



Newsletter

AUTUMN Term 2017

WELCOME BACK

I hope you all had a nice break and I would like to welcome all our Year R children and parents. The feedback from the clubs is that all children have settled in well and are enjoying their time at the clubs.

WE ARE MOVING

New head office address:

Office 4, First Floor, Unit 3, Mitchell Point, Ensign Way, Hamble, SO31 4NF.

Also, a quick reminder that the mobile phone number 07871312116 is no longer in use, if you have any booking enquiries or need advice please phone the office on 02380455699, if your enquiry is relating to the setting or absence please contact the settings direct * details below.

SNOW/ADVERSE WEATHER



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 the settings will be closing in such circumstances. You will find the plan on our [website](#).

REPORTING ABSENCE

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

Please do not call or email the office to report absence as we may not be able to pass on the message in time.

The club phones are not manned outside our hours of operation so please leave a voicemail which will be collected by staff upon arrival.

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](#))

STAFF CHANGES

Sadly, we said goodbye to Stephanie at our St John's setting. She built up a lovely rapport with families and we'll be sad to see her go. She has increased her working hours for her family business.

Clare from our Bursledon setting has left us for personal reasons.

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

St Johns

We have an entirely new team at St Johns.

Penelope will be joining the company in December, she will be managing our club in St John the Baptist Primary School. She has a great deal of experience of working with children in an out of school setting, most

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recently she has been working with Childrens services in London. Some of you may have met her during her look around visit last week, she is very excited and looking forward to meeting our lovely families.

Working alongside Pennie will be Saffron who joined us this week. Saffron says it's her vocation to work with children and she's enjoying every minute.

Paige Scott has also joined us on a part time basis.

Thank you to Paula Taylor and Brian Keeling who have provided us with cover in the interim period.

Bursledon

We are pleased to announce that Jan Orchard, who previously worked part time at our Bursledon club has increased her hours and will now manage the setting.

Netley Abbey

Kim Maynard has joined the team at Netley Abbey Infants as a playworker.

We are also happy to welcome Pam Mansbridge and Samantha Cookson who will be providing us with valuable bank staff cover.

ARRIVAL & DEPARTURE



Just a quick reminder that all children must be brought into the breakfast 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.

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.

If you wish to change collection arrangements, please provide us with an email detailing the full name and contact details 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 DETAILS

Please ensure that the information you supplied during registration with Creative Kidz is always kept up to date.

This includes yours and your child/children's details and those of emergency contacts, medical information including allergies and special educational Needs information.

If you are a contract customer, when you click on the "**Confirm Payment for The Booking**" link on your monthly invoice email, the process takes you through all the details held and at this point you have the opportunity to make amendments.

Alternatively, you can email information to admin@creativekidz.org.uk

Creative Kidz is registered with The Information Commissioner's Office and ensures that information is held in accordance with data protection guidelines.

PAYMENT REFERENCES

Please use your child's full name as a reference, as we have several customers sharing the same surname.

We often search through our records trying to match payments with a parent's name which is not always the same as their 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.

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

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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. If there is nobody in reception to answer your query, please follow this up the next school day.

TAX FREE CHILD CARE



Tax-Free Childcare launched in April this year and thousands of childcare providers and parents across the country are already signed up or have childcare accounts.

Don't miss out, sign up today by clicking on the logo above.

PARKING

We have been asked to remind parents/guardians not to use the staff car parks at the following settings:

Hamble, Bursledon, Netley and Swanmore.

Each of these settings have alternative parking nearby.

We would be most grateful if you would respect these requests as they form part of our license agreements.

TERMS AND CONDITIONS

Please take a moment to read our updated terms and conditions which can be found on our [website](#) and issued upon request.

BOOKING FAQ's

We aim to be as flexible as possible by offering childcare on both a contract and ad hoc basis.

Our booking procedure enables reliability and organisation as noted during ofsted inspections.

Here are a few common queries:

1. **Q**-How far in advance can I book an ad hoc session?

A-up to 4 weeks in advance *subject to availability.

2. **Q**-Can I swap my sessions?

A-CK must be informed 1 month in advance of any changes to your booking and this notice period is payable. We do not swap sessions.

3. **Q**-I am a contract user, can I still book ad-hoc sessions?

A-contract users can also book ad hoc sessions *subject to availability.

4. **Q**-If my child is on holiday or sick can you offer a refund or account credit?

A-If your child is absent from CK (including illness or holiday) on their contracted or ad-hoc booked sessions, no refunds will be made, or accounts credited.

5. **Q**-Do I need to re-book each year? (contract user)

A-We do not ask you to re-register each year; it is assumed that you wish to keep the sessions you have booked until we receive written notice of 1 month.

See full terms and conditions for more detail.

Please refer to our website for a full list of [frequently asked questions](#)

FOOD & DRINK

Children are offered a healthy snack during after school club each day, this will vary each week.

Please note, this snack 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.



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

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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 meets 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 us and school to ensure that it is a safe environment for all and thank you for your co-operation.

PERSONAL ITEMS



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.

If your child need to bring a mobile phone, this must be given to a member of staff to put in the safe until the end of their session.

- Please do not allow your child to bring in iPads or any other devices which can connect to the internet as this is a breach of our safeguarding policy.
- 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.

- All 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.

ACTIVITIES



At Creative Kidz we offer children both child initiated, and adult led play opportunities.

The purpose of child-initiated play is to support children in having ideas and being in control of their learning. It enables them to learn through first-hand experiences, allowing them to choose how to use the resources to do so.

Child-led activities may start out as an adult initiated activity however by allowing the child space and time; the child may extend the resources and ideas given to create their own experience. It is important to strike a balance between adult led and child initiated activities to meet best the children's outcomes.

It is suggested that adult led, and child initiated play should take up a third of play each. The other third of time should be used for adults to build on child-initiated activities, to extend further learning opportunities and enable sustained shared thinking to take place. This is supported by the characteristics of effective learning; encouraging the way in which children learn.

The adult's role in child initiated play-Adults play a significant role in child initiated play. They provide a safe environment for the child to explore and test out

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their ideas. Adults may use the child's interests or next steps to develop play through offering a breadth of opportunities or resources for the child to use in a variety of ways.

It is important for the adult to understand the needs of the child and work towards providing opportunities for child-initiated play. This can be achieved through observations and building a solid relationship with the child, in order to learn about their likes and dislikes.

At Creative kidz we fulfil this obligation by gaining information about each individual child during induction on an "all about me" sheet. We then obtain ongoing feedback during club council meetings.

From January 2017, we will publish our program of adult led activities on our website each month.

We hope that this will help parents to understand what we aim to offer as a provision. If you have any questions or queries, please feel free to give us a call or email.

DONATION REQUEST

At the beginning of the new year we will have planned activities which require use of newspaper and boxes, if you have any of these items we would gladly make use of them.

Please speak to the manager of your child's setting for more details.

Thanks in advance.

LATE COLLECTION

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.

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 both our staff and school site managers who themselves have commitments.

We have noticed that the emergency contacts for a few of our customers are people who live 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? Maybe a neighbour or friend you trust who lives closer than a relative?

Late collection fees will apply

SEASONS GREETINGS



We would like to take this opportunity to

"Thank you"

for all your continued support this year.

We value your custom and hope you have a wonderful Christmas break.

Please join us at your child's club over the week commencing 18/12/2017 where we will be offering some yummy mince pies.

CLOSURE DATES

The office will be closed over the Christmas period, we shall re-open at 08:00 on **Thursday 4th January 2017**.

Our Bursledon club will return on **Monday 8th January 2018**.

Hamble, Netley Abbey, St Johns and Swanmore clubs will re-open on **Thursday 4th January 2018**,

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 (Yr R), speak to your child's key person.
- Speak to the supervising staff at your child's setting.
- Send an email admin@creativekidz.org.uk
- You can also contact us via our [website](#).
- Complete and return our yearly satisfaction survey.

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

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

Best wishes

Kelly, Brian and Team



MERRY CHRISTMAS 🎅