

# Mid-Tyne Kids' Club Information Booklet



Where fun and happiness go hand in hand

# Welcome to Mid-Tyne Kids' Club

## Who we are

We are an independent registered charity providing the highest levels of childcare for children aged between 4 and 14 years, before and after school, as well as during holidays. (Mon –Thurs)

Established in 1998, our experienced and fully qualified staff provide a welcome, fun, stimulating and safe environment for the children.

We are registered and inspected by Ofsted and are members of Sure Start Northumberland Early Years and 4 Children, a national organisation which provides up-to-date information on latest developments and legal requirements.

## What we offer

We are very lucky to be based in the grounds of Broomley First School, which offers the children an abundance of space in which to play safely, and during the warmer months, we offer a full range of creative and fun outdoor activities.

Our main rooms offer a wide range of toys, games and DVDs suited to all ages - and tastes! We also have a television and a computer.

We actively encourage the children to be creative and we have an impressive range of arts and craft materials.

There is also a 'quiet' room, used predominantly by the older children, where they can read a book, complete their homework, or chat with their friends.

During the school holidays we occasionally organise trips to local parks or other local amenities, always with prior written permission from the parent or carer.

We always welcome any new ideas for activities from the children and parents.

### **Food and drink**

We provide a plain biscuit at break time and juice or water throughout the sessions. Food for meal times can be brought in a named lunchbox and stored in the fridge.

**Some children may have allergies. Please do not include any food that contains nuts or kiwi fruit.**

### **Collecting the children**

We collect Broomley First School children from their classrooms.

Children who attend Ovingham Middle School or other Middle Schools can come to us on the school buses, as long as we know they are coming.

## **Our opening times**

**Weekdays** (excluding Bank Holidays): 7.45 am – 8.55 am

3.15 pm – 6.00 pm

**School holidays:** Monday to Thursday

8.00 am – 6.00 pm (full day)

8.00 am – 1.00 pm (half day)

1.00 pm – 6.00 pm (half day)

### **Bookings**

You must complete a Registration Form for each child that will be attending Kids' Club, prior to them starting with us. This form includes all medical/health details and emergency contact details.

We encourage you to book your place as far in advance as possible to avoid disappointment. We are, however, always here for emergencies or for those unforeseen circumstances when you urgently need childcare. Please telephone us or leave a message on our answering machine and we will get back to you as soon as possible.

We are extremely flexible and there is no minimum number of hours which the children have to attend.

### **Cancellations**

Please give us at least 48 hours' notice during term times and holidays, otherwise we will have to charge you a cancellation fee.

### **Our charges**

Our costs remain very competitive and we rarely increase them.

We charge **£4.50** for the first hour (or part of) and **£2.25** for each half hour or part thereafter.

Holidays:

Full day	<b>£24.00</b>
Half day	<b>£13.00</b>

There is a £2 reduction per day for siblings.

### **Paying your account**

We calculate your invoices based on the 'signing in' sheets, which we use to record your child's attendance.

Invoices are sent out monthly and payment is required within 14 days.

You can pay by BACS, cheque, cash or childcare vouchers.

If you do not keep up to date with your payments, it will unfortunately mean that we will not be able to accept your child/children for future sessions.

### **Our team**

Our highly qualified, dedicated team understands how important it is to provide a safe and fun environment for the children. They take a real pride in the quality of their care and the range of activities they provide.

Manager                      Lorraine Wanless

Staff                              Amie Nesbitt  
   Hazel Turley  
   Rebecca Foster  
   Steph McGray  
   Cheryl Johnson  
   Susan Welton  
   Amy Bell

Bank Staff                      Lauren Connell

### **Voluntary Management Committee**

Overseeing Mid -Tyne Kids' Club is our voluntary committee, made up of parents of children who attend the Club.

The Committee's main roles are to support the work of the staff and to ensure that the Club is meeting its various legal and financial requirements. It also helps to organise a number of fund-raising events throughout the year. Volunteers are always welcome. Please contact any of the following people if you would like to join us, or would like more information:

Chairperson	Kate McGill
Secretary	Fiona Hamilton
Treasurer	Sarah Marshall
Committee Members	Francesca Smith Ruth Brown

## Making a complaint

We do our very best to make sure that we provide an excellent, value for money service, however, if for whatever reason you are unhappy with the service we provide or the standard of our care, please feel free to either speak to our Manager or, if you prefer, write to her.

If you want to complain about the Manager, send your complaint in writing (marked confidential and for the attention of the Voluntary Management Committee) to the address below. We will carry out a thorough investigation and respond to your concerns within 7 working days.

We have a comprehensive range of policies and procedures, which can be made available to you at any time.

You can also make a complaint to Ofsted by contacting them on 0300 123 4666.

## Contact Us

To book a place for your child or children or to find out more about what we can offer, please call us on

**MID – TYNE KIDS'  
CLUB**

Our address is:

**07378175687**

**Mid-Tyne Kids' Club  
Broomley First School  
Stocksfield  
Northumberland  
NE43 7NN**

We look forward to hearing from you.

Charity No: 1074901 Ofsted No: 301892 Company No: 03639507

We think we are good – but don't just take our word for it .....

I love Kids' Club because it is fun and there's lots to do.... **Emily - 8**

Kids' Club is just great!...  
**Charlotte - 6**

I enjoy making things when I'm at Kids' Club...**Sally - 9**

I like using the quiet to escape from my brother and get on with my homework..... **Nell - 10**

I enjoy playing sports with my friends at Kids' Club.... **Harvey - 8**

I love playing on the computer and out in the huge playground. **Fin - 7**