




SMARTKIDZ
Play and Learn Ltd.



PARENT HANDBOOK

www.smartkidzplayandlearn.co.uk

"Smartkidz play and learn is a space for a child led community. We believe that the children are the masters of play and should be free to do this with little, if any, adult intervention. Play is always seen through the eyes of a child and adult intervention is decided by using a clear set of theories and techniques to keep play flow at its optimum"

ABOUT THE CLUB

Smartkidz Play and Learn Ltd is registered with Ofsted, and is based in Ridgefield Primary School. The club is open, weekdays during term time, from:

After school club: 3:15pm to 6:00pm

We also offer holiday care from 8:00am to 6:00pm (we are not open over the Christmas break).

Our after school and holiday club is situated in a room within Ridgefield Primary School and has access to a grassed area, paved playground and school field.

Organisation

Smartkidz Play and Learn Ltd is a privately run company, employing 20 staff over 3 settings. We enjoy a close working relationship with Ridgefield Primary School in order to ensure continuity of care, and maintain good communication links.

What we provide

We provide a daily healthy snack and fresh fruit, vegetables, hi-juice and water is available to the children to help themselves to. We use fresh ingredients and follow statutory guidelines to make sure the food is safe and healthy for your children. We meet individual dietary requirements and parental preferences wherever possible. We have a free flowing snack time and allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table unless told otherwise.

Please note the food we provide at the club is not intended as a substitute for a main evening meal.

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 as well as available on our website.

Play policy

Our play policy and ethos is based on the PARS model of play work created by Shelly Newstead.

The ethos within the club focuses on children being children, all decisions made are from a child's point of view within the play community. The play community has been created by the expertise of the children and the playworkers to enhance the play experiences within the setting. The outdoor area is created to resemble, as much as possible, the adventure playgrounds from the 1960's.

*"An **adventure playground** is a specific type of playground for children. Adventure playgrounds can take many forms, ranging from "natural playgrounds" to "junk playgrounds," and are typically defined by an ethos of unrestricted play, the presence of playworkers (or "wardens"), and the absence of adult-manufactured or rigid play-structures." - Wikipedia definition of an adventure playground.*



We have added ropes swings, climbing nets, fire pit area, loose parts (crates, tyres, wood, old bikes, drain pipes, pallets and ropes) allowing children to take part in a range of different play types (*Bob Hughes theory*) with experiences that the children may not have come across before, from climbing high, lighting fires, using tools, playing in a variety of weathers and playing in the dark.



All areas of the club are continuously evaluated and adapted depending on the needs of the children, what is or isn't being used and what the children want or suggest, alternatively the areas of the setting may be adapted by the children themselves which we allow where possible (i.e keeping within the regulatory boundaries of the space that we are using) and adults will support the children where necessary.

When it come to the children using the space, staff are very much aware that children are allowed to express themselves freely with very little input from staff members. Children know staff members are available when they wish to use them, however this is on the child's terms and the children will initiate any play with staff.

We use a range of theories in order to make sure that the children are getting the most out of play and that we are maximizing the space sufficiently. These include **affordances**: what uses you can get out of an item or thing other than its actual use (this could be good or bad, keep the good, remove the bad where possible), **Play value**: how many different types of play can you get from one item (low, medium or high), **Neophilia**: creating interest and excitement through changes or adaptations and **Loose parts**: giving children "stuff" in order for them to use their imagination.

Staff will only intervene if they feel that they need to from a **safety** perspective, an **operational** perspective (i.e. snack, lunch or parent pick up) or to give a child **help or support**, physically or emotionally, where needed.

A selection of techniques are used in order for a playworker to decide if intervention is needed, however the majority of these techniques are done without the child noticing, some of our techniques include: **proximity**: a playworker moving closer to where a potential need to intervene may be, **Latent listening**: listening to the play without showing you are doing so, **asking questions**: getting the children to think about what is happening instead of telling them the best option, **risk benefit**: does the benefits of the activity outweigh the risks, **peripheral vision**: keeping an eye on what is happening without showing you are watching and **redirection**: telling the children what is happening needs to stop.

Observations and uses of these theories and techniques are being completed at all times within our setting in a range of different ways, this includes allowing time for children to sort out disputes between themselves, assessing risk of an event or activity themselves or giving them space to enjoy alone time/quiet time. By doing

this we are allowing children to develop independence, resilience and above all else allowing children to feel a sense of freedom and enjoy themselves with no pressures.

TERMS AND CONDITIONS

Admission

Our club is accessible to children and families between the ages of 4 and 11, your child does not have to attend Ridgefield primary school.

Admission to the club is organised by the manager and play leader and we use a waiting list system when the need arises. The waiting list is operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

A registration form must be completed, in full, before your child can attend.

Payment of fees

A **one off** registration fee of **£7.50**, which covers your child for the use of after school, breakfast and holiday club, will be added to your first invoice.

The current fees are as follows:

After school club: **£13.00** per child per full session or **£8.00** for a half session (3:15-4:30 or 4:30-6:00)

Basic holiday Playscheme day: Full day: **£33.00** Half day: **£18.00** (**Cost may vary depending on activities, trips or workshops**).

Fees are payable in advance by bank transfer, childcare vouchers or cheque. We accept vouchers from most voucher schemes and can be organised prior to your child attending.

Cheques should be made payable to "Smartkidz Play and Learn Ltd".

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, on residential trips or on holiday.

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

Please ensure that fees are paid promptly. Non-payment of fees may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Management.

Changes to days and cancelling your place

You must give us 2 weeks' notice of termination or of changes to attendance. If you need to change the days that your child attends, please contact the manager or play leader. We will try to accommodate such changes wherever possible.

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 on 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, this could result in the police being called.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager or play leader know at least 48 hours prior to the child's absence. In cases of illness or emergency, when notice cannot be given, please call 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 your child with the setting, meet the staff and give you a chance to speak to us, a date for this will need booking with the play leader or manager.

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 and introducing your child to members of staff and the other children, we will allow the child to make their own social interactions with distant supervision and support where necessary.

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

Arrivals and departures

Our staff collects EYFS children from Ridgefield Primary School and escort them to the Club until they are confident to do this themselves. Alternatively the class teacher or a TA may bring them to us. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

We expect that the people you have named will collect your child on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance and we will ask them to tell us the password you gave us on your registration form. We will not release your child into the care of a person unknown to us without your authorisation.

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

The club finishes at 6:00pm; if you are delayed for any reason please telephone the club to let us know. A late payment fee of £5:00 per 15 minutes will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 6:30pm 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 Children Policy** and contact the Social Care team if necessary.

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 and we provide a setting where all children can feel happy, welcomed and safe..

- We respect the different racial origins, religions, cultures and languages in a 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 harassment or discrimination.

Special needs

We make every effort to accommodate and welcome all children. We will work in liaison with parents, 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. Staff will work closely with parents that have children with special needs and a child passport will be created to help staff deal with their needs appropriately and help them feel as comfortable as we can.

Our staff-training programme includes specific elements relating to children with special needs.

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



GENERAL INFORMATION

Behaviour (children)

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 which states that:

The Club promotes an atmosphere of care, consideration and respect for everyone attending; this includes 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 needs. We will try to be flexible in order to accommodate such cases. We ask that the "all about me" booklet is completed and passed back to the club manager, as this will support staff dealing with your child's individual needs in the best way.

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, showing aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

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.

Please inform the Manager of any infectious illness your child contracts. 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. 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 members are trained in paediatric 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 when you collect your child. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager 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 medication form** in advance. See our **Administering Medication Policy** for more details. Medication can only be administered if a doctor prescribes it and we can only give the dosage shown on the label.

Complaints procedure

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 you feel comfortable in talking to.

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.

A full copy of our **Complaints Policy** is available on request.

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 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.
- 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.



There are acknowledged to be a number of different **play types**, which, at Smartkidz Play and Learn, we provide the resources and space for children to access during their time at our club. We do this by offering a range of different resources, as well as evaluating, adding and changing the play environment.

1. Symbolic Play - play which allows control, gradual exploration and increased understanding without the risk of being out of depth e.g. using a piece of wood to symbolise a person or an object, or a piece of string to symbolise a wedding ring etc...

2. Rough and Tumble Play - close encounter play that is less to do with fighting and more to do with touching, tickling, and gauging relative strength. Discovering physical flexibility and the exhilaration of display. This type of play allows a child to participate in physical contact that doesn't involve or result in someone being hurt. This type of play can use up lots of energy.

3. Socio-dramatic Play - the enactment of real and potential experiences of an intense personal, social, domestic or interpersonal nature e.g. playing at house, going to the shops, being mothers and fathers, organising a meal or even having a row etc...

4. Social Play - play, during which the rules and criteria for social engagement and interaction can be revealed, explored and amended. E.g. any social or interactive situation which contains an expectation on all parties that they will abide by the rules or protocols, i.e. games, conversations, making something together etc...

5. Creative Play - play which allows a new response, the transformation of information, awareness of new connections, with an element of surprise. Allows a child to design, explore, try out new ideas and use their imagination. They can use lots of different tools, props, and equipment. It can have a beginning and an end, texture and smell. e.g. enjoying creating with a range of materials and tools for its own sake. Self expression through any medium, making things or changing things etc...



6. Communication Play - play using words, nuances or gestures e.g. mime / charades, jokes, play acting, mickey taking, singing, whispering, pointing, debate, street slang, poetry, text messages, talking on mobiles / emails/ internet, skipping games, group and ball games etc...

7. Dramatic Play - play which dramatizes events in which the child is not a direct participator. For example presentation of a TV show, an event on the street, a religious or festive event or even a funeral etc...

8. Locomotor Play - movement in any or every direction for its own sake. E.g. chase, tag, hide and seek and tree climbing etc...

9. Deep Play - play which allows the child to encounter risky or even potentially life threatening experiences, to develop survival skills and conquer fear. E.g. light fires with matches, make weapons, conquer fear such as heights, snakes, and creepy crawlies. Some find strength they never knew they had to climb obstacles, lift large objects, etc.. E.g. leaping onto an aerial runway, riding a bike on a parapet, balancing on a high beam, roller skating, assault course, high jump etc...



10. Exploratory Play - play to access factual information consisting of manipulative behaviours such as handling, throwing, banging or mouthing objects. E.g. engaging with an object or area and, either by manipulation or movement, assessing its properties, possibilities and content, such as stacking bricks etc...

11. Fantasy Play - This is the make believe world of children. This type of play is where the child's imagination gets to run wild. Play, which rearranges the world in the child's way, a way that is unlikely to occur. E.g. playing at being a pilot flying around the world, pretend to be various characters/people, be where ever they want to be, drive a car, become six feet tall or as tiny as they want to be, the list is endless as is a child's imagination etc...

12. Imaginative Play - play where the conventional rules, which govern the physical world, do not apply. E.g. imagining you are ..., or pretending to be, a tree or ship, or patting a dog, which isn't there etc...

13. Mastery Play - control of the physical and affective ingredients of the environments. E.g. digging holes, changing the course of streams, constructing shelters, building fires etc...



14. Object Play - play which uses infinite and interesting sequences of hand-eye manipulations and movements. E.g. examination and novel use of any object e.g. cloth, paintbrush, cup etc...

15. Role Play - play exploring ways of being, although not normally of an intense personal, social, domestic or interpersonal nature. For example brushing with a broom, dialing with a telephone, driving a car etc...

16. Recapitulative Play - play that allows the child to explore ancestry, history, rituals, stories, rhymes, fire and darkness. Enables children to access play of earlier human evolutionary stages etc...

(Play types developed by Bob Hughes)

All of our staff have a wealth of experience working with children and undertake regular training. All staff members are DBS checked and a vigorous safe recruitment process is completed. We maintain a staff/child ratio of 1:15.

If you have a query or concern at any time, please speak 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 contact the manager (please see contact details below).

CONTACT INFORMATION

Office address

Smartkidz Play and Learn Ltd
19a Grandridge Close
Fulbourn
CB21 5HN

Setting Address

Smartkidz Play and Learn Ltd
Ridgefield Primary School
Radegund Road
Cambridge
CB1 3RJ

Info@smartkidzplayandlearn.co.uk

Club mobile number:

(We are available between club opening hours, please leave a voice message if there is no reply and we will get back to you)

Ofsted Registration No

To be confirmed...

Ofsted

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

