



Welcome to our newsletter.

We are happy to inform you about our new products and information regarding our services.

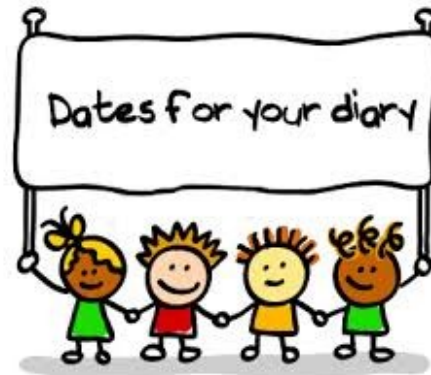
You can also find our newsletters on our website-[www.creativekidz.org.uk](http://www.creativekidz.org.uk)

If you can think of anyone who would benefit from reading this, please point them in the direction of the sign up page on our [website](#).

Happy reading!

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## Calendar and Diary dates



Click [here](#) to view our calendar. We have now added this to the main navigation page on our website for ease of access. Dates for inset days that we have been informed about have been added. Please check regularly for updates as we will not issue notification of inset days separately.

Please note: Some of these dates are provisional and may be subject to change. As a general rule, if the school we operate from is closed then our setting will not be operating.

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## Google translate

We have recently introduced a Google translate facility to our website, we hope that this will assist users for whom English is not a first language.

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## Absence reporting

The safety of your child is paramount to us at Creative Kidz. Although we do understand that parents and guardians are busy. It is extremely important that if your child cannot attend the booked sessions for any reason, that you notify both Creative Kidz and your child's school in order to prevent us chasing up their whereabouts and implementing the missing child procedure unnecessarily.

We will expect your child unless otherwise notified, and if they do not arrive when expected we have no option other than to assume they are Missing!

If we cannot reach parents or the designated emergency contact to establish where the child is, then the missing child procedure will come into force. Ultimately this could mean that we have to contact the police to report your child as missing!

Please do not underestimate the seriousness of this. Not only does chasing up the whereabouts of children cause great concern, it also uses valuable time at the beginning of every session, time which should be spent focusing on the children in attendance. Sadly this is a task that we undertake on a daily basis. Although we do understand that nine times out of ten, the children have gone to a friend's house for tea or are collected from school by parents, we wish to avoid complacency.

The club phones are not manned out of our hours of operation but you can text or leave a voicemail message which will be collected upon arrival. You can also email absence reports or notify us in advance and we can make a note in the diary.

If you need to leave a voicemail message please request a call/text back to ensure that we have received your message, please do not assume that the message has been received until you have been informed that it has.

Please make sure that your contact details are always kept up to date. If you need to make changes, please drop us a line at [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk)

Please do not assume that if school personnel are notified of absences, that a message will be passed to Creative Kidz, as we are a totally separate organisation.

We don't require absence reports for breakfast club bookings as your child is brought in by parents/guardians, therefore we won't need to follow them up if they don't arrive. If you wish to let us know that your child will be absent from breakfast club as a matter of courtesy then this will be much appreciated.

#### Locations

**Bishops Waltham Infant School:** 07882296425 [bishopswaltham@creativekidz.org.uk](mailto:bishopswaltham@creativekidz.org.uk)

**Bursledon C of E Infant School:** 07456844484 [bursledon@creativekidz.org.uk](mailto:bursledon@creativekidz.org.uk)

**Hamble Primary School:** 07709066299 [hamble@creativekidz.org.uk](mailto:hamble@creativekidz.org.uk)

**Netley Abbey Junior School:** 07584252919 [netley@creativekidz.org.uk](mailto:netley@creativekidz.org.uk)

**St Johns the Baptist Primary School:** 07980697700 [stjohns@creativekidz.org.uk](mailto:stjohns@creativekidz.org.uk)

**Swanmore C of E Primary School:** 07826214608 [swanmore@creativekidz.org.uk](mailto:swanmore@creativekidz.org.uk)

**Do not contact the Creative Kidz office to report absence as we may not be able to pass on the message to your child's setting in time.**

**Thank you for your co-operation.**

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## **Access to school out of hours.**

In accordance with our arrival and departures policy, we respectfully remind parents and carers that you are not permitted to enter any area that isn't designated for use by Creative Kidz during our hours of operation for any reason. If you wish to collect things that have been left behind at school or other clubs/activities or would like to speak to a teacher please go via school reception.

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## **Snack provision**



more varied snack provision. We have taken their comments into consideration and decided to upgrade the menu.

We have now introduced many more options.

As always, although we provide the option of food this is not included in the cost of our service therefore we cannot refund or reduce fees if this is not an option your child wishes to take. Although available and offered daily, snacks are not compulsory, they are a choice.

### **Breakfast club**

A variety of healthy choice cereals will be on offer daily, but we shall also be introducing the following alternatives on weekly rotation-

Wholemeal Toast, Crumpets, Croissants, Breakfast muffins, Brioche, Scotch pancakes, Yoghurt or Fresh fruit. We will still offer a variety of spreads - Marmite, Jam, Honey, Butter, Lemon curd. Milk, Fruit Juice or Water.

### **After School club**

Crem crackers will be on offer every day but we shall also be introducing the following alternatives on weekly rotation-

Wholemeal Bread/ Toast, Muffins, Scotch pancakes, Tortilla Wraps, Brioche, Wholemeal Bread rolls, Breadsticks or Wholemeal Pitta bread, a fruit/vegetable platter. We will still offer a variety of spreads - Marmite, Jam, Honey, Ham, Cream cheese, Butter, Lemon curd. Milk, or Water.

Menu's will be planned in advance and viewable on babysdays. They will also be displayed within your child's setting.

**After school club-** Children are offered a healthy snack during after school club each day, this may vary each day. It is not intended to replace a meal it is simply to see your child through until tea/dinner-time therefore please do not expect your child to be "full up" when they are collected.

**Lunch boxes** -Some parents, choose to provide their child with a second lunch box to eat whilst at after school club. This is not a problem although we do ask that the food contained should not need to be refrigerated as this is not something we are able to offer due to limited space. The children bringing this option must consume the food at the designated snack time in order to be fair to all children not to disrupt the daily routine.

**Allergies** - We have children enrolled at Creative Kidz who have severe allergic reactions when coming into contact with many things such as

peanuts, peanut products, dairy, milk, egg and shell-fish. The implication of such a reaction (Anaphylaxis), for these children, is serious and could be *fatal*. A reaction can occur if the food is ingested or comes in contact with the skin. At the setting's we take all reasonable precaution and request that you assist us in making sure that this doesn't happen, we, therefore, are unable to permit food containing the following products to be brought into our settings: ***nuts of any kind including peanuts and peanut products, egg and shell-fish.***

It is for this reason that we have removed "Houmous" from the options as it contains sesame seeds.

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## Car parking reminder



We have been asked to remind parents/guardians not to use staff car parks!

Each of our settings have alternative parking nearby.

Thank you for your co-operation.

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## Late collection



they have to stay on later in order to lock up. They are not paid for this and are not happy to do so, therefore please take this into consideration.

Parents will be expected to sign a "late collection log" if they arrive after 6pm and Late collection fee's will apply.

Please note that from Jan 2016 the Late collection fee increased to £15 per 10 minutes after 6pm, time will be taken from the club laptop/ipad.

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## Reminder-Payment references



We would like to ask all parents and carers to be careful when making payments to add an appropriate reference.

When making a payment can we request that you enter your unique **account reference**. This is shown on the top right hand side of each invoice and is usually all or part of your child's surname. If we have several customers with the same name this may be slightly different.

We often have to search through our records trying to match payments with a parents name which is not always the same as thier child's.

We also come accross other random references such as " after school club" which makes it very difficult to trace who has made the payment. If we cannot link a payment to the relevant account then you may be chased for a payment that you have already made unnecessarily. Thank you for

your co-operation.

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## Baby Days

As you know, some time ago now we introduced Babys Days software to Creative Kidz. This enables us to streamline and reduce some of the administration tasks which as an Ofsted registered childcare provision we are obligated to complete.

Once you have registered with Creative Kidz you will be issued with a log in for our babys days system. It is here that you can track your child's progress (if Early Years) digitally sign forms and permissions and much more.

One of the options available to us is the "Communicate" section. This has proven to be extremely useful as it enables us to send quick messages, letters and emails at the touch of a button, this is similar to the "Parentmail" programme that many schools use.

It has been mentioned to us that when a message or email arrives, although it is sent via our usual office email address- [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk), the contact through some email providers may be shown as *babys days*.

Therefore please be aware that if you receive an email from Babysdays, this is most likely from us at Creative Kidz.

You will find a document named " A parents guide to babys days on the documents section of Babys days which should help to answer any queries you may have. You can also find the guide on our [website](#)

If you have any further queries, we shall endeavour to answer them, please contact us in the office - 02380455699.

You will also find an app " Babys Days" available from the App store.

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## Snow/Adverse weather plan



It is nearing the time of year when the weather turns colder with the possibility of heavy falls of snow. We thought it might be useful to provide a reminder of the arrangements for informing parents whether or not the settings will be closing in such circumstances.

You will find the plan on our [website](#)

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## Update -Online booking

At the beginning of the academic year, we introduced an online booking system. This has certainly made the bookings process more effective than using the old paper copies, and therefore the time taken to process bookings has decreased accordingly.

Feedback has been very positive which is great to hear.

### Ad Hoc bookings

We often receive requests for ad hoc (occasional) sessions and we will always do our best to accomodate these, although please give us as much notice of your requirement as possible.

Please rest assured-

- We will process bookings as soon as possible but the more notice you can give us the better. We do reccomend at least 24hrs.
- We can only process bookings during opening hours.
- The office is not open at weekends.
- Please do not assume that your booking is confirmed until you have received an email entitled " booking confirmation"

If you wish to make a booking, follow [this](#) link to our new look website, where you can complete and submit a booking form and we will contact you regarding availability of your chosen sessions.

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**Thank you for taking the time to read our newsletter.**

**Feedback is gratefully received.**

### Legal Information

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