



Newsletter

Summer Term 2017

HOLIDAY PLAYScheme



With just under 2 weeks until the Summer holidays, we are pleased to say we are offering full day care at St John the Baptist Primary School in Waltham Chase near Bishops Waltham from: 31st July 2017 to 25th August 2017.

The provision is open to any school aged children for 4 weeks

Your children do not have to attend St Johns school!

| 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 so much to offer. Our existing staff from several sites will be coming together to run the

provision and as always Kelly and Brian will be on hand to keep everything ticking along.

With kite making, scavenger hunts, water balloon baseball, a bouncy castle and so much more-Book as many sessions as you need online now!

KidsClubHQ

Well what a difference this has made. Of course, as with any new system there have been teething problems which have now been ironed out, however the system has now been in place for 3 months and overall the feedback received has been extremely positive as you can see:

"I really appreciate the flexibility and transparency it offers"

"It's much easier to make an ad hoc booking"

"Love the new bookings system!"

General information:

1. If you have booked an ad hoc session, payment is due upon booking.
2. If you have a contract booking, on 20th of each month you will receive an email informing you that payment is due. Click the "confirm the booking" link, which will take you to your account.

You need to go through each step to complete the booking and at this stage you can make changes to any details we hold such as emergency contacts, passwords etc.

The final stage is where you chose your method of payment and click "Confirm booking" your booking is now complete.

If you are making a payment by debit/credit card you can do so immediately.

If you have chosen to pay by bank transfer, childcare voucher or tax-free childcare, you will need to make arrangement to do so

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ensuring that payment reaches us no later than 1st of the following month.

- 3. If you have a contract booking and wish to make changes, add a child or make a cancellation then please give us a call and we can make the alterations. Please do not create a new contract for a child in the same family. There is a note on the system which prompts you to call in.*
- 4. Please ensure you have local emergency contacts in case of an emergency and you are unable to collect your child.*

Benefits of the Kids club hq booking system are:

- More control for parents/guardians
- 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.
- Automatically receive invoices on 20th of each month.
- Parents/guardians can log in to view all previous bookings and payment status.
- 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

PRICE INCREASE

Our goal at Creative Kidz is to ensure that families will always have the best out of school childcare options available. We focus on not just meeting, but exceeding the needs of our customers and strive to provide the highest level of quality and customer service.

We have avoided raising our prices as long as possible, in fact we have not raised prices since December 2015, but unfortunately an increase in running costs has resulted in a price increase for after school club sessions. The price rise will be effective from September 2017.

A revised price list will accompany this newsletter.

STANDING ORDER PAYMENTS

From September 2017 Creative Kidz will no longer offer standing order arrangements as a method of payment.

If you pay your invoice by standing order you will have been issued an email telling you how to settle your account., If you have not received this email please give us a call: 02380455699

DEVELOPMENT



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

- Various ongoing staff development training.
- Social network marketing.
- Google translator was added to our website
- Revamp of the company Facebook page
- Upgraded website.
- 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.
- Introduction of a larger variety of snack
- Introduction of a Holiday club in Waltham Chase.
- Upgraded Booking system

All of these ongoing developments improve outcomes for your children.

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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.

Were sad to have to say goodbye to Melissa at the Netley Infant site. She built up a lovely rapport with families and we'll be sad to see her go, however she may pop back from time to time as bank staff if she has some free time from University study.

Courtney had to leave our St Johns setting due to needing more working hours and sadly we also said goodbye to Shaun earlier this month. Our children at Swanmore were sad to see him go.

We have been focusing on recruitment of new team members and following a rigorous but successful interview process, we are delighted to announce the appointment and offer a huge welcome to the following new members of our team-

Lewis Frost has joined Stephanie at our St Johns site as a playworker. He brings a positive attitude and energy to the company. The children tell me they think he is nice 😊



Jayne Rappini, who joins us this week at Swanmore was previously a childminder and brings a wealth of childcare experience. She is looking forward to getting to know families and enjoying her new role as playworker !

We are still recruiting for our Netley Abbey site and will keep you updated.

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, 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 a safe environment for all and thank you for your co-operation.

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.

Contract bookings will roll on year on year until 1 month's written notice is received by email to admin@creativekidz.org.uk

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LEAVERS

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.

We would like to thank all the families who are leaving us at the end of term for allowing us the privilege of caring for your children. Some of them having been with us for 8 years!

We wish you all the best and hope you have a fantastic Summer!

ARRIVAL

Just a quick reminder that all children must be brought into the club and signed in by a parent unless you have completed and signed an independent arrival form. If you would like to request a form please speak to your club supervisor.

DEPARTURE

Also please note that at 5.30pm each day, our Netley Abbey Infant School children are transferred to the junior school so please collect from here.

FEEDBACK

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.

- Complete and return the annual satisfaction survey attached.

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

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

Hamble- 07709066299
hamble@creativekidz.org.uk

Netley Abbey Infants – 07882296425

Netley Abbey Juniors- 07584252919
netley@creativekidz.org.uk

St Johns- 07980697700
stjohns@creativekidz.org.uk

Swanmore- 07826214608
swanmore@creativekidz.org.uk

(These can also be found on our website)

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

OFFICE CLOSURE

Please note that the office will be closed from Wednesday 26th July until Monday 31st July and from Monday 28th August until Tuesday 5th September however our bookings site is open 24-7

<https://creativekidz.kidsclubhq.co.uk/cust#/auth>

and we are contactable by email

admin@creativekidz.org.uk

We hope you all have a fantastic Summer break,

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