



Welcome to
Kidszone Out of School Care

**Parent/Carer
Information Pack**

(reviewed and updated Jan 2025)

Key details

Kidszone is based at St Pauls CE Primary School but is independent from the school and has its own Ofsted registration.

Address:

Kidszone, St Pauls CE Primary School, St Pauls Road, Withington,
Manchester M20 4PG

Website:

kidszoneonline.co.uk

Contact:

Acting Manager – Sammy Dillon sammy@kidszoneonline.co.uk

Director – Elaine Lees elaine@kidszoneonline.co.uk

Administrator (invoices and payments only) – Helen O'Brien

admin@kidszoneonline.co.uk

Opening times:

After School (term time) Monday – Friday (Excluding Bank/Public Holidays
and Teacher Training Days)
3.20pm – 5.45pm

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

School Holidays

Kidszone is open all half term holidays, two weeks at Easter and the first four weeks during the summer holidays. Kidszone does not operate during the Christmas break.

Fees

After School Care

£12 per child per session (water and snacks provided) correct as of Jan 2025

Holiday Care

Per child: £30.00 full 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.

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 to the registration form's details must be passed on to staff immediately.**

We also request that each new child attending has a visit to Kidszone as part of the registration process. This is so the parent/carer and child gets to see the setting and meet staff and also so our staff can meet you and your child.

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 and staff receive ongoing training and support to ensure they can meet the needs of children with special needs, however if we feel that your child's needs cannot be met whilst attending Kidszone then we reserve the right not to offer care in this instance. We will always act in the best interests of the child.

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

Allocation of places

All places must be requested, pre-booked and confirmed in writing.

Afterschool Care

Places for afterschool care are offered as a guaranteed place on specified days each week for the whole academic year and re-registered each academic year.

We keep a waiting list for places on days when we are full and allocate on the following basis:

Afterschool places are allocated first to children who have siblings already attending Kidszone and then to any other children who are on our waiting list. If we still have places available after this then places will be allocated purely on a first come first served basis.

All requests to go on the waiting list must be made in writing.

We may offer ad hoc afterschool places from time to time depending on availability.

Holiday Care

Holiday care places will be allocated on a first come first serve basis and must be requested and confirmed in writing for each holiday care period.

An online enquiry form is available via our website
www.kidszoneonline.co.uk

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

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.

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.

Kidszone volunteers may also be involved during sessions. All staff and regular volunteers will have references taken up and an enhanced disclosure and barring service check undertaken before they can start work.

Kidszone may offer work experience places to secondary school aged pupils for short periods. These will only be via a managed and monitored scheme with the secondary school. Each work experience pupil will be supervised by a Kidszone staff member and work experience pupils will not be left unsupervised with children attending Kidszone.

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. All packed lunches must be nut free.

Activities

Children will have the opportunity to join in a variety of fun and exciting play activities, including off-site trips. You will receive an outline 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

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 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 at Manchester City Council.**

Parents/carers should also be aware that if staff need to stay longer than their normal working hours, we may 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 Partnership. 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 the incident will be recorded, and investigated by Kidszone Directors, who will then decide on what action to take in line with the procedures as set down by the Manchester Safeguarding Partnership and the guidelines detailed in 'Keeping Children Safe in Education 2024'.

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 school hall, toilets, hallways 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.

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 manager/deputy manager will advise you regarding this.

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.

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.

Records and data

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

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

Kidszone Out of School Care Limited is registered with the Information Commissioner's Office as a data processor and controller.

Please see our separate Data Protection policy for more details on what information we hold and your rights regarding this.

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 and understand their behaviour. Our aim is to help each child find an appropriate 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, 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 and any face painting. This will remain on file.

Kidszone's 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.

Complaints and suggestions

If you have any concerns or suggestions about Kidszone, please raise them with the manager and or playworkers who will deal with comments 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

Directors details are also displayed on the Kidszone notice board in the school hall and are on the Kidszone website.

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: 2696196.



PAYMENT POLICY (reviewed Jan 2025)

1. Kidszone accepts payment of fees only by government tax free childcare transfers, 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. Invoices for Holiday Care are sent out as soon as a booking is confirmed and full payment is required by the date your child first attends.
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.
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.