



**Kidszone Out of School Care Limited**  
**1<sup>st</sup> Withington Scout Hut**  
**29-31 Heaton Road**  
**Withington**  
**M20 4PU**  
07401 152534

[www.kidszoneonline.co.uk](http://www.kidszoneonline.co.uk)

## **Information to Parents/Carers**

### **COVID Update**

**Please note that during the pandemic we have adapted many of our usual procedures, policies and operating guidance in order that we can operate safely and in accordance to the most up to date guidance. All parents/carers will be provided with detailed information relating to these changes and any action required from parents/carers.**

### **Opening times:**

**After School**            **Monday – Friday** (Excluding Bank/Public Holidays and Teacher Training Days)  
**3.15pm – 5.45pm**

**Holiday Care**            **Monday – Friday** (Excluding Bank/Public Holidays and Teacher Training Days)  
**9am – 5.30pm**

### **School Holidays**

We will be open all half term holidays, two weeks at Easter and four weeks during the summer holidays. During Covid pandemic we may have to close/restrict our provision upon advice from government.

### **Fees**

#### **After School Care (fees from 1 March 2021)**

£11 per child per session (water and snacks provided)

#### **Holiday Care (fees from July 2022)**

Per child:     £30.00 full day (non trip day)  
                  £35.00 full day (trip day)  
                  £17.00 half day session  
                  (9am -1.00 pm or 1pm -5.30pm)

*Please note this includes the cost of childcare, activities and snacks. It does not include the cost of lunch which parents/carers must provide each day.*

### **Admission**

All children must have a completed registration form before they attend any sessions.

### **Inclusion Policy**

All children are welcome to attend Kidszone Holiday and After School care. We aim to be an inclusive scheme and provide for the individual needs of all children and parents/carers who may wish to use Kidszone's services. We are committed to working in partnership with parents / carers and the children themselves to meet the needs of all individual children within a group setting.

We recognise that some children may need additional support whilst at Kidszone.

Staff receive ongoing training to ensure they can meet the needs of children with any additional needs.

Please use the Registration Form to let us know if your child has additional or specific needs. Any information you provide will be treated confidentially.

Prior to your child attending the scheme we will discuss with you how we can meet, or adapt the setting in order to meet the needs of your child.

### **Bookings**

Holiday care places will be allocated on a first come first serve basis.

An online enquiry form is available via our website address, [www.kidszoneonline.co.uk](http://www.kidszoneonline.co.uk)

Parents/carers will be contacted to confirm if we are able to offer a place.

If you receive confirmation of your booking you will also receive an information pack and registration forms for each child you wish to attend the scheme.

Afterschool places are allocated to children who have siblings attending Kidszone first, and then to children who are on our waiting list.

### **Registration**

A registration form must be completed by a parent/carer for each child that wishes to attend Kidszone. A registration form must be completed before any child can be left at Kidszone.

**Any changes regarding addresses or contact numbers must be passed on to staff immediately.**

## **Payment** (please see additional payment policy attached)

You will be sent an invoice for payment via email please ensure all email addresses are updated and the manager is made aware of any changes.

We will charge for days booked even if your child does not attend except in exceptional circumstances. Due to the changing requirements during Covid pandemic if we are unable to operate then you will not be charged for any days you had booked but have not been able to attend for either afterschool or holiday care.

If you no longer wish your child to attend Kidszone Afterschool Care, you must give four weeks' notice in writing in order to cancel your place.

If you wish to cancel a place or session at Kidszone Holiday Care then we require 7 days written notice, otherwise places will be charged for regardless of whether your child attends.

## **Staffing**

A team of experienced and trained playworkers are employed at Kidszone. All of our senior managers and senior playworkers hold full and relevant qualifications at level 3 or higher and in line with Ofsted and Department for Education requirements.

Kidszone is registered with Ofsted for providing childcare for children aged 3 years and older.

During holiday care staff will work on a rota system.

Volunteers from Kidszone may also be involved during sessions. All staff and volunteers will have references taken up and have been cleared through the Disclosure and Barring Checks system before they have unsupervised access to children.

## **Lunch and snacks**

Please use the registration form to indicate any specific dietary requirements.

## **After School Care**

Children will be provided with water to drink throughout the session and a healthy snack including a portion of fruit and vegetables.

## **Holiday Care**

Parents/carers must provide a packed lunch for their child/ren. Snacks will be provided in the morning and afternoon and water will be available throughout the day.

## **Activities**

Children will have the opportunity to join in a variety of fun and exciting play activities, including off-site trips. You will receive a rough programme of activities including any off-site trips. Children will be encouraged to contribute to the activity programme. In addition to organised activities children will be free to play with a variety of toys and games.

## **Dropping off and picking up children**

During the Covid pandemic, we are operating a Covid safe drop off and collection system for afterschool and holiday care and this will be detailed to all parents and managed by staff for the safety of all persons and in line with government guidance to reduce the risk of transmission.

For your child's security, children will only be allowed to leave Kidszone with the adults identified on the registration form, **please note that this person must be over 16 years old.**

All children **must** be picked up no later than 5.45pm for afterschool care and by 5.30pm for holiday care.

If a parent/carer is running late or is unable to pick up their child they must contact the Kidszone on 07401 152534 to inform staff.

If you are going to be more than 10 minutes late you must arrange for the person named on the registration form to pick up your child/ren, if this person is not available another responsible person can pick up your child/ren using your allocated password.

If a parent/carer is unacceptably late and we have been unable to contact them or their emergency contact, our only available option would be to contact the **Children's Services Contact team.**

Parents/carers should also be aware that if staff need to stay longer than their normal working hours, we might make a charge for the additional time.

## **Safeguarding Children**

Kidszone recognises the right of every child to be protected from harm and that the safety of children must be central to our work.

Kidszone operates within the guidance of Manchester Safeguarding Children Board. These policies are designed to minimise opportunities for children to suffer from harm and to ensure safe recruitment, training and supervision of staff and volunteers.

In the event of allegations made against any member of staff, that member of staff will be suspended immediately. The incident will be recorded, and investigated by Kidszone Directors, who will then decide on what action to take.

## **Lost Child**

In the event of a child being lost or not at the pickup point Kidszone staff will:

- Contact school staff (Afterschool Care)
- Contact parent/carer
- Where appropriate contact the police
- Contact Kidszone Directors

## **Health and Safety**

The playworkers will check the building and play area each day as part of our daily risk assessment.

The staff team will always include a qualified First Aider.

Staff carry out regular fire drills.

If your child has an accident whilst attending Kidszone, we will inform you and record the details. It would be useful if you could let us know if your child has had an accident at home whilst they are attending Kidszone.

During Covid pandemic we have enhanced health and safety protocols, including enhanced cleaning. We also follow the latest government guidance for minimising the risk of transmission, including test, trace and isolate as required.

## **Sickness**

We do ask you to keep your child off if they are obviously unwell. If your child becomes unwell while attending Kidszone we will use the contact information on the Registration Form to get in touch with you so you can arrange for your child to be picked up.

Kidszone has guidelines regarding how long a child should remain off if they have an infectious condition and the playworkers will advise you regarding this.

Covid update:

If your child displays any Covid symptoms – high temperature, coughing, loss of taste or smell then you should not send them to Kidszone and should follow the latest government guidance for testing and self isolating.

## **Accidents**

In the event of an accident immediate first aid will be given by a qualified first aider. If it is considered necessary an ambulance will be called and the parent will be informed. All accidents are entered into the child's individual accident form, parents/carers will be notified and asked to sign to acknowledge they have been informed.

Ofsted and Riddor will be notified of any accidents that require professional medical treatment or a visit to hospital.

Covid update:

During Covid we will keep accident records internally but we will not ask you to sign the accident form. Instead we will inform parents verbally at pick up time and if required we send a text/email with details of the accident.

### **Medication**

You must inform Kidszone staff if your child needs to take any medication while attending Kidszone.

You will be asked to complete a medication Agreement Form, providing information about:

- You child's medical condition
- Type of medication to be administered
- Method and dosage of medication required
- Times when medication is required
- Recommended storage of the medication

**We can only administer medication with the signed agreement from a parent or carer.**

The playworkers will record each time they administer medication and ask you to sign at the end of session when you pick up your child to confirm that the medication has been administered.

Covid update:

We will not ask you to sign the medication form but we will still keep internal records and will inform you via text/email about any medication administered.

### **Records**

While attending Kidszone we will keep some simple records regarding your child.

- Registration Forms
- Incident Forms
- Medication Form
- Observation of Play Behaviour (for EY children)

### **Confidentiality**

All records of your child are confidential; however on occasions we may share information with appropriate agencies when we feel this is in the best interest of the child or family need. Any information sharing will be discussed with you at all times.

## **Behaviour**

The children and the playworkers will work together to draw some simple ground rules.

We hope to keep any negative behaviour to a minimum by:

- Offering a wide range of interesting and stimulating activities
- The playworkers supporting each other as a team
- Rewarding positive behaviour
- Encouraging an atmosphere of respect and partnership between children, staff and parents

If there is a problem with a child's behaviour the playworkers will take a child aside to discuss their behaviour. Our aim is to show the child the right way to behave by respecting their peers, sharing and taking turns.

Kidszone staff will always speak to parents/carers regarding their child's behaviour if there are any concerns.

Sanctions for unacceptable behaviour may be that children are excluded from trips or from particular activities, in extreme circumstances the Directors of Kidszone may terminate a booking if inappropriate behaviour continues.

If an incident happens at home that might affect your child's behaviour while they are attending Kidszone, could you please let the playworkers know.

## **Bullying**

We recognise that bullying can take a number of forms for example;

- Name calling
- Physical bullying e.g. hitting, biting, kicking etc
- Exclusion e.g. A group of children trying to exclude a child from a game

We recognise that bullying is very distressing for children and parents/carers and will always be taken seriously by Kidszone staff.

At Kidszone we will challenge bullying by:

- Informing parents/carers of any incidents of bullying
- Working with children to help them learn to deal with their feelings and find more appropriate ways of dealing with conflict
- Actively promoting all children's self esteem

### **Consent forms**

We ask parents/carers to complete a separate consent form for trips. This will remain on file.

### **Complaints and suggestions**

If you have any suggestions or concerns about Kidszone, please raise them with the manager and or playworkers who will deal with any suggestions or concerns promptly and hopefully find a solution.

If you are unhappy with their response you can contact Elaine Lees, Kidszone Director on 07973 438270 or [elaine@kidszoneonline.co.uk](mailto:elaine@kidszoneonline.co.uk)

Directors details are also displayed on the Kidszone notice board in the Scout Hut.

Kidszone is registered with Ofsted. If you are unhappy or do not feel we have dealt with your concerns you can go directly to Ofsted on 0300 123 1231 quoting ref number: EY 435519.

### **Kidszone Values and Principles**

#### **Our aims:**

- We aim to offer safe, friendly, caring environment and quality play opportunities.
- We recognise that parents/carers need affordable quality childcare and children have the right to leisure time and play.
- We believe that children learn and grow through play.
- The following underpins all our work:
- A respect for people's differences and the importance of challenging all forms of discrimination.
- A commitment to working in close partnership with parents/carers, the community and other agencies to develop affordable sustainable childcare.
- The right for all children and their families to be liked and respected.



- The right for all children to participate in decisions that affect them.
- The right for children to experience leisure time and play.

### **Equality and Access**

All Kidszone staff will:

- treat each child as an individual with equal concern
- give every child equal chances to learn and develop
- take into account each child's age and stage of development, gender, ethnicity, home language and any disability that they may have
- encourage children to develop a sense of their own identity and culture
- help children to learn about cultures different from their own, and to develop positive attitudes towards people who are different from themselves

Kidszone welcomes any suggestions that will contribute to achieving equality of opportunity.

### **Partnership and involvement**

We believe that parents/carers are the primary educators of children and all staff will work closely with you to help maintain a high standard of quality care for your child/ren at all times.

Kidszone welcomes and encourages children to share ideas to develop Kidszone into a positive, safe and welcoming environment in which they can become confident, and obtain high self-esteem.

Kidszone staff will also work with teachers and staff from St Pauls CE Primary School, and any external agencies in order to meet the needs of all children.



## **PAYMENT POLICY (reviewed Jan 2021)**

1. Kidszone accepts payment of fees only by electronic child care vouchers, bank transfers and standing orders.
2. Invoices for Afterschool Care will be sent out on the first working day of each month and are payable within 7 days from date of invoice.
3. If payment is not received within 7 days then the parent/carer will be emailed by the administrator asking for payment.
4. If payment is received in full within 7 days no further action will be taken.
5. If payment is not received within 7 days the parent/carer will receive a further email request asking for payment within the next 48 hours.
6. If payment is not received within 48 hours your child's place at Kidszone will be at risk and you will receive a final request for payment via email or a letter to your home address.
7. After this point we will contact you to speak to you and a consequence might be that you lose your place at Kidszone.
8. All outstanding fees will be due within 14 days of termination of the place at Kidszone.
9. For outstanding fees that have not been paid following the procedures above Kidszone may begin proceedings in the County Court for which we will charge an administration fee of £30 and all court fees.

### **If you are unable to pay**

If a parent/carer is unable to pay for Kidszone's services due to unforeseen circumstances, the Kidszone Administrator must be immediately informed. A repayment policy may then be drawn up and agreed with the Administrator which must be endorsed by the Kidszone Directors. This must then be fully honoured or the place will be terminated.

### **Repetitive late paying of fees**

If a parent does not pay their fees on time to Kidszone in two consecutive months then we may decide to terminate the place.

### **Outstanding Afterschool Fees and Holiday Care**

If a parent has outstanding fees due on afterschool care then they may be denied any holiday care until such fees are fully paid up.