



# Stingers Kids Club

## Parents Information

2014

## ABOUT THE CLUB:

Thank you for your enquiry we hope the following outlines the basic information you require about Stingers Kids Club. We are based in the Spitfire Centre and Nursery annex building in Church Road Biggin Hill and have been established there since 1995. We pride ourselves on being one of the borough's longest running kid's clubs. Our sister settings Honeys Nursery and Bumbles Pre-School cater for childcare needs from birth to school age. Siblings have the opportunity to spend time together if they wish before and after school. We have a very friendly and open approach and strong relationships with children and parents alike. We drop off and pick up from Biggin Hill Primary and Oaklands Primary and pick up from Tatsfield School. We also run a school holiday club best suited to children in Infant school. We are registered with Ofsted, our last inspection was June 2010 where we were identified as an "Outstanding" provider; we also hold a certificate in Quality in Play.

### **Mission Statement:**

Stingers Kids Club aims to provide a quality childcare setting which promotes good practice and high standards in line with the Every Child Matters programme; we also follow the EYFS. This is delivered by a professional, friendly team in a caring and stimulating environment, where parents and carers are welcome and included. For the children we provide a safe, secure and relaxed environment where the role of the play workers is to support children in creating a fun space in which they can play. We acknowledge and value the uniqueness of every child.



## Sessions:

**Breakfast club:** Term time 7.30 am to start of School situated in either the main hall or on quieter days in the nursery building. Breakfast is available with choices of cereals and or toast, fruit juice, milk or water. Includes a drop off to School, juniors are escorted to the school gate and a member of staff waits with the infant children until they go in with the teacher.

**After school club:** End of school day to 5.55 pm prompt as the hall is used by other clubs from 6pm. Infants are collected from their classrooms and juniors are collected from a designated meeting point at each school. A snack and drink are provided each day; however **this is not intended to substitute for a main evening meal** that the child may receive at home. We promote independence by encouraging the children to prepare their own snacks and to clear away after themselves.. Fresh drinking water is available at all times. Individual dietary requirements and parental preferences are met wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.



**School holiday club:** 7.30am - 5.55pm situated in the nursery building in a designated area with various session options: breakfast and afternoon tea is provided. You then have the choice of providing a packed lunch (with an icepack if weather is hot) or paying for a freshly cooked hot lunch.

We offer a wide range of activities that incorporate the views and ideas of the children including arts and crafts, board games, books and puzzles, imaginary play, construction, tv, computer, ball games and much more. During their time at the club children are free to choose the play activities they wish to take part in. Outdoor play is integrated within every session as we believe this is central to play learning and development.

**Staffing:**



All session managers hold a level 3 in playwork or equivalent qualification. All playworkers hold some form of relevant childcare qualification and have



undertaken playwork training courses. All our staff have significant experience of working with children, and comply with EYFS requirements for registered childcare. Staffs are expected to undertake professional development training. All staff members are checked through the Criminal Records Bureau, First aid trained, have completed the Child protection awareness programme and hold a food hygiene certificate. We maintain a staff/child ratio of a minimum 1:8 this may be increased subject to the needs of the children on that day, in line with statutory requirements.

Tonia Say: Owner. Elaine Senior Site Manager (Claire or Carol in her absence)

**Stingers Session team:** Amy and Danielle Session managers, Fleur and Amie Playworkers, Carol long serving Volunteer, Bett Breakfast and school escort

	Mon	Tue	Wed	Thur	Fri
Breakfast	Tonia Bett	Tonia Amy	Tonia Amy	Amy Amie	Tonia Amie
After school	Danielle Fleur Amie	Amy Danielle Amie	Amy Danielle Carol Fleur Amie	Danielle Amy Carol Fleur Amie	Amy Fleur Amie

School escort only, Abby, Cheryl and Sandra

Staff also have designated roles:

Claire Wildbore	Special Educational Needs Co-ordinator
Claire Wildbore	Behaviour Management Co-ordinator
Claire Wildbore	Equalities and Inclusion Co-ordinator
Carol Suter	Eyfs Co-ordinator and key worker
Elaine Harding	Fire Safety and First Aid Co-ordinator
Tonia Say	Health Safety and Child Protection Officer

If you have a query or concern please speak to the relevant member of staff.

**Organisation:**

Stingers kids Club is part of Busy Bees Kids Club Ltd set up in 1995, it is run as a private business owned by Tonia Say who employs fifteen staff, eight of whom work in the kids club most have worked in the setting for many years and all live locally. We maintain a close working relationship with all the local schools and local organisations in order to ensure continuity of care for all our children.

**Policies and procedures:**

Stingers Kids Club operates under a number of policies and procedures, copies of which are held at the club and are available at your request. Copies of policies relating to fees, behaviour and admission will be distributed to all users annually.

Our Outside play areas:



**GARDEN**



**THE PARK NEXT TO US**



**FOREST SCHOOL**

## TERMS AND CONDITIONS:

### Admission:

It is our intention to make Stingers Kids Club accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and a waiting list system may be implemented 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 day(s) as a sibling already attending.

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential.

### Payment of fees:

Session	Hours	Fees	Occasional
Breakfast club	7.30am start of school	£6.75	£8.50
After school	End of school till 5.55pm	£13.00	£15.00
Late fee	Per 5 minutes	£5.00	£5.00
School holiday	7.30am-5.55pm	£38.00	
Sibling		£35.00	
School holiday	9am-4pm	£31.00	
Sibling		£29.00	
Hourly		£5.50	
Hot lunch		£2.60	

Fees are payable in advance by cash, cheque, or online. Cheques should be made payable to "Busy Bees Kids Club Ltd" and online account number 40819192 sort code 09-06-66 quote your child's name as our reference.

The price per session per child applies to all children. This is payable for all sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

Bank holidays and professional days will not be charged for and when we close between Christmas and New Year.

Please ensure fees are paid promptly.

If you are having difficulty paying fees, please speak in confidence to the Manager.

### **Changes to days and cancelling your place:**

Four weeks written notice of termination or of changes in attendance must be given.

### **Temporary changes:**

Please remember that we need to know if your child (or children) will not be attending Stingers kids club for any reason. Even if you have informed your child's school.

### **Induction:**

The child and parents/carers will be invited to come and see the club before the child's first day; the club encourages the first attendance not to exceed half a session.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including meal times, collection, children's meetings).

Another child will usually be allocated to act as the new child's mentor for the first few sessions.

### **Arrival and departure:**

Children are collected from school by a member of our staff team and are then escorted to the venue. A register is taken each afternoon and a member of staff signs the child out. A copy of our Collection and Departure Procedure is available from the manager, at your request.

Children should always be collected by a named adult. In exceptional circumstances when it is not possible for your child to be collected by a named person, a password system will be adopted.

The club finishes at 5.55pm prompt, please ensure you have arrangements in place if you are unable or are delayed for whatever reason for your child to be collected and telephone the club to let us know. A late payment fee of £3.00 per

minute will be charged if children are collected after 6.00pm. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

### **Child Protection:**

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We will comply with local and national child protection procedures and ensure that all staff are appropriately trained.

### **Equal Opportunities:**

Stingers Kids Club is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility to the community at large.
- Menus include sufficient variability to provide for the cultural mix of the club's children.

### **Additional Needs/Disability:**

Stingers kids Club will make every effort to support and welcome any child with additional needs and disabilities. We will work in liaison with parents/carers and the relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to children with additional needs and disabilities.

We will endeavour to support all children of all abilities, whilst working within the capacity of the club. Each case will be assessed individually and risk assessed to ensure everyone's safety.

## **GENERAL INFORMATION**

### **Behaviour:**

Children and staff have created rules for behaviour whilst at the club. These are displayed for children to see.

The club also operates a behaviour policy, summarised here. A full copy of this policy is distributed to all members:

Children are expected to respect each other, staff and visitors.



Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

Stingers Kids Club aims to encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

Stingers Kids Club will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour or behaviour intended to result in conflict.

The club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. Stingers kids Club recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of additional needs. We will strive to be flexible in order to accommodate such cases.

#### **Illness:**

We are unable to care for children who are unwell.

Please inform the manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him/her to the club for 48 hours after the illness has ceased.

#### **Accidents and First Aid:**

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. All of our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly.

#### **Medication:**

Please let the manager know if your child is taking prescribed medicine. Please speak to the manager if medication needs to be administered during club time.

#### **Complaints Procedure:**

Stingers kids Club is run for the users. We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to 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 receiving the complaint and a full written response will be within a month of receipt.

A full copy of our complaints procedure and policy is available on request.

## **PLEDGE TO PARENTS/CARERS:**

Stingers kids club values our relationship with parents/carers and we are committed to working in partnership with you to provide top 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, menus, 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.
- 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**

Stingers kids club,  
C/O Spitfire Youth Centre,  
Church Road,  
Biggin Hill,  
Kent TN16 3LD

**Club mobile number: 07889361200 (Please leave a voice message if there is no reply.)**

**Ofsted Registration No: 137382**

### **Club Staff**

**Owner:** Tonia Say  
**Manager:** Amy Say  
Danielle Frost

**Playworkers:** Amie Smith  
Carol Winship  
Fleur Steer

### **Early Years and Childcare Service:**

3<sup>rd</sup> floor,  
Central library,  
Bromley,  
BR1 1EX Tel: 0208 4640276

**Ofsted:** Piccadilly Gate  
Store Street  
Manchester M1 2WD Tel: 0300 123 1231