



# Newsletter

## Spring Term 2017

### DIARY DATES

Dates for closure days that we have been informed about have been added to our [calendar](#).

Please check regularly for updates as we will not issue notification of closure days separately.

Please Note: Some of these dates are provisional and may be subject to change by the schools.

As a rule, if the school we operate from is closed then our setting will not be operating.

*Please note: The office will be closed from Friday 7<sup>th</sup> April 17 to Tuesday 18<sup>th</sup> April 17.*

### OFFICE CONTACT DETAILS

Contrary to previous notification indicating that we we're moving offices; the move didn't happen and therefore our address remains as follows:

120 Saltmakers House, Hamble Point Marina, Hamble.  
Southampton. Hampshire. SO31 4NB.

**Office Mobile - 07876312116**

**Office Landline – 02380455699**

### REPORTING ABSENCE

When your child is absent from club, please contact the club your child attends direct by phone or email.

Bursledon- 07456844484  
[bursledon@creativekidz.org.uk](mailto:bursledon@creativekidz.org.uk)

Hamble- 07709066299  
[hamble@creativekidz.org.uk](mailto:hamble@creativekidz.org.uk)

Netley Abbey Infants – 07882296425

Netley Abbey Juniors- 07584252919  
[netley@creativekidz.org.uk](mailto:netley@creativekidz.org.uk)

St Johns- 07980697700  
[stjohns@creativekidz.org.uk](mailto:stjohns@creativekidz.org.uk)

Swanmore- 07826214608  
[swanmore@creativekidz.org.uk](mailto:swanmore@creativekidz.org.uk)

(These can also be found on our website)

<http://www.creativekidz.org.uk/contact-us/>

**Please do not call or email the office to report an absence as we cannot always pass message's on in time.**

### CHANGES IN COLLECTION ARRANGEMENTS

Change in collection details protocol:

Please make sure you provide us with the details of at least 1 emergency contact in case of an emergency where we cannot reach contact 1 and 2. These people need to be living locally so that they would be able to collect your child.

We will only allow your child to be collected by someone other than contact 1 or 2 as named on the child's registration form unless we have received prior consent.

If you wish to change collection arrangements, please provide us with an email detailing the full name of the person collecting so that we can add them to our list of authorised persons.

The person collecting must provide us with the pre-agreed password and a form of ID for verification purposes.

### UPDATING RECORDS

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If any of your personal details change, please can you let us know the office so that we can update your records. There have been times when parents have changed phone numbers or email addresses and forgotten to let us know and we have been unable to contact them.

In addition, if your child is diagnosed with a medical condition, please inform us so that we are aware. You will be asked to complete a Health care plan which will enable us to support your child during their time at club.

## ARRIVAL TIMES

Please note that Breakfast club does not open until 7.45 am!

It seems that some parents have chosen to drop and leave their child/children in corridors, halls or outside the door to the clubs before opening time.

We are not insured for any accident or injury that may occur before 7.45am and if there is a fire we won't know that there are children in the building.

For this reason, we have now reintroduced paper registers and parents must ensure that they bring their child into the club and sign them in on our attendance register.

## KidsClubHQ

Just to keep you up to date on developments. We have been working on a new booking software system for our settings.

Some of the benefits of using this new system are as follows:

- Only add your information and the information for your children once.
- Automatically receive emails listing the days and sessions your children are booked in for.
- Log in to view all your previous bookings.
- Available from any computer with internet access.
- You can make bookings 24 hours a day and even up to 14:30 on the day of booking.

- You can make a booking and payment at the same time.
- Registers automatically up to date the second a child is booked onto a club.

If all goes to plan we will be rolling this out to parents after the Easter Break.

***Very soon you will receive an email asking you to register. It's very important that you do this upon receipt of the email.***

***We are bound to have a few hiccups along the way such as email's going to spam folders etc. but please don't worry, your bookings are secure and if you do encounter any problems just give us a call.***

***Reminder: The office will be closed from Friday 7<sup>th</sup> April 17 to Tuesday 18<sup>th</sup> April 17.***

## CHANGE IN WEATHER

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 sun cream in a named container. Thank you.

Please also remember to provide your son or daughter with appropriate clothing and a coat every day as we access our outdoor play areas come rain or shine.

## DEVELOPMENT

What can we do for you?

We are always interested to know what you think of our service, what improvements we could make and what our customers need. We welcome your suggestions for continual improvements to what we offer and the service we provide.

If you have suggestions or feedback that you feel may be valuable, 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 contact us page of our [website](#).
- Use the compliments and complaints section on our website.

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- Complete and return the annual satisfaction survey issued at the end of April.

***During 2016/17, we have undertaken the following development opportunities.***

- Ongoing staff continuing personal development training.
- Diploma in business administration for
- Social marketing use introduced.
- Google translator was added to our website
- Revamp of the company Facebook page
- Introduction of an iPad to each setting.
- New printers in each setting.
- Investing in resources for each setting.
- HPS site moved back into the dining hall.
- Upgraded Booking system (to be introduced after the Easter break)

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

## **FAQ'S**

We would be grateful if you could take 5 minutes to look at the frequently asked question section of our website and let us know if we need to include any other useful information?

<http://www.creativekidz.org.uk/about-us/faqs/>

## **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.

- 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.
- your child must be willing to share these items as it would not be fair to other children otherwise.
- 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.

- Any ds games brought in must be age appropriate and Pegi rated no higher than 7+ these will be monitored by staff.

Thank you for your co-operation.

## **FOOD & DRINK**

***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 to be fair to all children and not to disrupt the daily routine.

***Allergies*** - We have children enrolled at Creative Kidz who have severe allergic reactions when encountering 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.

In 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.

At our Netley Schools there is a child with a severe allergy to all legume and sesame products, therefore NO foods containing peas, broad beans, lentils, chickpeas, French beans, butter beans, haricot beans, kidney beans, sugar snap peas, pulses, soybeans,

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soya, nuts and sesame etc. (The most common in the legume family, but all legume foods are not permitted)

We trust you will support the school to ensure that it is safe environment for all and thank you for your co-operation.

## OVERDUE PAYMENT

Firstly, we would like to thank all parents and carers who make their payments on time, this really is much appreciated!

Unfortunately, we have many customers who don't.

May we take this opportunity to remind you that fees are payable by the 1st of each month.

We will enforce a late payment penalty charge as detailed on our Opening times and fees schedule for any payments received after this date.

This penalty is set to discourage those late in paying their invoices. The financial viability of the clubs relies on prompt payment for sessions.

## END OF YEAR CHANGES AND CANCELLATIONS

We are often asked by parents and carers who have a contract booking, "do I 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 written notice is given by email for your child's sessions.

### **Year 6 children.**

When your child reaches year 6 we shall automatically assume that your child will be leaving Primary or Junior school at the end of the academic year and therefore your spaces will be cancelled automatically.

## HOLIDAY PLAYScheme

We are hoping to run a holiday club for 4 weeks during the Summer holidays at St John the Baptist C of E Primary School in Waltham Chase. The provision would be open to any school aged children for 4 weeks from: **31<sup>st</sup> July 2017 to 25<sup>th</sup> August 2017.**

SESSIONS	DAY COST	FULL WEEK INC 10% DISCOUNT
Standard session - 10.00am to 4.00pm	£20.00	£90.00
Standard session with AM Extension - 8.00am to 4.00pm	£22.00	£99.00
Standard session with PM Extension - 10.00am to 6.00pm	£22.00	£99.00
Standard session with AM and PM Extension - 8.00am to 6.00pm	£24.00	£108.00

We have a survey of demand on the home page of our [website](#), please visit this and register your interest. It is very important that we receive a true reflection of the need. Please complete the survey by the closing date of Monday 24<sup>th</sup> April 2017 and we shall feedback results in due course.

Activities will change daily and there will be a wide variety of activities on offer to suit both the sporty and more creative child.

We have lots of exciting and engaging activities planned, which include (but are not limited to):

Music, Dance & Karaoke, Outings, Scavenger hunts, Themed activities, Group games, Art and craft inc Sewing, Jewellery and Badge making, Science play-making slime, experiments, Bouncy castle, Role play, Cooking, Games and puzzles, ICT, Den making, Football table, Construction, Imaginative play, Prize Bingo, Face painting, Football and Multiskills with Shaun from Hamble United FC, and much more, come and join the fun!!

**Thank you for taking the time to read this newsletter. If you wish to give any feedback, suggestions or comments, please contact us using the details below.**

Best wishes

Kelly, Brian and the Team