



Lunch Club Information

Our Mission Statement

By providing high quality care that puts the needs and wellbeing of the children first, Superkids offers an inclusive service where children can play, learn and develop freely in a happy, warm and stimulating environment.

Superkids is an Out of School Club based at John Ball Primary School. We provide a Lunch Club for children attending the Nursery. The Lunch Club provides an excellent introduction for children to eat with others in a happy and social environment in preparation for school. It also gives you the peace of mind that the children are having a great time with their friends and you don't have to worry about picking them up or dropping them off again during the lunch hour if your child is attending both the morning and afternoon sessions at the Nursery, it also means that parents can benefit from a longer morning or afternoon whilst their child attends the lunch club.

Children can attend the lunch club from Monday to Friday (11.30am - 12.30pm) and require a healthy packed lunch and drink for each session. Superkids collect the children from the nursery at 11.30am. We encourage the children to sit together whilst they eat their packed lunch and reinforce good table manners and promote social skills. We assist children with tricky wrappers or bottles and encourage children to eat their lunch so they are ready for their afternoon activities. After eating, the children can enjoy a variety of games and activities which have been selected to enhance the development of children in the Early Years Foundation Stage. Towards the end of the session, the children gather together on the carpet for story time before the afternoon nursery session commences.

The children are supervised at all times by suitably qualified and experienced Superkids staff.

Partnership with Parents

Your needs are very important too and we welcome your feedback and comments on all aspects of the Lunch Club.

Food and Nutrition

The children require a packed lunch. Please note that Superkids has a No Nut policy. Please notify us if your child has any special dietary requirements or allergies.

Fees

Lunch Club sessions: Daily: £ 5.50 (rate per session) or £6.50 per additional / adhoc session. Fees are payable monthly in advance. The payment date is given on the invoice. Fees can be paid by bank online bank transfer or cheques made payable to *Superkids Club Ltd*. Superkids also accept a wide range of Childcare vouchers schemes. Please speak with Jo Murray if you wish to arrange this. Please note that we do not accept cash payments.

Please note that payments cannot be accepted in the playground or given to Nursery staff. We encourage online payments but to make payment by cheque please see Jessica at the Early Years building between 11.30am-12.30pm where you will be issued with a receipt.

Lunch club fees remain payable on your child's set day/s during absence, sickness or personal holidays taken during term time. Fees will be reviewed periodically, and parents will be informed a month in advance of changes.

Notification to change days

Please provide four weeks' notice in writing should you wish to withdraw your child from the lunch club. A period of 1 weeks' notice in writing is required to change days. If you wish to make any changes please put this in writing to admin@superkidsclub.co.uk

Collection

Children can only be collected by adults who are known to staff. If it is necessary for someone else to collect your child, we respectfully request that you introduce them to the staff prior to the collection. We must also have permission in writing from the parent/guardian. The person collecting the child may be asked for identification.

Absence

Please notify Superkids if your child is going to be absent from the Lunch Club. There will be no discount to fees during absence, sickness or personal holidays taken during term time

Accidents & Incidents

Any accidents or incidents involving your child will be recorded in our accident / incident register. You will be asked to sign the written account informing you of the treatment administered or action taken and given a copy for your own records.

Medicine and Sickness

To reduce the spread of illness and infection we request that you do not to bring your child to Superkids if he/she is unwell. Should your child become unwell whilst at Superkids a member of staff will contact you. You will be requested to collect your child only if necessary.

Superkids will administer prescribed medicines at the discretion of the Manager. All medicines must be clearly labelled and parents must complete a Medication Form stating that you are giving permission for Superkids to administer a specific dosage.

Equal Opportunities & Inclusion

Superkids operates an equal opportunities policy where we work towards eliminating discrimination. This will be achieved by promoting positive self image, self esteem and anti-discriminatory practices and by respecting each other's diversity, languages, cultures, beliefs and principles. Should we identify a child with additional needs we will support the child and work closely with parents/carers, the school and other agencies.

Staff

Superkids staff are suitably qualified and experienced and comply with OFSTED regulations, Police checks, First Aid training etc. Staff participate in an ongoing training programme ensuring that best practices are implemented at all times. The Lunch Club is staffed at a ratio of 1:8 and is OFSTED registered and inspected to ensure that the quality of care is maintained to a high standard.

Contacting Us When You Have a Concern:

Superkids aims to provide a high-quality service. However, when things do not go to plan the Club wants to correct the error and learn from our mistakes. If a parent/carer has a complaint about the Club's activity, or the conduct of an individual member of staff, parents/carers are encouraged to speak directly to the Manager who will fully investigate the matter within 15 working days. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

Any complaints received by Superkids will be recorded in detail in a complaints file.

A parent/carer can, at any time, submit a complaint to Ofsted about any aspect of a registered childcare provision. Ofsted will consider and investigate all complaints received. Ofsted can be contacted on Tel: 0300 123 1231 or in writing to Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

Website: www.ofsted.gov.uk/parents

Superkids Contact Details:

Superkids Manager: 07769 263144

Director / Registered Person: Jo Murray 07732 305454

Email: admin@superkidsclub.co.uk

Website: www.superkidsclub.co.uk