# PARENT INFORMATION BOOKLET

**Before school • After school • School holidays**

**Welcome to KidZone**
A friendly, child-centred club where children can relax, play, create and spend time with friends.

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| **Sawtry Infant School** | Middlefield Road, Sawtry,<br>Cambridgeshire. PE28 5SH |
| **KidZone mobile** | 07711 680731 |
| **Email** | kidzone@sawtrydaynursery.co.uk |
| **Website** | www.kidzonesawtry.co.uk |

**Ofsted registered • URN 2536371**

# WELCOME TO KIDZONE

KidZone Out of School Club is based at Sawtry Infant School and welcomes children who attend Sawtry Infant School and Sawtry Junior Academy, from Reception through to the end of Year 6. We provide a happy, supportive and caring environment where children can unwind before and after school, enjoy time with friends and choose how they would like to spend their time.

### Our approach

Children are encouraged to make their own choices throughout each session. Our experienced and well-trained staff are there to join in, offer support and help every child feel safe, settled and included.

## Space to play, create and explore

Children have access to a bright, airy indoor space as well as the extensive school grounds. Our programme offers plenty of choice, including:

- indoor and outdoor sports and games
- football and ball games
- den building and other forest school-style activities
- woodwork, willow crafts and gardening projects
- construction toys and imaginative play
- arts, crafts and creative projects

## Our Mission

We believe every child should have the opportunity to reach their full potential and that parents and carers should feel supported in balancing family life, work and childcare.

KidZone aims to help children to be healthy, stay safe, enjoy and achieve, make a positive contribution and develop confidence and skills for the future.

## Ofsted Registration

Our most recent Ofsted inspection was in May 2022. KidZone is registered on the Early Years Register for children up to five years old, the compulsory part of the Childcare Register for children up to eight years old, and the voluntary part of the Childcare Register for children over eight.

### Ofsted URN

2536371

# YOUR CHILD'S DAY

## Getting Children To and From KidZone

KidZone is based on the Sawtry Infant School site. Our staff take the infant school children to their classrooms in the morning and collect them at the end of the school day.

Children attending the Junior School may walk across the playground to KidZone independently. At the beginning of the school year, Year 3 children and children who are new to KidZone will be escorted for the first few days, as required.

With prior written agreement, staff can also collect children from after-school clubs held on the school site. Our staffing arrangements do not allow us to leave the site to collect children from off-site clubs, although we will try to support parents in finding a suitable alternative arrangement.

## Absence and Collection

**Please tell us if your child will be absent**
You can contact KidZone through Parent Admin, by email, text or telephone. Letting us know avoids unnecessary concern and confusion.

Children will only be released to nominated people who are authorised to collect them. Any accidents or incidents will be recorded and shared with parents or carers.

## Food and Refreshments

At breakfast, children are offered a choice of cereal, toast, fruit, and drinks. After school, a varied selection of snacks and drinks is available, and children are encouraged to make healthy choices. Children also have opportunities to prepare and cook simple dishes.

During the school holidays, the daily fee includes a morning snack. Parents and carers should provide a packed lunch and tea. We ask families to avoid fizzy drinks and sweets and to support our healthy-eating approach when preparing packed meals.

# BOOKINGS, FEES & PARENT ADMIN

## Term-Time Bookings

Term-time places are reserved for your child for the full 38 weeks of the school year and are payable whether or not every booked session is used. Casual places and additional sessions may be very limited on some days.

## School Holiday Bookings

Holiday bookings open on the first day of the preceding half-term. Places can be requested through Parent Admin or by email. Bookings made within two weeks of a school holiday are subject to availability.

### Book and Pay Early

A discounted rate is available for holiday sessions when payment is received by the specified deadline.

## Notice and Cancellations

- Term time: full fees remain payable throughout the school year.
- School holidays: We offer a discount where parents book and pay early. These places are not transferable or refundable. Our fully paid holiday days can be transferred or refunded with one week's notice.
- Regular places: one week's notice is required if you no longer need your place. Fees remain payable during the notice period or may be paid in lieu.

## Parent Admin

Register your child on our website www.kidzonesawtry.co.uk by selecting "Book a Place" on the home page. Once registered, ParentAdmin can be used to keep your child's details up to date and to view:

- invoice and payment history
- outstanding balances and voucher payments
- booking patterns
- collection passwords and emergency contacts
- medical information, personal details, permissions and consents

Payments can be made using Tax-Free Childcare, childcare vouchers or BACS. Our bank details can be found on our invoices. Allow a few days and sometimes up to 10 days for payments to be manually added to your online account.

# FEES & HELP WITH CHILDCARE COSTS

## Fees

KidZone is open throughout the year except over the Christmas week and on Bank Holidays. We also close for a week to 10 days the week before the August bank holiday.

Current fees are published on our website.

Term-time fees are payable throughout the school year, are non-refundable and must be paid by the 7th of each month whether or not your child attends KidZone.

During school holidays, our Book and Pay Early rate offers a 15% discount on the full-day rate when payment is made by the stated deadline. KidZone reserves the right to charge the full rate where payment is not received by that date. Where the full rate has been paid, sessions may be swapped or credited, subject to our booking arrangements.

### Late Collection

KidZone closes at 5.45pm during term time. We kindly ask that all children are collected promptly by this time. Where a child is collected after 5.45pm, an additional late collection charge of 50p per minute will apply.

We appreciate that unexpected delays can occasionally happen. If you think you may be late, please contact KidZone as soon as possible.

## Tax-Free Childcare

KidZone is registered on the government's Tax-Free Childcare scheme. For every £8 an eligible parent pays into their childcare account, the government adds £2. Families can use the government's Childcare Choices service to check the support that may be available to them.

## Childcare Vouchers

KidZone accepts childcare vouchers from a number of providers for families who remain eligible to use an existing employer-supported childcare voucher scheme.

# OUR POLICIES & APPROACH

KidZone has a comprehensive range of policies and procedures, which are regularly reviewed and followed by our staff team. Copies are available on request.

## Equality and Inclusion

We respect every child as an individual and aim to recognise, value and nurture their potential. Children are offered opportunities to play and learn in an environment free from prejudice and discrimination.

We encourage children to recognise and value similarities and differences, respect others and develop a positive understanding of the diverse society in which they live.

## Special Educational Needs and Disabilities

KidZone is an inclusive setting and is committed to helping children with additional needs participate fully in club life. We work closely with parents, carers, relevant professionals and other agencies to identify individual needs and agree appropriate support.

Our ability to provide additional support can sometimes be affected by staffing levels and the individual needs of children attending. Where this happens, we will work with families to find a mutually agreeable and safe solution.

## Working in Partnership with Parents

We value strong, positive relationships with parents and carers. Staff are available at the beginning and end of sessions to discuss your child's day or any concerns. Where more privacy or time is needed, a mutually convenient appointment can be arranged.

### We welcome your feedback

Information and newsletters are shared through ParentAdmin.

Comments and suggestions can also be emailed to kidzone@sawtrydaynursery.co.uk.

# KEEPING CHILDREN SAFE & HAPPY

## Safeguarding Children

The care and safety of every child is paramount. We aim to provide an environment in which children are protected from harm and any safeguarding concerns are dealt with promptly and appropriately.

- follow safer recruitment and safeguarding procedures
- use good practice to reduce the risk of harm
- keep appropriate and detailed records
- work with outside agencies where necessary
- support children and families

## Positive Behaviour

We recognise the importance of clear, consistent and positive approaches to behaviour. Our aim is to help children develop confidence, self-discipline and self-esteem within an atmosphere of mutual respect. Staff focus on positive behaviour and use strategies that are shared with parents and carers where appropriate.

## Activities and Outdoor Play

Children are actively involved in shaping the activities available at KidZone. We encourage creativity, independence and free choice through familiar favourites, open-ended activities and projects.

Outdoor play, sports and games are an important part of the KidZone experience. Children are supported to take part safely and appropriately, with activities managed in line with our policies and risk assessments.

### Donations welcome

We are always grateful for suitable toys, games and arts-and-crafts resources when families are having a clear-out. Please speak to a member of staff before bringing items in.

# COMPLAINTS & CONTACT DETAILS

## Complaints

We are committed to providing high-quality childcare, but we recognise that occasionally things may not go as intended. If you have a concern, please speak to the Club Manager in the first instance so that we can try to resolve the matter promptly, fairly and confidentially.

Alternatively, you can contact Dawn Quince at kidzone@sawtrydaynursery.co.uk or on 01487 832501. A summary of our complaints procedure is displayed on the parent notice board and the full policy is available on request.

## Contact KidZone

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| **Address** | Sawtry Infants School<br>Middlefield Road, Sawtry<br>Cambs. PE28 5SH |
| **KidZone mobile** | 07711 680731 |
| **Nursery office** | 01487 832501 |
| **Email** | kidzone@sawtrydaynursery.co.uk |
| **Website** | www.kidzonesawtry.co.uk |
| **Opening hours** | Term time: 7.30am – 5.45pm<br>Holidays: 7.30am – 5.30pm |

**We look forward to welcoming you and your child to KidZone.**

KidZone Sawtry Limited
Company Registration No. 11758595
Registered Address: 2 Railton Road, Kempston MK42 7PN