



Newsletter

Autumn Term 2018

We hope you all had a fantastic Summer, wasn't the weather just beautiful !

Hopefully we still have a few weeks of sunshine left.

The children have all been coming in full of smiles which is lovely to see. We look forward to hearing about what you've all been up to during the break.

We have been spending the Summer setting up a new after school club in Andover which has been very exciting.

The partnership between home and club is so important. We develop this at Creative Kidz by forming a positive working relationship with the schools we operate from and this will continue this through your child's time with us via a parent/carer partnership which is crucial to your child's well-being.

Our door is always open, so please do not hesitate grab a few minutes with the club managers or your child's key person if you need to talk to them about anything at all.

In addition you can contact us in the office
02380455699 admin@creativekidz.org.uk.

Best Wishes

Kelly and Brian Keeling - Partners

Paula Taylor - Business administrator



We would like to extend a warm welcome to all families joining the Creative kidz team this year.

If you have children starting school for the 1st time, we do suggest you pop in at the beginning of term for a few sessions to familiarise your child with the setting, the routine and the staff etc.

Of course we are happy for you to stay with your child why they settle in, although please ensure that this is on a day when your child is already booked in.

When you feel your child is ready, If you then wish to pop out and leave them with us a for a few minutes, an hour or an entire session we are happy to accomodate this. Please also feel free to call and check how your little one is settling in.

All children are different, the time taken to settle in will vary for each individual child.

We are flexible and are happy to work with you to ensure that your child is happy to stay.

Of course we do understand that some children may have siblings and they of course are also welcome, however we cannot take responsibility for these children at any time. If you have a child in a pushchair, please ensure that you leave the pushchair outside the building as space is limited.

During your child's first few weeks we offer an induction to each child. They are shown around, introduced to staff and their Key-person (If in Reception Yr) they will also be informed about club routines and our code of conduct.

Each child will also be given the opportunity to complete an 'All About Me' form' which will allow us to get to know your child, what they like, dislike etc....

The induction period is not limited. As mentioned above, some children take longer than others to settle however if you have any specific concerns please take the time to talk to a member of staff who will be happy to help.

New Opening time for breakfast clubs

We aim to be responsive to the needs of our community. On our annual satisfaction survey, some parents expressed a need for our breakfast clubs to open earlier in the mornings. We have therefore made some adjustments to our schedule and procedures to enable this.

Spread the word..... from Monday 10th September our breakfast clubs will be opening from 07:30 with no extra charge.

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October Half Term Holiday Club

We saw lots of new customers at our Holiday club over the Summer which is fantastic. Thank you all for your continuing support. We had children attending from

as far and wide as Sholing and Waterlooville !

We received some fantastic feedback and we hope that you will all continue to use us so that children can benefit from our experience and dedication to positive outcomes.

Bookings are now open for the October Half term holiday club - Monday 22nd to Friday 26th October .

You can book [online](#) in the usual way and payment is not be due until the 1st day of attendance.

All snacks and activities are included in the cost so you just need to supply your child with a lunch box. Prices start at £12 per session!

Click on the picture above to see our planned activities.

We can take any child aged 4 to 11 years regardless of whether they attend the school or not.....even pre-school children!

You can our reviews here - on our [Facebook page](#)

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

Weather



It won't be long before the weather take a colder turn so could we please remind parents and carers to provide their children with a coat every day as we will be accessing the outdoor play areas come rain or shine. Thank you.

Parking

Parents are requested to ensure they park with consideration to others, use the correct entry and exit routes and abide by speed restrictions and all other road laws. E.g. not using mobile phones whilst driving. At our Bursledon/Hamble/Netley Abbey/Swanmore and Vigo clubs you are not permitted to use the staff car park, there is a car park nearby each school, this is a condition of our licence.



If your child is going to be absent from after school club, please report this via email, phone or text. The club phones are only manned during our hours of operation so please leave a voicemail. Any messages will be collected by staff upon arrival.

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

Fees and payment

We have decided that there will be no increase in fees this year.

We do however need to tighten our procedure for late payment of fees. Last year, we spent approximately 60 hours per month chasing unpaid fees which as i'm sure you will agree is time much better spent focusing on other, more beneficial tasks.

From October 1st, our booking and payment system will continue to issue automatic reminders for late and non payment of fees, however if a reminder is issued this means your payment is late and therefore a late payment fee as detailed on our price list will be levied.

We do not provide a credit facility.

As always -Payment information can be found on our [website](#)

With all bookings we allow 3-4 days to receive payment for invoices which will be paid by childcare vouchers or Tax free childcare. If you are a contract user, because your invoice is issued on 20th of each month this leaves plenty of time to arrange payment to reach us by 1st of each following month.

May we also take this opportunity to thank all customers who reliably pay their invoices on time.



Parents can receive up to £2,000 per child per year through Tax-Free Childcare and can use this to pay you for childcare. If you haven't signed up yet, find out more at:

www.childcarechoices.gov.uk/providers

Ad-Hoc / Emergency Childcare

From time to time, you may have commitments which might be difficult or impossible to attend with a young child, such as: training courses, tutorials, job interviews and meetings. GP, hospital, optician and dental appointments etc.

Are you aware that Creative Kidz offer a no commitment ad hoc childcare service during term time for children attending the school?

You can [book online](#) right up until the start of the session.

All you need to do is create an account (if you don't have one already) and you will then be able to log in to view live availability and book sessions at your leisure. You can book up to 4 weeks in advance!

Upon submission of a booking your child's name will be added to our attendance register and you will receive a booking confirmation/invoice. it's as simple as that!

If you have any questions please feel free to [contact us](#)

Staffing update

Creative Kidz St Johns

You may have noticed a new face at Creative Kidz St Johns. Sadly we said goodbye to Paige at the end of the Summer term as she went on to pursue a different career path.

We are thrilled to welcome Natasha to the team. Natasha joined us at the beginning of term, she is looking forward to supporting your children in enjoying their time at breakfast and after school club.

Creative Kidz Bursledon

We are also pleased to welcome Natasha back from maternity leave.

Creative Kidz at Vigo Primary School

Please join us in welcoming your new team - Lian and Karen. Both ladies are very keen to build partnerships with parents and families using the after school club.

Thank you for taking the time to read this newsletter.

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