

Wrap around childcare provision
Introduction letter

Dear Parents and Guardians,

Creative Kidz Childcare Ltd are delighted and excited to form a new partnership with Glenfield Infant School commencing 1st December 2019.

About us: We are a highly experienced, leading provider of out of school childcare in Hampshire. Our managing directors are husband and wife team-Kelly and Brian Keeling.

Kelly has been working in childcare for 28 years and in the “Out of school childcare” sector particularly for 15 of those. Brian retired from the fire service in 2016 due to an injury and is now a company director as well as a fully qualified childcare practitioner.

As working parents, ourselves, we have an excellent understanding of children's lives and their social contexts. Our objective is to support and encourage personality development, independence and creativity. Developing social interaction, friendships and an understanding of diversity are also top priorities.

All Creative Kidz settings are with registered with Ofsted Standard for Education on the Early Years register and both the voluntary and compulsory parts of the Childcare register. Our staff teams consist of highly trained, dedicated and experienced childcare professionals, each of which are subject to robust recruitment procedures including DBS checks and our extensive training and development package.

What do we offer: We pride ourselves in offering high quality, affordable, reliable and engaging wrap around childcare for schools, parents and the community but most importantly-your precious Children!

See what our customers say about us: <https://www.creativekidz.org.uk/key-information/testimonials/>

Provision: We will be based in the school dining room before and after school and we will have use of the school grounds including access to the wonderful outdoor spaces. We will also make use of our fantastic local area. We have availability for 30 spaces initially with scope to increase capacity if demand dictates this necessary.

We offer a wide variety of activities for both the sporty and more creative child, which include but are not limited to: *“Music, Dance & Karaoke, Outings, Scavenger hunts, Themed activities, Group games, Art and craft inc Sewing, Jewellery and Badge making, Science play– making slime, experiments, Bouncy castle, Role play, Cooking, Games and puzzles, ICT, Den making, Football table, Construction, Imaginative play, Prize Bingo, Face painting, Laser tag, Football, Multiskills and much more!”*

Food and drink:

- ***Breakfast club:*** We offer a healthy breakfast consisting of cereal, toast, crumpets and suchlike with fruit juice, milk or water.
- ***After School club:*** We offer a healthy snack which is served daily at around 4pm (times vary between settings) Options include: Toast, Sandwiches, Tortilla wraps, Crumpets, Wholemeal rolls, Pitta Breads and suchlike with various spreads and fillings. A fresh fruit and vegetable platter. Milk or Water.

Please inform the staff if your child has any dietary requirements from food/drink allergies or intolerances. Creative Kidz settings are a **Nut Free zone!**

Protocol for children with medical, SEN and/or dietary requirements: Creative Kidz Childcare Ltd will cater for all individual requirements parents have notified us about. Please be reassured, we are very experienced in caring for children with allergies, dietary requirements and medical conditions. We have at least 1 designated first aider in every setting and our team are trained how to recognise the signs and symptoms of anaphylaxis and how to administer emergency medication-i.e.- inhalers, antihistamine and auto injector pens.

The following protocol ensures compliance with the company Allergy and anaphylaxis policy, food and drink policy, medication policy and risk assessments plus statutory requirements set out by the Department for Education, Ofsted and our Insurance company Morton Michel.

To this end, there are several steps we need parents take to ensure each child's wellbeing whilst attending our provision.

We recognise there is currently a national shortage resulting in difficulties for parents obtaining any "extra" pens to keep at clubs. We are also aware that your child's school need to hold medication for the same children to satisfy requirements of their own ofsted registration, policies and procedures and risk assessment. However, because we are a separate registered company, we do not have access to school emergency medication out of school hours. In addition we cannot manage statutory requirements for storage, availability, expiry dates or record information relating to such medication if it's held by the school, meaning we would not be guaranteed availability of the medication in an emergency situation.

We researched the possibility of obtaining an "emergency" adrenaline pen for each provision although, unfortunately these are only available to schools. We sought additional guidance from Childrens services whose guidance was- "Generally in our work we ask for parents to provide for any medical or dietary needs for children that are not within the range of resources/equipment supplied by your service".

Therefore we need to advise all parents that our usual [Medication policy and Allergy and anaphylaxis policies](#) will continue to apply. You will find all company policies and procedures on our website.

Parent/guardian responsibilities:

- It is the responsibility of the Parent and/or the Guardian, herein called the Parent, to declare any diagnosed medical, Special Educational Needs (SEN) and dietary requirements their child may have upon registration or as soon as the child is diagnosed. The child's parent/carer must enter the child's medical and dietary information upon registration with Creative Kidz on kid's club hq and they must verbally notify the Manager of the setting thier child attends.
- If you anticipate your child will require anything other than a standard first aid response, please provide detailed written instructions/recommendations on your kid's club hq account.
- If your child has an allergy or medical condition requiring administration of treatment or medication, but does not suffer from anaphylaxis, please complete a [health care plan](#).
- If your child has an allergy or medical condition which may result in anaphylaxis, please complete an [allergy and anaphylaxis care plan](#).
- If your child requires medication for their condition, please complete a [medication consent form](#) and send it back to us at admin@creativekidz.org.uk in advance of your child's 1st day.
- Parents must supply Creative Kidz Childcare Ltd with their child's prescribed medication which must stay in our possession for the duration of the child's attendance.
- Please give all required medication to the club staff –All medication provided must be labelled by a registered pharmacist and have the sticker attached which includes the child's name, the date or administration, name of medication and the dosage. Never leave medication in your child's bag!
- If your child has been prescribed an Inhaler, please supply 1 inhaler and 1 spacer if required, this must be supplied together with a [medication consent form](#) and [health care plan](#).
- If your child has been prescribed Auto-Injector/adrenaline pens, please supply **2 x adrenaline pens** which must be supplied together with a [medication consent form](#) and an [anaphylaxis care plan](#).
- The child's Parent/carer must ensure that all supplied medication is always in date and fit for purpose.
- Responsibility to ensure the medication is "In Date" rests with the parent/guardian. They should note the expiration date and provide new medication prior to expiration.
- Parents must keep us updated with any developments or changes to their child's condition by sending an email to enable us to keep a paper trail- admin@creativekidz.org.uk

- The Parent/carer must sign a declaration upon registration with Creative Kidz to give authorisation to Creative Kidz staff to administer emergency medication when required.

Here is a link to the medication consent form, health care plan and anaphylaxis care plan:

<https://www.creativekidz.org.uk/key-information/useful-forms/forms/>

Thank you for your co-operation, if you have any questions or queries, please don't hesitate to contact us.

Ofsted registration, opening times and prices: We are advised that Ofsted registration can take up to 6 months to complete from initial application, however rest assured, we have already started the application process and because we currently operate many "Outstanding and Good " settings and are well known to ofsted already, we hope this will be complete by January 2020 (although this cannot be guaranteed).

Until Ofsted registration is secured, we will offer a limited service with *registration not required. Our opening times in the interim will be- Monday to Friday during published school term times.

Club	Opening time	Contract price	Ad hoc price
Breakfast club	7.20am to 8.50am	£5.00	£6.00
After School club	3.15pm to 5.15pm	£8.50	£9.50

Once registration is complete, we will resume a full service- Monday to Friday during published school term times.

Club	Opening time	Contract price	Ad hoc price
Breakfast club	7.20am to 8.50am	£5.00	£6.00
After School club 1	3.15pm to 5.00pm	£8.50	£9.50
After School club 2	3.15pm to 6.00pm	£12.00	£13.00

Payment information: Our accepted methods of payment are:

- Credit or debit card
- Bank transfer
- Childcare Voucher-(please bear in mind that these payments take 3-4 days to clear into our account)
- Tax Free childcare (Please note that we will not be able to accept tax free childcare payments until ofsted registration is in place. Ofsted then pass the details to HMRC and we are issued a sign-up letter. This process takes approximately 2 weeks post ofsted registration to complete. As soon we get the green light, we will inform you.
- Please see here for more details regarding help paying for childcare- <https://www.childcarechoices.gov.uk>
- We do not have the facility to make payments over the phone.

Contract booking: If you choose to begin a contract with us, your fees will be due 1 month in advance. Your invoice will be issued on the 20th of each month and the invoice must be paid by the 1st of the following month. *Example: you will receive your 1st invoice on 20th November for contracted sessions in December, payment must reach us by 1st December.

Ad hoc booking: Ad hoc bookings are allocated according to live availability and therefore once you have submitted a booking payment is due immediately. Childcare voucher and tax-free childcare payments will be expected within 3-4 days to allow time for processing

How to register and book sessions: To use the club you must first create an account online via this link: <https://creativekidz.kidsclubhq.co.uk/cust#/auth>. Once registered you can book sessions of your choice at your convenience *subject to availability. Please note: Availability of sessions is not guaranteed until the booking is confirmed by email. **Please note-Booking will open on 18/11/2019.**

We offer parents and carers the choice of two different booking formats:

1. The **contract** method allows you the security of long term guaranteed sessions.
2. The **Ad hoc** method allows you the flexibility of being able to book sessions as and when you need them, Sessions can be booked up until 30 minutes before the start of a session.
You could also combine the two by having a contract for days you wish to use regularly and top up with ad hoc sessions if required.

Meet and greet – We would like to invite you join us at our “meet and greet session” on **Thursday 28th November from 7.30am to 9.00am** where we will provide you with all the information you need. We will also take this opportunity to share our ethos and discuss your family’s individual requirements. If you are unable to attend the event and have questions for us, then please feel free to contact us using the details above.

We encourage you to look at our [website](#) where you will find lots more information regarding our services, and we look forward to meeting and getting to know you and your family.

Yours faithfully

Brian and Kelly Keeling- Directors

Our Motto: **Together we make your child Stronger!**