Stortford KidsOut

Parent Handbook

2025/2026

ABOUT THE CLUB

Stortford KidsOut is registered with Ofsted in two settings in Bishops Stortford.

Birchanger (Registration No EY537294),

Summercroft (Registration No. EY272103)

The clubs are open from 7:30 hours to 9:00 hours and 15:00 hours until 18:30 hours weekdays, during term time. We also offer holiday care from 08:00 to 18:00 hours from Summercroft KidsOut premises.

You can download our latest inspection reports here:

Summercroft Inspection Report

https://reports.ofsted.gov.uk/provider/16/EY272103

Birchanger Inspection Report

https://reports.ofsted.gov.uk/provider/16/EY537294

The Out of School Clubs are based in each of the respective schools. Birchanger operates from the school hall and uses the outdoor space provided by the school grounds; Summercroft operates from a dedicated building in the school grounds, children have access to the school playground /grassed area to the rear of the building. An additional new building is expected in September 2024.

Aims

At Stortford KidsOut 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.

What we offer

Our Clubs follow the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, painting, craft, board games, construction, computer games, physical play, cookery, and reading. In addition, other resources are available for the children to select or request.

What we provide

The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary allergy / intolerance requirements fully, and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. At Birchanger we allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the table. At Summercroft, a significantly larger club, the children often eat in year group sequence and food preparation is completed by staff in advance.

Breakfast served between 7.30 – 8.30pm Tea: 4 – 5pm (Under 5's in large settings start tea from 3.45pm

Staff

The Clubs are managed and owned by Linda Davies who assumes overall responsibility for the way the clubs operate. Each club has a Club Leader, Co-Club Leaders, Early Years Practitioners who work with children under 5, Playworkers who work with over 8's and Playwork Support Workers who also work with children aged over 8. In addition, we are able to call upon other support staff who work with children to practice certain skills. Our aim is to provide a smooth transition between school and club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:13 for children over the age of 8; mixed age ratio: 1:10

Staff also have designated roles (brackets indicate staff location):

Diane Gould: Club Leader / Special Education Needs Co-Ordinator / Designated Safeguarding Lead (Birchanger)

Carol Wright: Co-Club Leader (Birchanger)

Sally Wright: Club Leader / Designated Safeguarding & Child Protection Lead / EYFS Co-Ordinator (Summercroft)

Michelle Sandford: Co-Club Leader (Summercroft)

Jessica Boyten: Forest School Advisor / Special Educational Needs Advisor (Saplings)

Cheryl Rae: Equalities and Inclusion Co-Ordinator (Saplings)

All staff are Paediatric First Aid Trained (12 hours) the qualification is updated in accordance with regulations every 3 years.

From September 2025, all staff will hold a Level 2 Safeguarding & Child Protection qualification that is updated every 2 years.

If you have a query or concern at any time, please speak to the Club Leader / Co-Leader or report 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 email the club leader (contact details are at the back of this Handbook) or telephone the club direct mobile to arrange an appointment.

Organisation

Stortford KidsOut is run as a private business. We enjoy a close working relationship with each of the schools in order to ensure continuity of care, and to maintain good communication links.

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. Newly Enrolled parents will be given a link / sent attached files via email to the following policies online: Admissions & Fees, Terms & Conditions, Behaviour Management, Complaints and this Club Handbook.

Admission

We provide care for children between the ages of 4 and 12 years, serving the children of the schools we are set up to operate from.

New Parents

New places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Date application is received
3. Greatest number of sessions/hours per week

Existing Parents

To help with the assessment for fairness, we will use where relevant the following criteria:

1. The greater number of sessions required, e.g. 2 children, 3 BC & ASC sessions = 12 sessions
2. The greater number of sessions 'held as waiting' for current year that could not be fulfilled (where relevant)
3. The earliest time / date order for receiving a completed booking form (current year)
4. The earliest time / date order for receiving a completed booking form (last year, where relevant)

See our **Admission and Fees Policy** for more details.

We require a completed set of enrolment forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new booking form. (Please refer to our **Terms & Conditions**)

Payment of fees

The fees vary from club to club. They are available from our website. Fees are payable in advance. We accept most vouchers and we are registered with HMRC for receipt of Tax Free Childcare payments.

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

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being terminated and offered to someone on the waiting list. If you are having difficulty paying fees, please email Linda Davies.

Changes to days and cancelling your place

You must give us ONE COMPLETE CALENDAR MONTH's notice to terminate your place and one month's notice (4 weeks & 1 day) to reduce attendance. If you need to change the days that your child attends for a one-off reason, please contact Linda or the Club Leader.

We try to accommodate one-off changes if we can, but regularly changing each week is not permitted for safety reasons and accuracy of the registers.

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 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. We will call you to inform you that we have not been able to collect your child.

If you know in advance of any days when your child will not be attending during the following week, please inform the **Club Leader / Co-Leader** as soon as possible. In cases of illness or emergency when notice cannot be given, please call the club mobile or text as soon as you can. Contact details can be found at the end of this Handbook.

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 the Club's rules and routines (including meal times, collection, children's meetings), and introducing your child to the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions. This is likely to be an older child.

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

Arrivals and departures

Our staff collect children at key stage 1 from their classrooms and escort them to the Club. Children at Key Stage 2 make their own way to the club from their classroom to the school hall / club room. In the smaller settings, staff continue to meet them from their classroom

A register is taken when children arrive in our care, and we will sign your child in and out each day

We expect that your child will normally be collected by you, the parent or a named person on the enrolment form. If you need a different person to collect your child on a particular day, you must notify us in advance and include a password. *We will not release your child into the care of a person unknown to us without your authorisation and without the matching password, which you are to generate for that single occasion only.*

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

> *Children sometimes complain that you have arrived too early, however, it is essential to understand that once you enter the school grounds and are seen by your child or arrive at the club to collect your child, that you do not leave without them.*

The club finishes at 6.30pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £2.50 per 15 minutes will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 7pm 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 follow our **Uncollected Child 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 different racial origins, religions, cultures and languages found in our 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 racial, religious, cultural, gender/sex orientation harassment.

Special needs

We make every effort to accommodate and welcome any child with special educational and health 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 educational or health needs.

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

GENERAL INFORMATION

Behaviour (children)

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

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We 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

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special educational or health 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. 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 any behaviours intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work there, 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 within 20-30 minutes of the call. Please make sure you have a local emergency contact that can collect if your arrival time is greater than 30 mins.

If your child has had sickness or diarrhoea, please do not send him or her to the Club for 48 hours after the illness has ceased and their appetite has returned to normal. 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 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 immediately if the accident is more serious, for minor cuts / bruises, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Club Leader 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 prescribed medication form** in advance. See our **Administering Medication Policy** for more details. We do not administer non-prescribed medication. Children may not retain medication in their bags or pockets. If a child has an Epipen, we will need to retain one in the club.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to your child's key person, the Club Leader, 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. The same applies to a complaint of a serious nature given verbally either in person or over the telephone.

A full copy of our **Complaints Policy** is sent to all new parents and available on the website.

PLEDGE TO PARENTS

We value our relationship with parents/carers and 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
- 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.
- We will conduct a survey once a year in June for parents and children.
- All children will have the chance to complete a simple questionnaire conducted by staff, towards the end of each term; this enables us to continue to monitor their satisfaction and plan activities appropriate to their developing needs.

CONTACT INFORMATION

SUMMERCROFT PRIMARY SCHOOL

Stortford KidsOut (Summercroft)
c/o Summercroft Primary School
Plaw Hatch Close
Bishops Stortford
Hertfordshire
CM23 5BJ

Club Mobile: 07939463519 (Voicemail available)

Ofsted Registration No: EY272103

OWNER
Correspondence Address:
Linda Davies (KOS)
c/o Saplings Nursery
Waltham Hall Cottage
Bambers Green Road
Takeley CM22 6PF

Linda's mobile:	07943 209 732 (no Voice mail avalable)
Office (Linda or Cheryl Rae, Admin):	01279 851 998
Email for registered parents:	justforparents@stortfordkidsout.co.uk
Admin email	lindavies@stortfordkidsout.co.uk

Club Staff

Club Manager:	Sally Wright (EYE Level 3 / Playworker L3)
Co-Club Leader:	Michelle Sandford (EYE L3)
Early Years Practitioners:	Barbara Robinson (EYE L3)
	Clair del Federico (EYE L3)
	Marion Pink (EYP L2)
Playworkers:	Lorraine Sampford (QTA)
	Nelia Mullins (L2 H&S Care)
	Evie Whitfield (Support Worker, casual)
	Vanessa Macedo (EYE L2)
	Erin O'Hanlon (Support Worker, casual)
Forest School / SEND:	Jessica Boyten (EYE L4 / FSP L2 / SEND)
HR, Equality, Inclusion	Cheryl Rae (EYE L3, L4 Management)

BIRCHANGER C OF E PRIMARY SCHOOL

Stortford KidsOut (Birchanger)
c/o Birchanger C of E Primary School
Birchwood
Birchanger
Hertfordshire
CM23 5QL

Club Mobile: 07496 816411 (Voicemail available)

Ofsted Registration No: EY537294

OWNER
Correspondence Address:
Linda Davies (KOB)
c/o Saplings Nursery
Waltham Hall Cottage
Bambers Green Road
Takeley CM22 6PF

Linda's mobile:	07943 209 732 (no voicemail available)
Office (Linda or Cheryl Rae):	01279 851 998
Email for registered parents:	justforparents@stortfordkidsout.co.uk
Admin email	lindavies@stortfordkidsout.co.uk

Club Staff

Club Manager (Early Years)	Diane Gould (EYE L3)
Playworker (Over 8's)	Carol Wright (EYE L3)
Forest School (Advisor):	Jessica Boyten (EYE L4, SEND, FSP L2)
HR, Equality, Inclusion	Cheryl Rae (EYE L3, L4 Management)

HERTFORDSHIRE

Early Years and Childcare Services

HERTFORDSHIRE

https://www.hertfordshire.gov.uk/services/schools-and-education/childcare-and-advice-for-parents/free-early-education-and-childcare/childcare-and-free-early-education.aspx

ESSEX

https://www.essex.gov.uk/topic/early-years-and-childcare

OFSTED

If you have a Concern:

Email: CIE@ofsted.gov.uk

Telephone: 0300 123 4666

Please contact your local council or call local police on 101 if you're worried about a child who is at risk of being harmed. If the child is in immediate danger, call police on 999

for General Enquiries
Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

Contact Form: General enquiries

Ofsted helpline is open from 8am to 6pm (Monday to Friday).
If you have difficulties hearing or speaking on the phone, you can use the Next Generation Text Service