



# Parent Information Pack

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



## Parent Information Pack during covid 19

### 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 during this unprecedented time.

### 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 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.
- 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 you arrive on site please phone 01778 348423. A member of staff will meet you by the table. Every child's attendance will be logged for fire safety and NHS track and trace. School bags and coats will be placed under the tables at the side of the club. Please DO NOT enter the setting. Staff will escort your child into club. The school gate will be closed at 8 30 we cannot accept children after this time

### Money/Mail

Any money or letters, for example replies to school letters etc should be kept in the child's belongings.



### Medicine

No prescribed drugs or any other medicine will be administered during club times during the pandemic, apart from inhalers and epi-pens or antihistamines

Please talk to staff regarding treatment



### Activities

The children have a range of both stimulating and quiet activities to choose from. Children are encouraged to help plan all our activities children will be grouped in the following groups:

Years 1&2

Years 3&4

Years 5&6

For term one, Years 5&6 will be outside in our marquee.

Activities will be limited but with lots of outdoor play in their groups.

### Refreshments

Please send children with their own snack as no snacks will be provided by Playzone at this time. (Nut free)



### After school clubs

None run at this time

### Leaving the club

When parents arrive to collect their children, they must adhere to social distancing rules. Please use the right-hand gate and ring 01778 348423 and then follow the path signs to the distance signs on the playground at the bottom of the ramp. Staff will then bring the child to parents pm, and collect the child from parents am. Staff sign the child out in the registration log, with a time of arrival or 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 using distancing rule

### 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 we must **insist** that all contacts are able to collect children in an emergency quickly during this pandemic.

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

There will always be:

- Television and DVD equipment
- Arts and Crafts
- Outdoor game provisions (equipment)
- Indoor games
- Construction



### 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. 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

**No new starters will be taken at this time. To be reviewed in October**

All children attending Langtoft School are eligible to use the club before and after school and during the school holidays. Priority will be given keyworkers children 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 At this time no eyfs children {except siblings} will be given their place due to limiting numbers in our setting**

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



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.



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 in their groups .

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





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 website

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.



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- 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
- 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

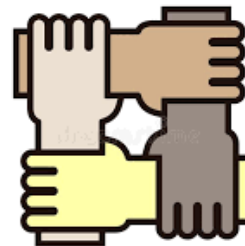
Sandra Seal

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. Except the side entrance

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 online and made payable to PlayZone Kids Club Ltd.

**At this time we will not accept cash or cheques**

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

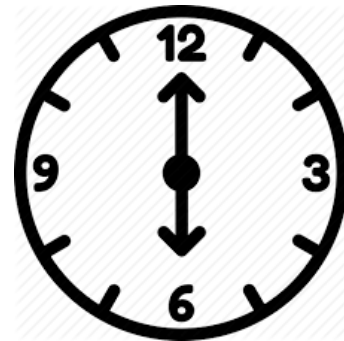
Places can be booked prior to school holidays. Once booked, sessions will be charged at full rate even if your child does not attend unless 5 working days notice is given.

## Late Pick Up – After 5.30pm

We now close at 5.30 pm prompt

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 **5.30pm** 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 5.30pm finish time. This is to contribute to the overtime payment we will need to make to our staff for working late.



## Visitors

Parents are not allowed inside club at this time

All persons visiting the club at any time e.g. tradesmen must do so outside club hrs and must report to a member of staff.

Visitors will be requested to sign into the club on arrival and sign out on leaving and adhere to social distancing .

Visitors will be asked to place possessions including mobile phones in the office

Volunteers

**No volunteers will be in club at this time**

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. **Please bear with us at this unprecedented time.**

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

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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.