



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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## Celebrations at Hamble



the full support of the parents, the wonderful attitude and behaviour of the children and the dedication and expertise of the staff and we are incredibly proud of the outcome of this inspection.

We celebrated in style with a party for the children including a cake made by "Kelly's Cakeaway"! The children had a wonderful time.

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## Do i need to re-book each year?

We are often asked by parents and carers if you need to re-book each year, and the simple answer is - No.

Your booking with Creative Kidz will roll on year on year until 1 month's notice for your child's sessions is received in writing and in accordance with our terms and conditions.

### Year 6 children.

When your child reaches year 6 we shall automatically assume that you will no longer wish to use our service once your child leaves Primary or Junior school and reallocate the sessions used to children on our waiting list.

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## Arrivals and departures



Please remember not only to sign but to also enter the time of arrival and departure on our registers each time you drop off or collect your child. This is a condition of Ofsted registration. Thank you for your co-operation

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## What can we do for you?

We are always interested to know what you think of our service. We welcome your suggestions on making continual improvements to what we offer and the service we provide.

If you have suggestions or feedback that you feel may be valuable to know, you can contact us in several ways:

- If your child is in the Early Years Foundation stage, speak to your child's key person.
- Write us an email, either to the manager or to the supervisor of your child's individual setting. Email addresses can be found on the homepage of our [website](#):
- Leave a note in the feedback box which can be found on the desk within each setting.
- Write on our suggestions board, again these can be found within your child's setting.
- Complete and return the annual satisfaction survey issued via babysdays.

If you wish to suggest other means of obtaining feedback, we would be happy to hear your ideas.

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## Payment references



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 across 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 unnecessarily chased for a payment that you have already made. Thank you for your co-operation.

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## **Communication - Creative Kidz Bishops Waltham and Bursledon**

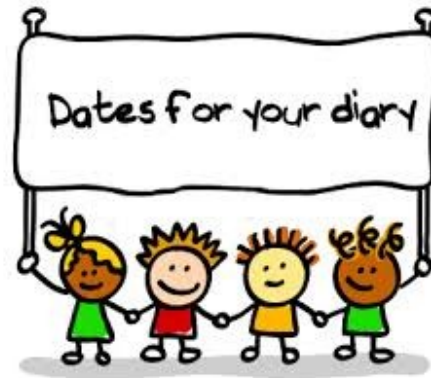
At both the Bishops Waltham and Bursledon sites the breakfast clubs are organised and run by the schools.

It appears that sometimes parents and carers are passing on information to breakfast club staff which relates to the children attending after school club. As a seperate organisation we cannot rely on breakfast club staff to pass the messages over to us.

In order to make sure that all relevant information is received, we would be grateful if parents and carers communicate with Creative Kidz directly during after school club hours however if the information is urgent, you can either send us an email or give us a call but please bear in mind that we will only receive this communication during our hours of operation, voicemails/emails will not be collected until the club opens at 3pm.

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## **Calendar and Diary dates**



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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## Achievement!

The children are working hard to make their time at breakfast and after school club enjoyable but we would like to ask all parents/carers to let us know if their child has made an achievement of any kind outside of club hours.

This could be anything that he or she may be proud of, from overcoming a fear or trying something new, to helping a friend in need or perhaps a sporting achievement!

You can let us know by sending an e-mail to your child's setting (email addresses can be found on our website home page) or by using a WOW slip which you can find within the setting or on our [website](#).

These achievements will be shared with the group at snack time so that we can all congratulate them.

We hope that this will assist us all in building parent/carer (family) partnerships.

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## Sun protection



Now that we seem to be seeing some nicer weather could we please remind parents and carers to provide their children with a sunhat and suncream in a named container.

We will keep your child in the shade as much as possible and ensure they have access to water throughout their time with us. Thank you.

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## Staff changes

As some of you may know, there have been quite a few changes in staffing arrangements in recent months.

Kane Walshe who worked at our Hamble site for almost 4 years has left the company for a full time role. We wish him all the best in his future endeavours.

Dawn Walshe, most recently supervisor of our Bursledon club has also moved on for personal reasons.

Danielle Kirby who was on maternity leave has decided to stay home to be Mummy to Teddy and baby Sonny.

And sadly, we have been told that Angela Bennett will sadly not be re-joining us following her operation last year. We wish her all the best.

Subsequently, Natasha McGuire who works at Bursledon and Lauren Ely who has been deputising in Danielles absence at Bishops Waltham have received promotion to supervisory roles.....Congratulations to you both!

We have been focusing on recruitment of new team members over the past few months and following a rigorous but successful interview process are delighted to announce the appointment of the following new members of our team-

Lily Hayman has joined Jess at our Swanmore site as a playworker she is very keen to get to know the families and get stuck into the activities.

Yasmin Brown, who initially provided cover at Netley and Hamble has settled into her role as playworker at Creative Kidz Bursledon.

Our newest member of the team at Netley is Jackie Pell, who is thoroughly enjoying her new role as playworker !

and finally, Sarah Stringfellow has formed new partnerships with Natasha in the mornings and Paula Taylor (previously from our Swanmore setting) after school at our Hamble provision. They are looking forward to making some positive changes over the coming months.

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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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## Absence reporting

The safety of your child is paramount to us at Creative Kidz and 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 missing.

Please do not underestimate the seriousness of this as 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 friends house for tea or have been 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, however, 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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## Items brought in from home

We are happy for your child to bring in the occasional item from home, but we do have a few rules :

Firstly, we cannot allow items which need to be plugged in as all electrical items need to be pat tested. Items containing batteries will be fine.

Secondly, your child must be willing to share these items as it would not be fair to other children otherwise. If your Son/Daughter is not happy to do this, it's probably best if they leave the item at home.

Lastly, these items are your child's responsibility. Please do not allow your Son/Daughter to bring in any item which is of sentimental or high value unless you are willing to take responsibility if the item was lost, damaged or stolen.

Thank you for your co-operation.

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## Late collection



We do understand that sometimes this is unavoidable but please make sure that you have a contingency plan in place as late collection can be distressing for the child, they don't understand and want to get home after a long day. It is also very disruptive for the staff who themselves have families to get home to.

We have noticed that the emergency contact for a few of our customers is someone who lives quite some distance from the settings. Can we therefore recommend that you offer us an alternative contact who could collect your child in an emergency situation. Maybe a neighbour or friend you trust who lives closer than a relative?

If you find yourself running late, please call or text your child's setting as soon as possible to give them as much notice as possible.

Please consider the following:

- It has a knock on effect for the school -cleaning staff and site manager who have to wait for us to vacate the room. They then have to work later on into the evening. They are not paid for this and are not happy to do so.
- We incur financial penalties as we have to pay our staff overtime in these instances.
- Many members of our team use public transport to travel to and from work and sometimes this is limited after 6pm.
- Many members of staff rely on childcare for their own families and they therefore incur penalties.

Sadly late collection it is not uncommon and causes us many problems and therefore we do charge a late collection fee and this will be enforced.

This is common practice for most childcare settings by way of a deterrent but also to recapture losses.

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.

## Suitable clothing

We encourage children to explore the setting environment at their own pace, which often includes messy play. Please dress your child in clothes that are suitable and practical for play both inside the club and outdoors. We supply aprons and these are offered to children although please bear in mind that the occasion spillage may occur therefore you may wish to supply a change of clothes?

During warmer times, please dress your child in suitable clothes and supply a hat every day. We offer outdoor playtime every day come rain or shine therefore please also make sure that your child has a coat.

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## Annual satisfaction survey

Many thanks to all those parents and carers who took the time to complete this years survey. We are currently analysing the information provided and will follow up by issuing our evaluation of the feedback shortly.

We are very grateful for your support which enables us to reflect on our service and make adaptations and improvements where necessary.

We value our partnership with parents and really appreciate you spending valuable time helping us fulfil our aspirations as we strive for excellence!

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

**Feedback is gratefully received.**

### Legal Information

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