

Kinloch Kids Club

Parent's Handbook

2018-2019

About the Club

Kinloch Kids Club is registered with the Care Inspectorate and is based within Burnside and Woodlands Primary Schools. The club is open weekdays during term time for Breakfast Club 7.45am to 9am and After School 3.20pm - 6.00pm. Holidays and In-Service Days the club is open weekdays 7.45am to 6pm. Our club runs within the dining area of Burnside Primary School and the gym hall of Woodlands Primary School. Both sites have access to the schools' outside playing areas.

Aims

Kinloch Kids Club is an Out of School Care Club aimed at providing good quality affordable childcare. We aim to promote and encourage the development of children within a secure and friendly environment, enabling them to play and have fun with other children enhancing social skills and gaining confidence in themselves within a supportive structure.

Our service provides Out of School Care and Holiday Care for children aged 4 ½ –14.

What we offer

Our Club follows the Playwork Principles, so the children are free to choose resources and activities as they wish. There will always be a selection of resources and activities available, including dressing up, craft, board games, construction, computer games, physical play, cookery, books and much much more.

What we provide

Breakfast Club- Children are given a choice of a healthy breakfast including cereal, toast and fresh fruit. Water and milk is available at all times.

After School Care- Healthy snacks such as sandwiches, dips, filled rolls, vegetables and fresh fruit. Water and milk is available at all times.

Holiday/ In Service Care- Children are provided with breakfast and snack throughout the day, however children should bring their own healthy packed lunches. A range of activities is available and trips to local parks and the beach. The club also organises out of town trips.

Staffing

Our Club is staffed by a Lead Practitioner/Manager Lisa Fullerton, 2 Practitioners, and 5 Support Workers.

Our staff have experience of working with children and undertake continuing professional development training. All staff members are PVG checked and registered with the SSSC. We maintain an adult/child ratio of 1:10 and 1:8 where the club operates for more than 4 hours in one continuous period.

Organisation

Kinloch Kids Club is a registered charity and is provided by a voluntary management committee of parents and run by qualified staff. In order to ensure continuity of care and to maintain good communication links, we enjoy a close working relationship with Burnside and Woodlands Primary Schools.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to view at any time.

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by main staff members and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings of children who already attend. See our **Admission and Fees Policy** for more details.

We require a completed set of registration and booking forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re registration is required in May month. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

Fees are paid in advance by either cheque, bank transfer and childcare vouchers. Unfortunately we do not accept cash payments.

Bank details: Royal Bank of Scotland

Sort Code: 83 17 01

Account : 00193675

Reference: Child's Name

Fees have recently been reviewed by the management committee, as of July 2017 the daily rates will be as follows-

Annual Registration fee is £25 per child and £30 per family

Breakfast Club - £5.00

After School

Up to 5.00pm- £7.00

Up to 6.00pm- £9.50

Holiday Rates

Full Day - £22.50

15% Discount of total bill for family of 2 or more.

Closing days of the club

The club is closed on the following days-

First Monday in April

May Day holiday

St. Andrew's Day

Two weeks when the schools come off at Christmas

Changes to days and cancelling your place

You must give us 24 hours notice of any changes of attendance. However 48 hours notice within the school holidays. If you need to change the days that your child attends, please discuss with a member of staff and fill in the appropriate booking form. We will try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed your child's school, you still need to notify us as it's not the schools responsibility to pass this information on. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the week, please let the club know by calling between opening hours or leave a message on the clubs answer machine. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

Induction

You and your child are welcome to visit the Club before your child's first day to familiarise yourselves with the setting and to help your child settle in.

During your child's first session, time will be set aside for an induction. The induction will include running through Club's rules and routines (including Snack times, collection) and introducing your child to the members of staff and other children.

Arrivals and departures

Our staff collect Primary 1, 2 and 3 children from their classrooms with all other children being met by a staff member at a rendezvous point within the school. They are then escorted to the Club. The register is taken when children arrive in the hall. All parents/carers must sign their child in at Breakfast Club and also when collected at the after school session.

We expect that your child will normally be collected by the people you have nominated on the child's registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

The club finishes at 6.00pm, if you are delayed for any reason please telephone the Club to let us know as soon as possible. A late payment fee of £5.00 will be charged if you collect your child after the Club has closed. Any more than 3 late pick up's may result in your child's place being revoked.

If your child remains uncollected after 6.20pm [20 minutes after the club closes] and you have not informed us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our Uncollected Children Policy and contact the Care and Protection Service.

Child protection

We do our utmost to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Work to fulfil all the legal requirements of the Equality Act 2010.

Additional Support Needs

We make every effort to welcome and accommodate any child with additional support needs. We will work in liaison with parents/carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

Promoting Positive Behaviour (Children)

Kinloch Kids Club uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed on the parent's notice board and are discussed with the children regularly.

We encourage appropriate behaviour through, praise for good behaviour, sharing and emphasis on cooperative play, talking to children with the courtesy that we expect from them and engaging children in activities.

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident. We will accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club straightaway. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Promoting Positive Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager or members of staff of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send them to the Club for 48 hours after the illness has ceased.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times and the Club is fully insured. Our staff members are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a Medicine Administration Form.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak the Manager or any other member of staff.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

Pledge to Parents

We value our relationship with parents/carers and are committed to working in partnership with you to provide good quality play and care for your children.

We will:

- Welcome you at all times to discuss our work and have a chat.
- Keep you informed of opening times, fees and charges, programmes of activities and policies and procedures.
- Be consistent and reliable to enable you to plan your childcare with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss any suggestions and comments about the club.
- Listen to your views and concerns to ensure that we continue to meet you and your child's needs.

For further details and information please contact Kinloch Kids Club.

CONTACT INFORMATION:

Lisa Fullerton- Lead Practitioner/Manager

Kinloch Kids Club

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Thomas Street
Carnoustie
DD7 7JY
Tel: 01241 858337

Woodlands Primary School
Queen Street
Carnoustie
DD7 7SU
Tel: 01241 856590

Email: kinlochkidsclub@aosc.com

Website: www.kinlochkidsclub.co.uk

Care Inspectorate Registration Nos: CS2008169434/CS2003002875

Care Inspectorate: Compass house
11 Riverside Drive,
Dundee, DD1 4NY

Tel: 01382 207100

Enquiries: 0345 600 9527

Email: enquiries@careinspectorate.com