

**Information  
For  
Parents**



Castle Kids Club  
The Campus  
Highlands Lane  
Weston-super-Mare  
BS24 7DX  
Tel: 01934 427427

## Castle Kids Club

**Welcome to Castle Kids Club! We hope that you find this information booklet useful and that you and your child(ren) will enjoy the time you spend with us.**

The Club was set up in January 2006 and since then has successfully provided after school care between 3.15pm and 6pm for children aged from 4 to 11 years old. Whilst the majority of children attending are pupils from Herons' Moor Community Primary or Baytree School, the Club is open to children from schools in the surrounding areas.

A breakfast Club is also available from 8am until the start of the school day.

The Club is based within the grounds of The Campus and has access to the many facilities available, including those within Herons' Moor Community School and Baytree School. Children are collected from their classrooms at the end of the school day and taken to The Club by a member of Club staff. You can rest assured that your children will receive quality care provided by qualified and enthusiastic staff in a safe, secure environment.

During each session the children will receive a light, healthy snack. **As such it is important that we have, in writing, details of any food allergies or intolerances that your child(ren) may have so that we can ensure their safety at all times.**

Each session also provides the children with the opportunity to discuss their day with the rest of the children and the play workers. The children will be able to take part in energetic play along with some quiet time to relax. We also aim to provide plenty of social and academic support for the children.

The Club has been set up, and runs with, the full support of Herons' Moor Community School Head teacher Mrs. Julie Fox, The Campus Manager Mr. Paul Hillman and North Somerset's Senior Childcare Development Worker, Andrea Dennis.

## Our Ethos

**At Castle Kids Club we aim to work on a 'child centered' basis, ensuring that the welfare and best interests of the child are at the core of all our aims and practices. We aim to be an inclusive club allowing opportunities for all children.**

We want to ensure that activities are set up to cover all aspects of the child's development. However, we do encourage independence and the children are aware that any activity or equipment that The Club has is available to all.

Everything we do within The Club is underpinned by the recognition of the vital concept of the 'Values of Play', especially after they have spent a long day working hard at School! Therefore, children are never forced to do things like homework, although we do provide time and support if they wish to do so.

We ensure that the level of staff interaction is appropriate for each child, taking into consideration their age, ability and developmental stage. The children have plenty of time to play independently of an adult, initiating their own activities.

All staff work under the knowledge that every child is individual and they will be treated as such.

## Attendance and Fees

- Fees for attendance to each session (3.15pm-6pm) are £7.75 for your first child, or £5.75 for every sibling. No refund will be given if the full session is not attended.
- All children must be registered with the Club before their first attendance for which a fee of £20.00 is payable.
- There will be a penalty charge of £5.00 for every 15 minutes for late collection beyond 6pm.
- Refunds are not available for absence with less than 48 hours notice as costs are still incurred.
- **Fees should be paid in advance of attendance at the beginning of each term.**
- Cheques should be made payable to **North Somerset Council**
- Places can be booked for regular use on one or more days each week. For this we ask parents to complete a booking form each term to confirm days required. Alternatively the Club can be used on a more one-off basis, subject to availability providing that the child is already with The Castle Kids Club. **Payment for these one-off sessions must be made on the day.**
- If a child is unable to attend a session the play leader must be informed before the end of the school day by contacting The Campus who will notify The Play Leader.
- If the regular parent/carer is unable to collect their child from the session, the Play Leader must be informed of who will be collecting them and that person **MUST** use a password.
- We ask all parents/carers to sign for the collection of their child.
- No child will be allowed to leave the premises with an unknown person.

# **Castle Kids Club**

## **Sick Children Policy**

Since children are coming to club from school it is unlikely that they will be ill on arrival as the school should have taken steps to avoid the spread of infectious illnesses.

If a child does become ill during a club session the Play leader will contact their parent/carer/emergency contact and ask them to collect their child immediately. In the event that no-one is available to collect the child the Play Worker should stay with the child and an emergency member of staff should be found to ensure ratios are maintained. The play worker will continue to attempt to contact the child's parent/carer.

Children who have suffered from a tummy upset/sickness need to be excluded from club for 48 hours from the time that they were last sick.

In accordance with Children's Act regulations, the Play Leader will notify Ofsted of any child in the club that is known to have an infectious illness. A list of notifiable infectious illnesses can be found in the operational plan and also on the notice board in room 3.

The Play Leader must notify the parent/carers and staff of any notifiable infectious illness that has been experienced in the group.

## Complaints Policy

At Castle Kids Club we aim to provide you with the best possible service we can deliver. However, if there is an area where you are dissatisfied please tell us. Unless we know, we are unable to put it right!

In the event of needing to make a complaint, we have a procedure in place to ensure that your complaint is dealt with professionally and efficiently.

If you need to make a complaint:

1. Approach, or make an appointment with, the Play Leader who will complete a complaints record and deal with the issue as soon as possible. We will carry out an investigation into your complaint and provide you with an account of the findings of the investigation within **20 days** of receiving your complaint
2. If this is not possible or you are still dissatisfied, a complaint can be made to the Chair of the Committee.
3. If neither of these responses provides you with a satisfactory response, or you are still dissatisfied, please then put your complaint in writing to  
Ofsted National Business Unit  
Royal Exchange Building  
St Anne's Square  
Manchester  
M2 7LA

Tel: 08456 40 40 40

Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

We will keep a record of any complaints within the complaints log for a minimum of 3 years

***All complaints will be dealt with in the strictest of confidence***

## Castle Kids Club Daily Routine

*Please note that this routine is to be used as a guideline only. We would like to let the club be as child-centered as possible, and this includes allowing the children to decide what happens. For example, some days they may choose that they would like to have an activity before they have their snack, especially during the winter when it gets dark early.*

1. Collect children from YR, Y1 & Y2, and any from the higher years who may not know they are due to come or are new to the Club. Children must make sure that they place their coats and bags tidily on the storage areas to ensure that they do not possess a tripping hazard
2. All children to wash their hands before circle time
3. Children help themselves to fruit from the bowl
4. When all children are seated at the table the register is taken
5. Circle time – all children are asked about their day and given an opportunity to air any problems or concerns they may have
  - There are to be no toys at the table during circle time and all children should listen to each other in turn. This is a time for being respectful to each other and to value everybody's opinion and thoughts
6. Children now line up sensibly for their snacks. Whilst we encourage them to help themselves and be independent there needs to be control of some kind to ensure waste and accidents are kept to a minimum
  - Children are allowed 1 milk shake, and then squash or water. They also have a choice of bread-items such as toast, crumpets and muffins and can also have a bowl of cereal. ALL children must help with tidying up the food tech room and clearing away the food and equipment
7. Children are involved in the decision about which activity will be done that afternoon, with a vote being taken if necessary
8. At approximately 4pm the activity begins, this can be using the adventure play and outside areas (not to use any of the nursery equipment), the sports hall, main hall, soft play equipment, ICT suite or arts & crafts room
9. At approximately 4.55pm children should assist in clearing away any equipment that they have used and then return to the food tech room to collect their belongings (unless they are in the ICT suite, in which case they will already have their belongings with them)
10. We now move to room 3 in The Campus. Children should be reminded that when walking through The Campus they need to walk and remain polite, quiet and sensible.
11. Children must place their coats on the coat stand and their bags, lunchboxes etc. on one table in a corner. This is to ensure that none of their belongings could block the exit or be a tripping hazard
12. Staff are to set up a designated area for swing-ball and for quiet time or book corner

13. In room 3 the children can choose which activities they would like from the cupboard, but are not to go into the cupboard themselves as shelves are staked quite high
14. Water will be served to the children, who should be reminded to take on plenty of liquid, especially after doing physical play or during hot weather
15. Children should be encouraged to tidy away toys before they go home, and tidy as they go
16. Children will be collected by parents by 6pm, parents must sign the register to confirm that they have collected their child(ren) and also put the time that they have been collected.

## **Further Information**

The Castle Kids Club follows a comprehensive range of Policy and Procedures which includes;  
Behaviour

Complaints

Fire Procedures

Inclusion

Lost Child

Medication Administration

Safeguarding and child protection

Uncollected Children

Please ask if you would like copies or if you would like to read them in a different language or format. The Policy and Procedure file is available to parents in Room 3, along with our parents information folder and display boards. (Our Operational Plan is currently being updated but please ask a Club staff member if you would like any further information).

If you have any other queries or questions about anything to do with The Castle Kids Club please do not hesitate to ask one of the members of staff who will be happy to discuss these with you. Outside of The Club hours, please contact The Campus who will be able to help you or pass your message onto the Play Leader.

Our Play Leader is happy to answer any questions you may have and should be notified of any change of details regarding your child(ren) or of any absence from the Club. The Play Leader can be contacted via The Campus on 01934 427 427.



## REGISTRATION FORM-CASTLE KIDS CLUB

Children who attend Castle Kids Club must be registered before their first session. A separate registration form must be completed for each child.

Registration fees are £20.00 for 1 child, or £30.00 for 2 or more children.

Name of child \_\_\_\_\_

Date of birth \_\_\_\_\_

Name of parent/s with whom the child lives

1 \_\_\_\_\_

Does this parent have parental responsibility? Yes/No (delete)

2 \_\_\_\_\_

Does this parent have parental responsibility? Yes/No (delete)

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Name of parent with whom the child does not live

3 \_\_\_\_\_

Does this parent have parental responsibility? Yes/No (delete)

Address of this parent \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Does this parent have legal access to the child? Yes/No (delete)

### **Emergency contact details**

Parent 1 - Work/daytime contact number \_\_\_\_\_

Mobile \_\_\_\_\_

Parent 2 - Work/daytime contact number \_\_\_\_\_

Mobile \_\_\_\_\_

Emergency contact when parent is unavailable

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

**Persons authorised to collect the child**

Name \_\_\_\_\_

Relationship to child \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Name \_\_\_\_\_

Relationship to child \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

**Personal details of child**

Does your child have any siblings or close relations that it would be useful for us to know about?

Does your child have any special dietary needs or preferences? Yes/No (delete)

Does your child have any health needs or preferences? Yes/No (delete)

How would you describe your child's ethnicity or cultural background?

Are there any festivals or special occasions celebrated in your culture that your child will be taking part in and that you would like to see acknowledged and celebrated while he/she is in our setting?

What language(s) is/ are spoken at home \_\_\_\_\_

If English is not the main language spoken at home, will this be your child's first experience of being in an English-speaking environment? Yes/No (delete)

If so, discuss and agree with the key person how you will support your child when settling-in

Does your child have any specific needs or disability? Yes/No (delete)

Details

---

What special support will he/she require in our setting?

---

What other information is it important for us to know about your child? For example, what they like, or what fears they may have, any special words they use, or what comforter they may need and when

---

---

---

**Names of professionals involved with child**

Doctor's Name	_____	Surgery	_____
Address	_____	Telephone	_____
Name 2	_____	Role	_____
Agency	_____	Telephone	_____
Name 3	_____	Role	_____
Agency	_____	Telephone	_____
Do you have a health visitor?		Yes/No (delete)	
Name	_____	Based at	_____
Telephone	_____		
Does your family have a social care worker for any reason?			Yes/No (delete)
Name	_____	Based at:	
Telephone	_____		

What is the reason for the involvement of social care department with your family?

---

**To be completed by the key person/manager**

Date starting at \_\_\_\_\_ (name of setting)

Days and times of attendance \_\_\_\_\_

Are any fees payable? If so, note here \_\_\_\_\_

Name of key person \_\_\_\_\_

Name of back up key person \_\_\_\_\_

Has the settling-in process been agreed? Yes / No (Delete)

If so, detail \_\_\_\_\_

---

I consent for my child to be taken out as a part of the daily activities of the setting. I/We understand that our further consent will be requested for major outings.

I consent for the staff to take my child to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary on the understanding that I/we will be informed at the first possible opportunity.

Signed by

Parent 1

Parent 2

Key person

Manager

Date

Date or first review



The Campus  
 Highlands Lane  
 Weston super Mare  
 North Somerset  
 BS24 7DX

Tel: 01934 427427

## Castle Kids Club –Session Booking Form

As we are increasing in numbers I would be grateful if you could book your child in for the whole term, unless using the Club on a 'drop-in-' basis.

Child's Name \_\_\_\_\_ Age \_\_\_\_\_

Child's Class \_\_\_\_\_

	Monday	Tuesday	Wednesday	Thursday	Friday
Week commencing					

Additional sessions can be booked on a one-off basis subject to availability and can be paid for on the day.

Fees for each session are £7.75 for the first child, and £5.75 for each sibling (i.e. 2 children would be a cost of £13.50 per session).

Any cheques should be made payable to North Somerset Council.

**Payment**

Cash/chq/card:.....

Amount:.....

Staff initial:.....

Date:.....