioner.

The journey for Creative Kidz began in Hamble priory centre in 2004, inspired by the demonstrated need for affordable, sustainable, high quality wraparound childcare provision.

“Wraparound childcare” is a term that refers to childcare services that are available outside of regular school hours. This type of childcare is designed to support working parents and caregivers who need care for their children before and after school, as well as during school holidays.

Our wraparound childcare program includes educational and enrichment activities, as well as opportunities for physical activity and socialization. Wraparound care is an invaluable resource for families who need reliable, high-quality care for their children.

At Creative Kidz, our mission is to provide an all-encompassing, professional, high quality and excellent value service which is responsive to the needs of families, your school and the local community, and which mirrors your school ethos and enables your senior leadership team to focus on school matters.

We recognise that for every child to thrive, they must be fully supported by caring, experienced and dedicated key people who inspire children and provide scope to learn, develop and socialise within the wider school community.

Children need to play, make friends, use their energy through physical exercise and discover who they are.

We provide a highly organised, welcoming, fun and engaging environment, which is conducive to learning, teaching and wellbeing, with an ethos led by a strong desire and focus to exceed customer expectations.

We passionately believe that investing in children, breaking down barriers and supporting the most vulnerable in our community by delivering targeted services which promote an active and healthy lifestyle, we can improve the physical and mental wellbeing and quality of life for the communities we serve.

To this end, we ensure that a high percentage of profits are reinvested back into your local community and benefit those who need it the most.

Creative Kidz provides a comprehensive experience for every individual child, through access to both adult and child led physical activities, education and play opportunities in a risk assessed and supervised environment.

Our services are delivered in line with the national curriculum by our dynamic teams of qualified and experienced managers, activity leaders, sports coaches, teachers and playworkers, who will work alongside your team, to provide a consistent high quality experience for families. All Creative Kidz settings are with registered with Ofsted Standard for Education on the early years register and both the voluntary and compulsory parts of the childcare register.

You will find an abundance of information on our [website](#), please take a look!

Location

Portswood Primary School. Somerset Rd, Portswood. Southampton. Hampshire. SO17 3AA

Our clubs will be based in the school dining hall with access to the playground and outdoor spaces.

What do we offer

We offer a wide variety of activities for both the sporty and more creative child. Our activities are suitable for children aged 4 to 11 years.

All spaces will be allocated on a first come first served basis in accordance with the company admissions policy.

Click [here](#) and choose your venue to view the provision offered at your child's school.

Access

Breakfast and After school clubs- Designated Entrance/Exit: The Grosvenor Rd entrance gate. To enter please unlock the cycle lock using the code: 1546. Please ensure that you lock this again when you leave.

Parents must not enter the school buildings.

Arrival and departure

Please wait patiently when delivering and collecting your child, bearing in mind that staff and children will be mid-activity and therefore it may take a few minutes to ensure the children are adequately supervised. Upon departure time will also be needed for your child to finish their activity, gather their belongings, and put on coats etc.

Arrival/departure information	Arrival	Departure
Breakfast Club	Please enter via the Grosvenor rd gate and bring your child to the dining hall entrance/exit door (closest to the garden gate) to transfer responsibility to staff. <ul style="list-style-type: none">• Children can be dropped off at breakfast club any time from the start of the session however please bear in mind that we stop serving breakfast at 8.20am.	<ul style="list-style-type: none">• Key stage 1 children will be escorted to their classes at the end of the session.• Key stage 2 children will be expected to make their way to class independently.• Staff will record your child's departure time.

	<ul style="list-style-type: none"> • Staff will record your child's attendance upon arrival. 	
After School Club	<ul style="list-style-type: none"> • Key stage 1 children will be collected by school staff and brought to the after school club at the end of the school day. • Key stage 2 children are expected to arrive independently, please make sure your child is aware of when they should be coming to club. • Parents can collect their children any time during the after school club session time slot they have booked. • Staff will record your child's attendance upon arrival. • Parents can collect their children any time during the after school club session time slot they have booked. 	<ul style="list-style-type: none"> • Please arrive via the Grosvenor rd entrance and unlock the cycle lock to enter. Head immediately to the door at the far end of the dining hall (Next to the garden gate) • Staff will record your child's departure time.

[Activities](#)

Click [here](#), and choose your venue to view the schedule of activities.

[Clothing and equipment](#)

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

[Daily Routine – Wraparound care](#)

Throughout each session, children can take part in any activity advertised on the timetable, or they can freely choose 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.

Click [here](#) and select your chosen venue to view the daily routines.

[Settling in](#)

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

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](#).

[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.

[Food and drink](#)

We provide a healthy and nutritious breakfast and then a snack in the afternoon between 16.30 – 17.00

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.

[Creating an account and booking](#)

To begin making bookings/requesting contracts for your children, you will need to [Create an Account](#).

- Click [here](#) to view our guide to Creative Kidz clubs.
- Click [here](#) to view the guide to how to request a contract. (you must register/log in to view)
- Click [here](#) to view the guide for making an ad hoc booking. (you must register/log in to view)
- Click [here](#) to view our terms and conditions, booking, payment, and cancellation information.
- Click [here](#) and select your chosen venue to view our price list and opening times.

Once you have created an account, you can book sessions of your choice at your convenience *subject to availability. Please note: Availability of sessions is not guaranteed until the booking is confirmed by email.

We offer parents and carers the choice of two different booking formats:

- The contract method allows you the security of long term guaranteed sessions. This is a rolling contract.
- The Ad hoc method allows you the flexibility of being able to book sessions as and when you need them, Sessions can be booked a half term in advance and up until the start of the start of a session.

You can also combine the two by having a contract for days you wish to use regularly and top up with ad hoc sessions if required.

Methods of payment

Our accepted methods of payment are:

- Tax Free childcare
- Childcare voucher
- Debit/Credit card
- Direct debit – GoCardless. Please read our guide: [here](#).

Tax free childcare, Childcare voucher and Card payments must be paid via our payment portal Ponchopay. Here are some useful parent guides.

Ponchopay for Parents: <https://www.ponchopay.com/parents>

PonchoPay FAQs: <https://www.ponchopay.com/ponchopay-faqs>

Methods of payment Financial assistance for childcare costs

Childcare vouchers

We accept childcare vouchers as a preferred method of payment which can enable parents to make substantial savings on the cost of Ofsted registered childcare. Current providers are Accor, Allsave, Busy Bees, Care4, Computershare, Co-op, Edenred, Enjoy benefits, Fideliti, Kiddivouchers, Reward Gateway Childcare, Sodexo, You at work.

We currently accept childcare vouchers from most if not all voucher providers, however if you wish to use vouchers from any provider we are not currently registered with, i.e., your employers' in-house vouchers, we would be happy to register with them. All you need to do is to [contact](#) head office.

The reference number for your venue will be shown when confirming your payment method.

To pay with Childcare vouchers please select Ponchopay as your payment method.

Tax free childcare

Find out more and sign up today at: <https://www.gov.uk/tax-free-childcare>

Before you pay for the first-time using Tax Free Childcare, please ensure you add your tax-free childcare reference number to your [Kid's club HQ account](#). Once you have logged in, please select the "my children" tab where you can enter or edit the reference number enabling us to link your payments.

Tax free childcare payments can only be accepted once the account is set up for your chosen venue.

- For working families, including the self-employed, in the UK:
- Earning under £100k and at least £152 per week (equal to 16 hours at the National Minimum or Living Wage) each
- Who aren't receiving Tax Credits, Universal Credit or childcare vouchers
- With children aged 0-11 (or 0-16 if disabled)
- For every £8 you pay into an online account, the government will add an extra £2, up to £2,000 per child per year

Childcare grant payments

- Support while you study can include:
- Weekly payments from Care to Learn if you're at school or sixth-form college
- Help through your college if you're in further education.
- A weekly grant if you're in full-time higher education

Tax Credits for childcare

- For working families, in the UK

- With children under 16 (or under 17 if disabled)
- 70% of childcare costs, up to a cap
- If you cannot make a new claim for Tax Credits, you may be able to apply for Universal Credit instead.

Universal credit for childcare.

- For working families claiming Universal Credit, in England, Scotland, Northern Ireland and Wales
- For parents with children under 17*
- Up to 85% of eligible childcare costs
- Who aren't receiving Tax-Free Childcare

Help for households

The government is offering help for households. Check what cost of living support you could be eligible for at [gov.uk/helpforhouseholds](https://www.gov.uk/helpforhouseholds)

Health and wellbeing

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

We have at least 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, you must 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 separate [medication consent form](#) 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.

[Covid- 19](#)

COVID - 19 If anyone attending our clubs displays symptoms of Coronavirus/COVID-19 our COVID-19 outbreak management plan will be initiated based on current Government guidance.

- Regular handwashing is paramount and hand sanitiser will be available for all adults & children.
- Robust cleaning processes are in place, throughout our venues.
- All parents and guardians are required to confirm compliance with our covid agreement upon booking.

[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](#).

[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 and discuss your child's individual circumstances with their Key-person or the club manager.

[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.

[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](#).

[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 in](#) to your account and select the “my contacts” tab
- Enter 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 in](#) to 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.

[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.

Creative Kidz Childcare Ltd is a totally separate organisation from the school and therefore please do not assume that school staff will notify the club if a child is absent from school.

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.

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.

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.

Externally run clubs

If your child attends a school or otherwise externally run activity, please ensure you notify us in advance of the club start date by completing this [activity notification form](#). If your child does not arrive when expected, we will assume your child is missing and the missing child procedure will come into force.

[News and updates](#)

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

[Policies and procedures](#)

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

[GDPR and Privacy](#)

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

Thank you for reading this information.

We look forward to meeting and getting to know you and your family. We are happy to respond to any queries or questions.

Yours faithfully

Brian and Kelly Keeling- Company directors