



Play - Create- Engage - Inspire

All clubs

Parents' Handbook

ABOUT KIDS R US CLUBS

Kids R Us is a group of Out of School Clubs providing quality play care before school, after school and during the holidays for children and young people aged *3 – 12 years. The breakfast clubs are open from 7.30 until 9.00am and the after-school clubs from 3.00 to 6.00pm weekdays, during term time. Holiday clubs run from 7:30 or 8.00am (depending on site) to 6.00pm in every school break including Christmas.

We have 4 clubs based in and around Cambridge; Fulbourn, Milton, St Laurence's and St Matthew's.

The clubs provide a caring and fun environment with play opportunities designed to promote personal, social and physical development of the children we care for.

*Children under school age will be offered a trial to see if the club is the right environment for them. You will receive a separate letter for this. This is to ensure they are comfortable and can settle with us.

Aims

At Kids R Us we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care. Our staff all have years of experience in play work with children and understand how important play is to children's social and emotional development. We are proud supporters of the innate need to play in an environment that is child led. We have a strong ethos to have good communication between parents, children and school to create strong partnerships for the best interests of the children we care for.

What we offer

Our Clubs follow the Play work Principles, so the children are free to choose activities and resources as they wish. We provide activities for all types of play experiences and types. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, physical play, cookery, and reading. In addition, other resources are available for the children to select from our equipment cupboard. We also prepare and plan one indoor group activity and one outdoor group activity they can choose to participate in daily.

We follow the EYFS Framework for early years and all new reception children will be given a key worker and parents will be fully informed of their child's development. We will also communicate with their teachers and work in close partnership to ensure that they receive the best possible start.

What we provide

The food we provide at the Clubs is not intended as a substitute for the main evening meal. We provide healthy snacks, including fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

Staffing

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked and receive appropriate child protection and First aid training. We maintain a staff/child ratio of 1:10 for children under the age of eight, and a ratio of 1:15 for children over the age of 8. However, we always strive for a 1:8 ratio.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the manager of your club (contact details are at the back of this Handbook).

Organisation

Kids R Us is run as a private business, employing 33 staff members in four clubs and an office. We enjoy a close working relationship with the schools and parents in order to ensure continuity of care, and to maintain good communication links. The club director enjoys a close relationship with all clubs and visits them all at least once a week to ensure the quality of care in all the clubs as well as to know all of the parents and children we care for.

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 consult at all times.

TERMS AND CONDITIONS

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 the club Manager 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 who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

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

Registration is done online via kidsrus.magicbooking.co.uk. You can use the link in our website www.kidsrusoosc.org

Re-enrolment for September is required at the beginning of the summer term. We cannot keep a place open for your child unless you complete a new registration for the upcoming year.

Payment of fees

The current fees are:

	Cambourne *	Fulbourn*	Milton	St Laurence	St Matthew's
BC	£5.00	£5.00	£5.00	£5.00	£5.00
AS 6pm	£11.50	£11.50	£12.50	£11.50	£12.00
Early Wednesday 1:30-3:30	n/a	£7.00	n.a	n/a	n/a

BC: Breakfast Club

EW: Early Wednesday

Updated
4/3/2020

AS: After-school Club

HC: Holiday Club

*These clubs have a discounted rate for half sessions, please contact the club for more information.

From September 2021

	Fulbourn*	Milton	St Laurence	St Matthew's
BC	£5.25	£5.25	£5.25	£5.25

AS 6pm	£12.00	£12.50	£12.00	£12.25
Early Wednesday 1:30-3:30	£7.50	n/a	n/a	n/a
HC Core day	£23.00	£23.00	n/a	£23.00
HC full day	£30.00	£30.00	n/a	£30.00

BC: Breakfast Club

EW: Early Wednesday

Updated
26/09/2019

AS: After-school Club

HC: Holiday Club

*These clubs have a discounted rate for half sessions, please contact the club for more information.

Fees are payable in advance by card payment, bank transfer or childcare vouchers.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday. This is due to costs for staff, rent and resources are planned in advance.

Please ensure that fees are paid promptly. Late payments are subject to a 10% charge and continuous late payment will result in the loss of your child's place. If you are having difficulty paying fees, please speak in confidence to the Manager.

Cancelling your place and changes to days

You must give us one month's notice of termination.

We also require one month's notice for changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

We do not accept cancellation of odd days, it must be a full cancellation. This is due to bookings being contractual.

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 the school does not automatically pass this information on to us. 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 following week, please try to let the Manager know, it really saves us time searching. 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.

Holiday Club

Details of holiday clubs, including activity plans, are sent out regularly. If your child does not attend the school and you wish to receive a copy of the newsletter, please let us know and we will be happy to put you on our mailing list.

A full day is £30.00 and a core day is £23.00.

We accept children from any school for our holiday clubs.

Summer Holiday club is open to all incoming reception children as well.

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 meal times, collection, toilets), and introducing your child to the staff and other children.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff collect children from school and escort them to the Club. A register is taken when children arrive in our care, a member of our staff will sign out your child each day when you collect them.

We expect that your child will normally be collected by the people you have named on the 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. Normally you will have a password set up.

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6.00pm, if you are delayed for any reason please telephone or text the Club to let us know. You will not be charged if you have informed us and it is before 6.10pm. If you do not and you are consistently late, a late payment fee of £1.00 per 1 minute will be charged if you collect your child after the Club has closed and you have not informed us. The payment will go to staff that have stayed late.

If your child remains uncollected after 6.30pm [i.e. 30 minutes after your club closes] and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will and must legally follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. 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.
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of harassment in the protected characteristics.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or 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.

Our staff training programme includes specific elements relating to children with special needs.

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

GENERAL INFORMATION

Behaviour (children)

Children and staff have created club agreements for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, which is followed if we need to.

The Club promotes the ethos of care, consideration and respect for everyone attending children, staff and visitors.

We encourage appropriate behaviour through praise for good behaviour, emphasis on cooperative play and sharing, 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 challenging behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to 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 immediately. 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. This is an absolute last resort. See our **Suspensions and Exclusions Policy** for full details.

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 **Aggressive 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 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. See our **Illness and Accidents Policy** for more details.

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 are trained in Paediatric 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. For full details see our **Illness and Accidents Policy**.

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 **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

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

Verbal complaints will be brought to the next staff meeting for discussion and action.

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 quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

	Phone	email	Manager
Fulbourn	07502293281	fulbourn@kidsrusoosc.com	Tracy
Milton	07496102226	milton@kidsrusoosc.com	Diana
St Laurence	07412454674	stlaurence@kidsrusoosc.com	Richard
St Matthews	07428187477	stmatthews@kidsrusoosc.com	Lucinda
Office	01223451050	office@kidsrusoosc.com admin@kidsrusoosc.com	Amanda (0792004687 ICE) Beth

Company Director	N/A	poppy@kidsrusoosc.com	Please email me in case of issues or problem and I am always happy to help.
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Booking	kidsrus.magicbooking.co.uk
Website	kidsrusoosc.org
Instagram	kidsrusoutofschoolclub
Facebook	Kids R Us Out of School Club
	Kids R Us Fulbourn
	Kids R Us Milton
	Kids R Us St Laurence
	Kids R Us St Matthews