



# Parent Information Pack

Registered in Cardiff  
No. 5823797  
Registered Office: Manor Way  
Langtoft, Peterborough  
PE6 9NB

  
**Parent Information Pack**

**Welcome to PlayZone Kids Club!**

PlayZone Kids Club Ltd offers childcare for 4-11 year olds before and school and during the school holidays.

We intend to create a warm and friendly place which the children look forward to being a part of.

Please read this booklet carefully as there are some important details about the club.

**Aims and Objectives**

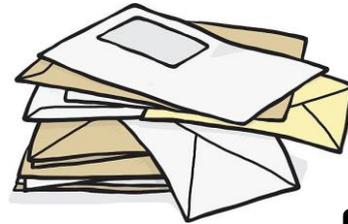
- To provide good quality childcare before and after school and during the school holidays
- To offer a wide variety of activities for the children in our care. These will range from a number of organised activities such as art and craft, themes for special occasions, cultural festivals and playground equipment, to a selection of computer games, play equipment, games and toys available on a daily basis.
- To provide suitably qualified staff who will ensure the safety of your children whilst in our care. A member of staff trained in first aid is on site at all times. To operate at a 1:10 ratio of staff.
- To offer staff training to all staff members and placements for childcare students
- To strive to promote ethnic and gender equality, giving the children the opportunity to participate in the activities of their choice. We will avoid stereotyping.
- To provide parents with peace of mind, knowing that their children are being offered quality care in a homely environment.
- To ensure our policies and procedures are followed and assessed for their effectiveness
- To provide a safe, secure and creative environment for children to develop emotionally, physically, intellectually, creatively and socially.

**A day at the PlayZone Kids Club**

As each child arrives, they will be welcomed into the club and their attendance logged into the registration log for fire drill purposes. School bags and coats will be hung up. Each EYFS (Early Years Foundation Stage) child will be given a peg. Older children can use the cloakroom and shelves. We have a self-registration board and children are encouraged to use this daily.

### Money/Mail

Any money or letters may be handed to the play leader/worker to pass to members of the school, for example replies to school letters etc.



### Medicine

If a child requires prescribed medication, the parent/carer is required to complete a medication consent form. This should be handed in to a senior member of staff

Prescribed drugs will only be administered during club times if applicable to treatment. See our Administering Medication Policy.



### Activities

The children have a range of both stimulating and quiet activities to choose from. Children are encouraged to help plan all our activities. A booking facility is operated with the computer games, restricting use to 10 minutes per child.

### Refreshments

All the children will be offered refreshments at the after school session and two snack helpers are chosen to help prepare snack.



### After school clubs

Parents must notify PlayZone of children attending after school activities. The children will then be collected by a member of staff at an appropriate time from the after school club.

### Leaving the club

When parents arrive to collect their children, the staff sign the child out in the registration book, with a time of departure. If at any time the child has had an accident it will be reported to the parent at this time. The accident will be logged in the appropriate book and countersigned by the parent.

### Alternative Adult collecting the child

If the child is going to be collected by an alternative adult, this instruction must be given when the child is dropped off in the morning or by telephone during the day. All parents/carers should provide PlayZone with two emergency contact numbers, these should be written on their registration form.

### Dissatisfaction

If any parent is dissatisfied with any service provided by the club, they should report it to the Play leader or Directors. If you still feel that you have a grievance then you should inform Ofsted Early Years, Piccadilly Gate, Store Street, Manchester. M1 2WD. Telephone; 0300 123 1231



### Activities

The children will have the choice of many activities. The staff will plan different programmes of activities for the children. Sometimes these will be connected with special events such as Christmas, Easter, Mother's Day, Fathers Day, and Bonfire Night.

There will always be:

- A variety of board games
- Jigsaws
- X box & Wii games
- Television and DVD equipment
- Books
- Computer access
- Arts and Crafts
- Outdoor game provisions (equipment)



### Child Induction

PlayZone Kids Club Ltd welcomes children attending Langtoft School into the club after registration.

All staff will be aware of the child's individual needs at any one time.

Staff will be aware of a settling in period and will try to help by showing the child all the activities within the club. If necessary, one-to-one quality time will be given to assist with the child's transition into the club. The Play Leader will liaise with parents/guardians and Early Years Foundation Stage (EYFS) children will be allocated a Key Person

The key person for your child can be contacted by telephone at the club, or by email: [keyworker@playzonekidsclub.co.uk](mailto:keyworker@playzonekidsclub.co.uk)

Children will be allowed to integrate at their own pace and not forced to comply with activities.

### Admission Policy

All children attending Langtoft School are eligible to use the club before and after school and during the school holidays. Priority will be given to siblings and to anyone requiring a full-time place.

We will endeavour to accommodate anyone requiring a permanent part time place. However, these places will be subject to review should permanent full time places be required.



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There will be a waiting list once all places have been allocated which the play leader will hold. The list will be administered in date-registered order. The number you hold on the list will depend on the date you registered your place, rather than the date you require the place.

### EYFS Policy

Playzone can accommodate children from when they attend Langtoft Primary School Foundation stage class. However, it is important that the needs of these very young children are met appropriately for their stage of development. We suggest holiday days during Summer, if the child is already 4 years old.

We have dedicated members of staff responsible for the care of these younger children. Each child in the age group will have a Key Person to ensure that they get the most out of their time at PlayZone. The Key Person will liaise with parents/Carers and the school staff to ensure the best care for your child.

The Key Person will always escort the younger children to the classroom and collect them again in the afternoon. This ensures continuity for the children and adults. Any messages can be relayed to and from school.

Our deputy key person is able to cover in the event of the key persons absence. The children are encouraged to develop independent new skills. 'Wow Moments' are recorded and shared with the teacher. At Playzone we encourage parents to be involved in early years. In order to help us do this we use the app, Family. Family is a secure online tool used by many Early Years and Forest School settings. Parents can read, view, like and comment on the observations of the child. This creates a holistic view which grows the children's development. Playzone's confidentiality, safeguarding, camera and mobile phone policies must be adhered to at all times when using the online learning journal system. Regular meetings are also held with the teacher.

Activities are adapted to suit the younger children which will help them to achieve their "Early Learning Goals" in the areas of **Learning in accordance with EYFS**. A copy of Parent's Guide to the Early Years Framework is available from club if required.

### Outdoor Play Policy

It is our policy to encourage Outdoor Play. Staff will do a daily risk assessment of outdoor areas including Play Equipment and Playground. Children are chosen to do their own risk assessments of the play areas outside using pictures. Concerns will be reported to the school. The school gates must be closed when the children are outside, parents must park in the Pavilion car park and are not permitted to park in the school grounds. Staff will ensure the gate is closed before taking the children outside.



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School staff are also reminded to close the gate. Children are discouraged from playing near to the school gates and on the car park. A First Aider will be in attendance at all times when the children are playing outside.

### Sun Awareness Policy

The Sun Awareness Policy is considered when planning all outdoor events. Children are required to wear clothing that covers as much skin as possible. Vest or sleeveless tops do not offer enough protection and are therefore not recommended. Children are required to wear hats. Children who do not have appropriate hats or outdoor clothing are asked to play in the shade. Children and staff are encouraged to wear close fitting, wrap around sunglasses. SPF15+ water resistant sunscreen is available for staff and children's use. Sunscreen is applied at least 20 minutes before going outdoors and reapplied every two hours if outside for long periods



### Health Policy

#### Allergies/Special Needs

Any special needs should be recorded. Dietary requirements can be catered for. See a senior member of staff for details. Allergens are always clearly labelled on our snack board. Prescribed drugs can only be administered on the written authority of the parent/guardian who will be required to complete a medication consent form. Children with asthma will have access to their medication at all times.

#### Illness

If your child becomes ill whilst at the club, one of the staff will contact you immediately to advise you of the situation. It is essential therefore that the club has up to date information and a suitable named contact on your registration form in order to be able to contact the parents during club hours. The club reserves the right to take the child to hospital in an emergency and in the event of parents/carers not being available.



#### Notification of Exposure to Infectious Diseases

This will be done in the form of an emergency newsletter, word of mouth and information on the notice board.

Healthy Eating Policy

Where possible, fresh unprocessed food will be given to the children as these are better for children’s health than processed or refined foods. Health experts agree that children should cut down on fats and sugars and increase their intake of fibre, fresh fruits and vegetables.

PlayZone Kids Club Ltd will make every effort to help promote healthy eating at the club through the refreshments given. This can also be done through the activities held, i.e. the local healthcare expert may be invited in to talk to the children about the nutritional value of different foods and why a healthy diet is important.

Any specific dietary requirements of the children will be adhered to e.g. vegetarian. We follow written guidelines set out by the school food standards. All allergens are written on our snack menu

The Club respects that many cultures have religious grounds for not eating certain foods. Others avoid certain foods for moral, ethical or health reasons.



Breakfast Policy

A healthy breakfast will be provided at a cost of £3.00 per week. 60p per day. Breakfast is served from 7.45am to 8.25am only.

Exclusion Procedure for Illness/Communicable Diseases

If your child is ill, please do not bring them into the club. Exclusion for sickness is 48 hours. All other sicknesses please see the guidelines on the Health Protection Agency Poster displayed in the entrance to the club.

Behaviour Policy

We aim to encourage self-discipline in the children and develop their consideration for each other, their surroundings and property, by praising them and giving acknowledgement of their positive actions and attitudes. In this way we hope to ensure that the children see that we value and respect them.



Club rules are concerned with safety, care and respect for each other. Children will be expected to abide by our rules. Positive behaviour will be praised, and each child starts every day with a ‘clean slate’. Rewards are given in the form of star charts or similar but are not taken away for bad behaviour.

Staff will attempt to focus directly on positive features of the child’s behaviour. Under no circumstances will we accept any member of the club physically or verbally abusing any other club member.

Clear boundaries are set so that children can develop in a safe and secure emotional environment. Any child that is disruptive or aggressive in their behaviour will be asked to move away from the group.

If a child is persistently disruptive or aggressive, a timeout system is used for up to ten minutes. If no improvement is shown the parents/carers will be invited to co-ordinate behaviour with the play leader.

If, after the parent's involvement, there is still no change in behaviour, the parents may be called to collect the child. This could lead to the child being dismissed from the club on a permanent basis as per our Suspension and Exclusions Policy.

If a child is consistently behaving in an unacceptable manner, we will discuss this with the parents. If this fails, the child may be dismissed from the club.

The code of behaviour is discussed in the club from time to time to reinforce rules to the children and to help self-awareness.

### Anti-Bullying Policy

Our provision is committed to providing a caring, friendly and safe environment for all children. Any child in the Centre reporting an incident of bullying must not be ignored. The club has a duty to all children to respond promptly and all incidents to be dealt with effectively.

The child and parents will be informed that this is being taken seriously and an investigation is to be carried out.

The bullied child should be reassured that it isn't their fault.

We will establish the facts surrounding the allegations and ensure that each of the parties are treated alike and dealt with separately.

Parents of the bully and the bullied, key person and the children should be involved in any decision making or action that is taken.

As part of our Behaviour Policy certain types of behaviour are unacceptable and this includes Bullying and it will not be tolerated whether it be verbal, physical or emotional abuse. The procedure on the Behaviour Policy will be followed if an incident of bullying occurs in the Centre.

Everyone involved in the club is responsible for making sure that bullying doesn't happen and if it does occur, then it is their responsibility to inform a member of staff immediately.

Suspending or expelling a child from the Centre will be a last resort and marks the seriousness with which an episode of bullying is viewed. If necessary and appropriate the police will be consulted.



## Safeguarding Children

We work in accordance with The Children Act 1989 Lincolnshire Area Child Protection Committee Code of Practice.

- Welfare of the children attending this group is paramount.
- All staff will be aware of child protection procedures.
- The responsibility for child protection issues within the club lies with the Directors
- Details of the club's child Protection Procedures are available from the club.
- The Directors will be responsible for making a referral to Social Services, Police or NSPCC.
- All child protection concerns will be strictly confidential shared only with those who need to know.
- Advice about concerns can always be sought from Social Services/Lincolnshire Area Child Protection Committee by contacting:



Police Central Unit 0300 1110300  
Lincolnshire Safeguarding  
Children Board 01522 782111  
Out of Hours 01522 782333

The child's welfare is paramount, and any suspicions of abuse should be dealt with immediately.

Where an allegation is made against a member of staff, then the action that will be taken is set out in the Child Protection Procedure.

All staff will attend Child Protection Training and prevent duty training.

The full policy is available on our website: [www.playzonekidsclub.co.uk](http://www.playzonekidsclub.co.uk)

## Staff

- Playleader – Dorinda Unsworth
  - Behaviour Management Practitioner
  - Health & Safety Officer
  - Nominated person for Safeguarding
- Deputy playleader - Tracey Flatters
  - Nominated person for safeguarding
- Playworker Samantha Reave Nominated person for SENCO
  - EYFS Co-ordinator
- Playworker – Izzy Hartley
- Playworker - Sally Haddow

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- Registered Person - Sandra Seal
- All staff will satisfy any DBS and health checks. References will be obtained before an offer of employment is made.
- Ongoing staff evaluation and appraisals will take place regularly.
- Staff will be willing to attend the relevant training courses, at no extra cost to themselves.
- Staff will meet regularly to discuss all aspects of the club and its progress.
- Staff mobile phones are to be kept in the office at all times and only to be used with permission from a supervisor.
- Everyone will be treated with respect and equality and under no circumstances will staff physically or verbally threaten a child. In doing so the staff member will instantly be dismissed.
- Staff will be polite and understanding to all parents and visitors.
- All information will be treated in confidence.
- Staff will abide by all aspects of safety and report any problems that arise. Club policies will be read by all staff regularly and dated and signed that they have done so.
- Staff will ensure that all children are greeted warmly and provided with a safe, stimulating, and homely environment. In or out of the building, the children will be supervised at all times.
- Registers must be kept accurately. The presence of a child should be recorded as soon as they arrive.
- All records must be kept in ink, do not make any alterations by erasing the originals. Mistakes will be crossed out with a single line and initialled.

### Directors

Dorinda Unsworth

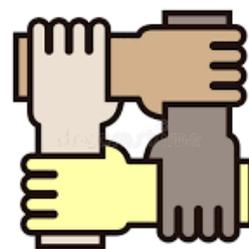
Sandra Seal

In the event of dissatisfaction please contact the playleader or the directors.

### Equal Opportunities

The aims of PlayZone are:

1. To ensure that all the children are welcomed to the club and given the care they are entitled to.
2. To create a positive awareness that everyone is valued as an individual.
3. To raise self-esteem in all children.
4. To ensure that the ethos and atmosphere of the club fosters the respect that is offered to all the children, irrespective of culture, gender, age or ability.



5. Discriminatory language or behaviour is unacceptable and will not be tolerated.

Play leaders should be aware of and sensitive to, the many beliefs and customs practiced by the cultural groups that may be represented at the club. All staff has a responsibility to be seen to be transmitting values of equality and justice. We strive to promote gender equality and all activities are offered to both boys and girls. Staff will avoid stereotyping and all children will be given equal opportunities to participate in activities of their choice

Special Needs

This group recognises that all children have a right to play and that those with special needs may require support in order to participate fully. A named member of staff will have the responsibility for co-ordinating the service offered to a child with special needs and liaise with other agencies when necessary. In order to achieve this we aim to foster an environment where children with disabilities are:

- Seen as children first.
- Fully accepted and integrated.
- Encouraged and enabled to be independent as possible.

To meet the individual needs of children with a disability will involve looking at issues surrounding:

- Access
- Activities (planning and adapting them)
- Staffing levels – making sure they are adequate
- Training – strategy as required
- Resources and equipment
- Challenging stereotypes and promoting positive attitudes amongst children and staff.

Electronic Equipment

The club prohibits the use of cameras, camcorders, mobile phones or any other medium used to make still or moving images without the consent of the Play Leader. Anyone entering the premises will be asked to surrender their mobile phone /camera into the office until they leave.



### Fire

Fire drills should be practiced so that all staff and children are aware of the procedure i.e. routes to be varied and on different days of the week to cover everyone.

Drills will be carried out at least once a term.

The register, contact list, telephone and first aid box to be easily available at all times so these can be taken out

All fire and exit doors to be kept free of obstructions and to be kept shut.

Any recommendations made by the Fire Prevention Officer must be carried out and adhered to.

All firefighting equipment on site must be regularly checked and the date recorded.



### Smoking

There is no smoking allowed on the premises.

### Fees

Parents will have a choice of paying fees either weekly or monthly by completing the registration form. Payment is required in advance.

Payment is preferably received by cheque or online and made payable to PlayZone Kids Club Ltd.

Delay in payment of fees will result in your child being refused entry into the club.

Term time bookings are fixed until terminated in writing, giving at least one month's notice. Places will be charged at full rates even if the child does not attend the session.

Fees charged will be as follows:

Term Time Full Day - £15.00

AM - £6.00

PM - £12.00

Breakfast - £0.60

Hourly Rate - £6.00

Holiday Full Day - £25.30

Holiday ½ Day - £15.60

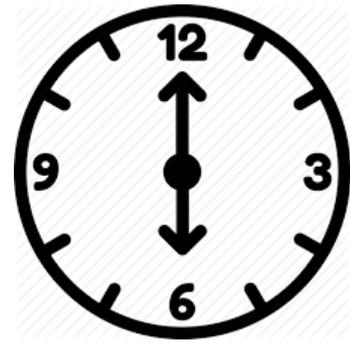
Holiday 10am – 4pm - £17.00

### Holiday Care

Places can be booked prior to school holidays. Once booked, sessions will be charged at full rate even if your child does not attend unless 5 working days notice is given.

Late Pick Up – After 6:00pm

We would appreciate it if you could make every effort to collect your children before the 6.00pm close. We understand that there will be occasions where issues have held you up and hope that you can arrange alternative adult pick up to avoid running over the 6.00pm finish. Please advise the club accordingly. To discourage late pick up, we would introduce a penalty of £10.00. The penalty will be charged for each 15 minute period over the 6.00pm finish time. This is to contribute to the overtime payment we will need to make to our staff for working late.



Visitors

All persons visiting the club at any time must report to a member of staff. Visitors will be requested to sign into the club on arrival and sign out on leaving. Visitors will be asked to place possessions including mobile phones in the office

Volunteers

PlayZone Kids Club Ltd welcomes the opportunity for volunteer help or placements. All volunteers wishing to help in the club at any time must report to a member of staff. Volunteers will be requested to sign into the club on arrival and sign out on leaving. Volunteers must be at least 16 years of age. Volunteers will work alongside club staff and will at no time be left in sole charge of any children during club activities. Volunteers will remain under the guidance of the play leader at all times and will not count in adult/child ratios. Exceptions are made for those wishing to volunteer as part of school based schemes i.e. Duke of Edinburgh or work placements. In this case volunteers may be under 16 years of age and will count in adult/child.



Accident Reporting

Our members of staff hold a first aid certificate, so in the event of an accident, there are always First Aiders on duty.

All accidents or incidents will be recorded in the staff incident book and signed by a member of staff. Details of the occurrence, action taken and all details will be reported to the play leader, who will take appropriate action if necessary.

If necessary, the play leader will contact the parent/guardian of the child concerned to advise them if early collection is thought necessary. Please put emergency contact numbers on the registration form.

If the emergency services are needed, the play leader will organise a copy of all details relevant to the incident to accompany the child.

Parents will receive from a member of staff a full account of any incident involving a child and will be requested to counter-sign the incident book to confirm this.



Partnership with Parents/Guardians

PlayZone Kids Club Ltd welcomes input into the club from any parent/guardian. Queries or questions in the first instance should be addressed through the play leader. Parents will receive a regular newsletter of forthcoming activities.

Parents can contact PlayZone kids club ltd by

Telephone 01778348423

Mobile 07858252207

Email [enquiries@playzonekidsclub.co.uk](mailto:enquiries@playzonekidsclub.co.uk)

Suggestions and Concerns

Any suggestion or concern that a parent may have about PlayZone Kids Club Ltd is welcomed and encouraged.

It should be raised with the play leader or registered person, who will act upon it accordingly.

All suggestions and concerns will be taken seriously and positively. A suggestion box can be found inside the club

All staff, parents and children have the right to be consulted and are free to express an opinion and have that opinion taken into account.

Alternatively, you can contact Ofsted Early Years, Piccadilly Gate, Store Street, Manchester. M1 2WD

Tel: 0300 123 1231

Agreement and Club Rules

General Information

PlayZone Kids Club Ltd is registered on both the Early Years register and The Childcare Register.

PlayZone Kids Club Ltd provides after school activity for children aged 4-11 years of age in a safe, happy environment, supervised by professional, experienced staff.

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The varied programme includes arts, sports, recreational and educational activities. A quiet area is set aside where children can read, rest or complete their homework. Children are supervised by club staff at all times during club hours, until they are collected by their parent (or named substitute). The parent/guardian must give **WRITTEN** permission if they wish a child to go home unaccompanied. Children eligible to join PlayZone Kids Club Ltd during term time are:

- 4-11 year old pupils attending Langtoft School.

Places can be booked for regular use on one or more days per week, OR (subject to available places) occasional/one-off bookings may be made (see fees)

### Fees and Payment

1. Registration Fee of £8.00 per child payable at initial registration
  2. Penalty charge for late collection at the end of the session. £10.00 per ¼ hour
- Cheques should be made payable to PlayZone Kids Club Ltd.

We regret we are unable to offer refunds for unplanned absences as costs are still incurred.

### Sicknesses, Accidents, First Aid and Emergencies

If a child becomes ill during a club session, every attempt will be made to contact one of the people listed on the registration form, to arrange collection of the sick child. The child will be cared for until collected.

In case of a minor accident, basic First Aid will be administered.

In case of an accident requiring more than basic First Aid, every attempt will be made to contact the parent/legal guardian to advise or discuss with him/her the course of action to be taken.

### PLEASE NOTE:

The Registration form contains an **AUTHORISATION** giving the Play Leader permission to act "in loco parentis". **IF THE PARENT/LEGAL GUARDIAN CANNOT BE CONTACTED IN TIME**, the Club Organiser will invoke that authority to take action to gain appropriate medical treatment for the child. **IF YOU DO NOT WISH TO GIVE SUCH AUTHORISATION PLEASE INDICATE ON THE registration form.**

All accidents and emergencies are entered in the Accident/Incident Log.

PlayZone will endeavour to produce documentation in other languages if requested to do so.

**PLAYZONE KIDS CLUB LTD CANNOT ACCEPT ANY CHILD TO ATTEND THE CLUB UNLESS A COMPLETED SIGNED REGISTRATION FORM IS SUBMITTED BY THE PARENT/LEGAL GUARDIAN.**

PlayZone Kids Club Ltd is registered with Ofsted as a day-care facility providing sessional supervised activities for children under 8 years, for a period of 2 or more hours per day. Further details about Ofsted can be given if required. A copy of the Registration Certificate is displayed on the premises.

**PLEASE RETAIN THIS INFORMATION FOR YOUR USE**

To contact the club to advise any change in arrangements (e.g. child's absence from the club, likely delay over collection of a child) or for any other reason, please ring the following telephone number:

PlayZone Kids Club Ltd  
Tel: 01778 348423  
Mob: 0785 825 2207

\* Where parent has been specified above it is deemed parent/guardian

A copy of this parent pack can be available in any language upon request.