



PARENT'S HANDBOOK (2018)

To be reviewed March 2019

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About the club

Welcome to Bolton School Kidzone.

This handbook has been designed to give you all the information you will need to know about the provision that we offer.

Bolton School Kidzone is registered with Ofsted (registration number EY550402), and is based on Dobson Road in Bolton.

Aims

At Kidzone we aim to provide a high quality service which meets the needs of parents, carers and children aged 4 to 13 years. We offer holiday clubs for children from across the borough and before and after-school care for Bolton School pupils. For parents and carers this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service. For a child this means an environment that is safe, supportive, encouraging, challenging, a place to be with friends and make new ones, try out new activities, to relax, to have fun and enjoy.

What we offer

We offer Bolton School Pupils wraparound care provision, including both before and after-school sessions. We run breakfast clubs from 7.30am and after school clubs which end at 6pm. Organised activities are offered every day, but the children are free to choose which activities they want to participate in. We have an abundance of resources, from costumes, books, construction area, small world area, computers, PlayStation 4's, table football, crafts and so much more.

Our holiday club service provides you with hassle free school holidays where your child can socialise with friends or make new ones. We offer many activities through fun themes with the added use of Bolton School's sports hall and swimming pool. This flexible service allows the options of a weekly, daily or sessional basis from 7:30 am - 6:00pm. All meals are included and provided by the Bolton School catering department. This holiday club service runs in line with the extended Bolton School holidays and welcomes any child aged 4 - 13 years.

What we provide

During our breakfast club sessions, a healthy breakfast including drinks are offered to the children. During after school clubs, healthy snacks and drinks are provided. Fresh fruit and veg are offered at every session and fresh drinking water is available at all times. We promote independence by encouraging children to choose and prepare their own snack. We meet each individual's dietary requirements and preferences where possible. We recognise the importance of health and nutrition and try to reflect this by discussing it with the children.

Staffing

Our club is staffed by a manager (Laura Smith), Deputy Manager (Pauline Palmer) and a team of playworkers. In addition, we have volunteers and casual staff. All members of staff have significant experience working with children and are all DBS checked.

Policies and procedures

The club has clearly defined policies and procedures. Copies of the full policies and procedures are kept at the club for parents to consult should they wish. Please ask at the office if you would like to see a copy of one of our policies or procedures.

Changes to days and cancelling a booking

You must give at least 24 hours' notice of any cancellations. Failure to do this will result in payment in full. If you have signed a consent letter for a trip or activity then you will be charged event in the event of absence.

Induction

If possible, we encourage new starters to come and visit the club with their families prior to starting to familiarise themselves with the setting and also to meet the staff. During your child's first session, time will be allocated aside to complete an induction. This is where we will explain the rules and routines to your child/children along with showing them the activities that we offer. Where possible and if needed, another child who is familiar with the setting can be a buddy partner.

Arrivals and departures

Our staff members can take and collect your children from their schools. Your child is required to be collected by an adult whose name is already stated as a designated person on the registration form. If this isn't the case on a particular day, we would need to be notified in advance and in writing (Via email). A password can also be put in place. We will not allow your child/children to leave Kidzone without your authorisation.

The club finishes at 6pm. If you are delayed, please ring us to let us know. A late payment fee of £20.00 per 15 minutes will be charged if you collect your child after 6pm. If your child remains uncollected, and we have been unable to reach you or any of the emergency contacts, we will follow our procedure for late collection of children. This procedure is made available on request from the office.

Child protection

All staff are committed and trained in safeguarding children. Any suspicion of abuse is promptly and appropriately responded too. We comply with both local and national safeguarding procedures which we have copies of in the office and staff room. For more details, refer to our safeguarding policy which can be made available on request.

Equal opportunities

Our club provides a safe caring environment which is discrimination free.

We respect all racial origins, faiths and beliefs, cultures, languages in our multi-ethnic society. Each individual is valued without racial or gender stereotyping. We do not tolerate racial harassment and we challenge inappropriate attitudes to practice.

Special needs

We make every effort to accommodate any child with special needs, however, this may not always be possible. We will liaise with parents/carers, and possibly other relevant professionals, to fully understand the child's specific requirements and needs. We will endeavour to accommodate for all children of all abilities. We will assess each case on an individual basis and if appropriate we will complete risk assessments to ensure safety.

General Information

Behaviour (children)

Both the children and staff have created the rules that are set out at Kidzone. These rules are displayed on the notice boards around the club for everyone to see. We also have a clear behaviour management policy. If you would like to see a copy please ask a member of staff.

The club promotes an ethos of care and respect for all visitors at Kidzone.

We encourage good behaviour through praise and we also have a points/reward system.

The club also has a procedure for dealing with unacceptable behaviour. Staff recognise that sometimes there can be reasons behind the behaviour that are not evident at the time. However, if a child is being violent or if they pose danger to others whilst being at Kidzone, we will require you to collect your child from Kidzone immediately. If all attempts at behaviour management fail, then we reserve the right to permanently exclude a child from the club.

Behaviour (adults)

We will not tolerate bullying, aggressive or confrontational behaviour, threats or insults from any parent, carer or visitor. Our club is primarily a place of safety and security for the children in our care. We reserve the right to refuse entrance to the premises. In some cases, security and/or the police may be called to assist staff.

Illness

We are unable to care for children who are ill or unwell. If your child becomes ill whilst in our care, you will be contacted. If your child becomes ill when not at the club, we ask for your child not to be sent to club for another 48 hours after the illness of sickness has ceased.

Accidents and first aid

Every precaution is taken to ensure the safety of all the children in our care at all times. Our staff members are first aid trained and also have training on the use of epi-pens. If your child has an accident, then you will be contacted and informed.

Medication

Please let the Manager/Deputy Manager know if your child requires medication when in our care. You need to complete a permission to administer medicine form in advance if you wish for us to give your child medicine. If the medicine is prescribed then it needs to clearly state the child's name on the label. Please ask to see our Administering Medicine Policy for more information.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to a member of staff. A full copy of the Complaints Policy can be made available on request and is available on our website.

Contact Information

Bolton School Kidzone
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Bolton
BL1 4RL

Kidzone Phone Number: 01204 434798

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Club Staff:

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