



# Holiday Playscheme Prospectus

## 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 Ofsted registered Out of School Club for children aged between 4 and 11 years old. The holiday Playscheme is open during school holidays: Half Terms, Easter and Summer. We are closed during the Christmas holiday. Playscheme activities are based in three locations:

- **St. James Church Hall:** St James Avenue, Beckenham, BR3 4HF (Open 7.30am-6pm)
- **John Ball Primary School:** Southvale Road, Blackheath, SE3 0TP (Open 8am-6pm)
- **Salvation Army Hall:** Brownhill Road, Catford SE6 2HE – a drop off and pick up point only between 8am-8.30am and collection from 5.30pm-6.00pm (to access the John Ball club)
- **St. Mary's Catholic Primary School:** Westgate Road, Beckenham, Kent, BR3 5DE (Open 7:30am-6pm)

Superkids offers children a varied programme of activities and outdoor trips including table tennis, music and dancing, dressing up and role play, table football, cooking and regular arts and crafts features. The sites outdoor play areas enable supervised outdoor activities including football, rounders, relay races, obstacle courses, basketball and volleyball. Outdoor trips may include bowling, cinema, horse riding, adventure playgrounds and many other exciting trips. Please see our booking form for our activities.

Superkids provides a warm and safe environment where children are happy and receive stimulation levelled at their age and development. Children are supervised at all times by qualified and experienced staff.

Each day is packed with fun and stimulating activities. To get the best out of each day children should arrive by 9am and can be collected from 5pm (Catford arrivals: 8am-8.30am and collection 5.30pm-6pm)

Admissions will be based on a first come first served basis. You and your child are welcome to view the club. Appointments can be made by contacting Jo Murray on 07732 305454.

### **Partnership with Parents**

Your needs are very important too. In order to make you feel welcome and part of Superkids you are informed of club activities and information on our parent noticeboard. Superkids also issues periodic newsletters and welcomes your feedback and comments on all aspects of the Club. We are always happy to receive your suggestions and ideas. We may issue a survey from time to time to obtain your feedback on the club so that we can improve the service we offer you and your child. Our policies and procedures are always available for you to view.

### **Partnership with Children**

Children are involved in Superkids decision making as much as possible. They are heavily involved in creating the activity programme and weekly menu for the Club and producing a list of Club rules for behaviour and dealing with bullying. Children are encouraged to share their ideas and to make suggestions on improving the Club.

### **Food and Nutrition** (Breakfast and afternoon snack)

Superkids will provide a nutritious breakfast of wholegrain and multigrain cereals, toast, fruit and yoghurt with juice or milk and for snack, we offer; chicken or ham wraps, noodles, ravioli, crackers with cheese, sandwiches / rolls, toasties, soups, couscous with fruit and vegetables with fresh water daily and treats in

moderation. Snacks will vary each day to ensure your child is offered and can experience a wider range of foods. Foods from different cultures will feature on the snack menu, especially around the time of festivals and as a means of raising awareness of different cultures. Children's independence is encouraged by "self-serving" at snack time.

Children are encouraged to let us know their food preferences and dislikes so that we can endeavour to meet this wherever possible. Please notify us if your child has any special dietary requirements or allergies and we will accommodate their dietary needs. The cost of snacks is included in the club's fees.

### **Fees, Bookings and Cancellations**

**Daily fee: From £22.00 per day** (Some trips may have an admission fee, please see our booking form). The fee increases to £24.00 per day when you book in during Playscheme or fully pay your balance during Playscheme.

**Superkids accept a wide range of childcare voucher scheme. Please e-mail or call Jo Murray if you wish to arrange this.**

**New children to Superkids are required to complete a Registration form.**

For half-terms and Easter Playscheme bookings, payment is required with your booking form to secure your place/s for holiday Playscheme. Any changes to this must be made in writing/email. Some activities may have an admission charge which is pre-booked/paid in advance. This remains payable if your child does not attend on the day. Where applicable, this is shown on the activity programme and booking form. All children and staff attend the outings/activities listed for each day. Staff and children are not able to remain at the hall during outings. Refunds cannot be given for absence or sickness and cancellations are not accepted once Playscheme commences.

For the **summer holiday Playscheme**; a deposit of £110 per child is required at the time of booking (5 days). This deposit pays for your child's last 5 days of Playscheme. Fees can be paid weekly but must be paid in full by the Friday of each week of attendance. All fees must be paid in full by 31<sup>st</sup> August.

Once booked, Superkids will accept cancellation of Playscheme dates up to 48hours before Playscheme commences and will refund you any fees due back to you. After this period there will be no refund for absence or sickness. Any pre-booked activities on that day will also remain payable.

A fee of £10 may be applied to late payment of fees. Payment can be made by online banking, childcare vouchers, or cheques (made payable to *Superkids Club Ltd*). Please note that payments can only be accepted on the premises. Regrettably, Superkids cannot accept cash payments.

Late collection of your child will result in a late collection charge of £1.00 per minute for children who are not collected by 6.00pm. This fee is to act as a deterrent. Recurrent collections after 6.00pm may result in the withdrawal of your child's place at Superkids.

There will be no discount for absence, sickness or personal holidays taken during term time or on booked days at the Playscheme. Admission charges for any pre-booked activities on that day will also remain payable.

Fees will be reviewed annually and parents will be informed a month in advance of any changes. Please provide four weeks written notice should you wish to withdraw your child from the club. You may be eligible for the Childcare Tax Credit to assist with childcare fees. Further information or a claim pack can be obtained from Inland Revenue (HMRC).

### **Collection and Absence**

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 or a password. If your child is going to be absent from Superkids, please notify us by 8:30am. There will be no discount for absence, sickness or personal holidays taken during term time or on booked days at the Playscheme. Any pre-booked activities on that day will also remain payable.

### **Accidents, Incidents and Sickness**

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. You will be given a copy for your own records.

To reduce the spread of illness and infection we request that you do not 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. Please note that children taking antibiotics should not attend Superkids club for at least the first 48 hours in case of allergic reaction. Please see our policy folder for more details.

### **Equal Opportunities and Inclusion**

Superkids operates an equal opportunities policy where we work towards eliminating discrimination based on gender, race, culture, religion, disability, age, marital status and nationality. This will be achieved by promoting positive self-image, self-esteem and anti-discriminatory practices, by respecting each other's diversity, languages, cultures, beliefs and principles. Should we identify a child with any additional needs we will offer support to the child and work closely with parents and other relevant agencies.

Superkids is committed to taking proactive steps to ensure that we provide a safe and caring environment that is free from discrimination, ensuring equality of opportunity and supporting children who are disabled or non-disabled or with additional needs. Superkids believes that children with disabilities or additional needs have a right to play, learn and be able to develop to their full potential alongside other children and as such will have access to the same facilities, activities and play opportunities as their peers with reasonable adjustments where necessary.

### **Staff**

All staff are suitably qualified and experienced with Police checks (DBS). Staff participate in an ongoing training programme ensuring that best practices are implemented at all times. The club is staffed at a ratio of 1 adult to 8 children. Superkids is OFSTED registered and inspected to ensure that the quality of care is maintained to a high standard. Members of staff are required to conduct themselves at all time in a professional, courteous, helpful, warm and consistent manner and staff will dress appropriately for working with children and with regard of health and safety issues.

### **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. 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 and respond within 15 working days. The response will include recommendations to rectify the complaint and 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 4666 or in writing to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

### **Superkids Contact Details:**

**Catford Club: 07782 645 060**  
**John Ball Club: 07769 263 144**  
**St. James Club: 07886 076 494**  
**St. Mary's Club: 07557 734 432**

**Director / Registered Person: Jo Murray 07732 305 454.**  
**Email: [Superkids@btconnect.com](mailto:Superkids@btconnect.com)**  
**Website: [superkidsclub.so.uk](http://superkidsclub.so.uk)**

**Registered no. 8218092**  
**Registered office: 20 Nyon Grove, Catford, London, SE6 4EU**