

# Parents Handbook

2025



## Kids Academy

Kids Academy Out of School Club

Balmedie Primary School

Forsyth Road , Balmedie AB23 8YW

Tel: 07557388109 Email: [kidsacademybalmedie@gmail.com](mailto:kidsacademybalmedie@gmail.com)

Dear Parents / Carers

Thank you very much for considering Kids Academy out of School Club to provide childcare for your child/children.

This handbook has been designed to give you all the information you will need when thinking about childcare for your child.

The club is registered by the Care Inspectorate and is subject to annual inspections, including fire and environmental Health Departments. The number of places is set by the Care Inspectorate, 40 places for children aged between 4-12 years, who attend primary. This number is set according to available accommodation, the age of the children and the staffing ratios.

**Care Inspectorate Registration Number: CS2024000308**

Staff to Child Ratio:                      Age 4-8 years      1 Adult to 8 Children

Age 8 + years      1 Adult to 10 Children

The club has adequate insurance cover and has a good working relationship with the school and head teacher. The service operates to the highest possible standards, offering the perfect balance of physical activities, learning opportunities and chill out time for busy children and young people. Giving parents the peace of mind to know that their children are in safe hands, happy, cared for and most importantly having fun!

Kids Academy are a member of SOSCN (Scottish Out of School Network) and also the Out of School Alliance. This helps us to keep up to date with any new legislation and to join with other after school and holiday clubs to gain new ideas and activities for the children. All staff are registered with SSSC.

Whilst your child attends Kids Academy, we will endeavour to ensure, that the children feel as relaxed in our care as they would at home. The club provides the children with a variety of equipment, toys and fun activities to cater for their every need. The activities available will include use of the Kids Academy equipment, pool tables, table tennis, basketball shootout, games consoles, homework club, reading, baking, wet play, messy play, drama, games, puzzles, toys, construction, karaoke competitions, learn to knit, yoga, model making, outdoor play and many more. We love doing arts and crafts and fun science experiments. We also make good use of the local parks and woods. In the holidays we have lots of trips out and about, also some visitors to the club. Please feel free to come along for a visit to see what's all on offer.

I hope to welcome you and your family to join Kids Academy and that your child's time with us will be a happy, rewarding and memorable one.

If you have any further questions or queries then please do not hesitate to contact me on 07557388109 or email [kidsacademybalmedie@gmail.com](mailto:kidsacademybalmedie@gmail.com).

Yours faithfully

Lydia Taylor

Manager

## Mission

Our Vision is to create an environment which is stimulating for each child, regardless of age or individual need. To have knowledgeable staff, who are trained to provide that environment with a caring attitude whilst, maintaining a sense of humour. We feel that children should be cared for in a light hearted way whilst providing structure and order throughout their day.

## Aims

- To provide high quality, flexible out of school care for school aged children in the Ellon area, following the principles of Health and Social Care Standards and SSSC Codes of Practice.
- To allow parents and carers to pursue work or training, confident that their children are cared for in a secure child-centred environment.
- By following The Playwork Principles, we provide a varied, stimulating and creative atmosphere, with the emphasis being on play, which meets the needs and interests of all children and age groups.
- To ensure that all children feel included in the club through regular consultations and involving children in planning or activities.
- To develop positive relationships and good communication with parents ensuring that they are involved as much as possible in the club through consultation.
- To ensure that as a club we strive to meet best practice benchmarks through, Safer Selection and Recruitment, Staff Induction, Staff Training and Continuous Learning.
- To work by our policies and procedures and ensure that they are reviewed annually.
- To provide safe, high quality childcare with respect to levels of staffing and health and safety of premises, Safeguarding the children in our care.
- To ensure that children are taught their Rights and Responsibilities as set out in UNRC.
- Lines of communication are to be kept open between users of the club and staff.
- To Promote equality, inclusion and Diversity, creating an inclusive culture.
- Develop positive relationships and encourage links with the local schools and local community.
- To encourage the development of a healthy lifestyle through the provision of healthy snacks and physical activity
- Have in place an effective Quality Assurance programme.

## Objectives

- Development of clear policy statements
- Include Children in the decision making of Club rules and discuss reasons for these rules
- Identify future development needs through discussion and regular survey of members needs
- Communicate regularly with carers through newsletter, information flyers, posting of committee meeting dates and minutes on information board and encourage involvement in the running of the Club
- Liaise with Schools and Community on flexible use of available facilities and equipment through links with School Boards, Teacher Association and Area Management Committee
- Contribute to Schools and Community events
- Design varied programme of events including physical education, crafts, games, indoor / outdoor play and special activities such as invited guests
- Provide and include time for homework and quiet activities
- Provide a selection of healthy snacks and refreshments.

This club provides a quality care service where every child is respected as an individual. We feel strongly that the needs of the child should be the primary focus of the club.

#### Contact Details

Manager	Lydia Taylor
Address	Kids Academy Out of School Club Balmedie Balmedie Primary school, Forsyth Road AB23 8YW
Telephone	07557388109
Email	kidsacademybalmedie@gmail.com
Website	currently under development
Facebook Page	Kids Academy Out of School Club
Parents Facebook Group	Kids Academy Balmedie Parents (this is a closed group for parents of club Children, to share photos of the children, provide info etc.)
Service Provider details-	Shona Grant
Telephone-	07880528816
Email-	kidsacademyellon@gmail.com
Hours of Operation	

#### Term Time

Breakfast Club from 7.15am – 9.00am

Children can be dropped off from 7.15am, a nutritious, healthy breakfast will be served and activities on offer. Children will be safely escorted into the playground, a member of staff will stay with the children until the bell rings and they enter the school.

Afterschool Club from 3.20pm – 6.00pm

Children will be collected/come through from school at 3.20pm. Primary 1 and 2 will be safely collected and escorted through to the club room from their class and all other primary will make their own way through to club from their classes. The children have the opportunity to relax and unwind or take part in planned activities or free play. A healthy snack is served on arrival at club.

## School Holiday Cover

### **At the moment school holiday cover will be held at Ellon community Campus- AB41 8LF**

We are open 8am-5pm during Easter, Summer, October and Mid-Term Breaks (incl. in-service days, Occasional Days and Bank Holidays where there is a demand). We welcome children from any area.

The activities for holiday clubs are planned in advance and include sports events, fun days, visitors to the club and outings to parks, soft play, museums, beaches, castles, walks and my, dads farm. Activities will change daily and will be focused on having as much fun as possible. A healthy breakfast and morning and afternoon snacks are provided and you are required to provide a packed lunch for your child.

## Registration

In order to plan safe and responsible care, all new children will require to be registered. A registration form must be completed for each child, so that we have all your child's details and information about any medical, or other additional needs. It is important that we have this information to ensure that your child has a great time with us and we can ensure their safety whilst in our care.

Registration forms are available from;

1. Kids Academy office, just give us a call and we will send out your form in the post or email.
2. Primary School Reception, we will have available there.
3. Club Room, you can collect the forms from any staff member at the setting.

Once you have completed your registration form, please return to:

Lydia Taylor (Manager)

4 Market Hill

Ellon

AB41 8BP

Or email it to [kidsacademybalmedie@gmail.com](mailto:kidsacademybalmedie@gmail.com)

## Kids Academy Booking System

Before you can book any sessions you will need to complete and return the registration form. Once registered, we will email you with a booking form. To ensure we have sufficient staff and resources please book your children into the club in advance where possible. If you require set days each week, no booking form is required.

Our flexible approach means that even if you only need to use the after school club on variable basis that is fine, please contact us to discuss. We will accept last minute on the day bookings, dependant on availability. So long as your child has been registered with Kids Academy, Ad hoc bookings can be made by calling or emailing and will be confirmed depending on availability.

Bookings are accepted on a first-come, first-served basis, with priority given to regular users and must be accompanied by full payment. Any bookings received without payment will not be deemed valid until payment is received in full.

Booking forms for the forthcoming month/year will be emailed to all registered parents and should be returned as soon as possible. Once we have received your booking form we will aim to send your booking confirmation within 5 working days, if you have not received your confirmation please call us on 07557388109.

Our monthly and annual booking system means that you will be contracted to these sessions term time and required to pay for these in advance.

- A 'contracted session' means the same day(s) every week for the full month/year (eg. A commitment to Monday, Wednesday & Thursday.) However these sessions can be changed on discussion with the manager of the club and with 4 weeks notice, if more days are required this can be added, if the desired days are available.
- If a session is cancelled by you, the fee will still be charged as usual.
- Regular users take priority over ad-hoc or intermittent users of the club.
- We will require 4 weeks' notice should you wish to cancel your place.
- It should be noted that no credit will be given for unused sessions and even if your child does not attend a session you will still be required to pay for that session.
- Ad-hoc booking MUST be in before the 19<sup>th</sup> of the month prior.

### Adult to Child Ratios

Our services will operate within the National Care Standard Guidelines as a minimum. Our ratios will be maintained in accordance with the age group of the children (No. of Adults.No of Children 1:8). We will also employ Support Staff to offer additional support to staff working directly with children; these valuable members of staff will also provide cover for staff absence and ensure the children receive continuity of care.

### Waiting List

Should all places be filled, Kids Academy will operate a waiting list system. Places are allocated in the order that registration forms are received. If certain days are over subscribed during term time, priority will be given to those who use that particular contracted session. Once places have been allocated to current club users, those on the waiting list will be contacted and given the opportunity to use the available days. Again, the places will be allocated in the order the registration forms are received. Updates on waiting list will regularly be reviewed by the club manager and parent/carers are kept informed.

### Absence

If a child who is booked in to the club does not turn up, the Kids Academy staff, have a responsibility to locate the child firstly by searching the school. If staff, are unable to find the child then the parent/carer will be contacted immediately and certain procedures will be put in to place. It is therefore very important for the club to know if a 'booked in' child will not be attending for whatever reason (illness, change of plans etc.) as time could be spent looking for that child. **If your child will not be attending on a day they are booked in, please phone the club as soon as possible to let the staff know. Contact numbers are given at the beginning of this handbook and our phone has a voicemail messaging service so messages can be left at a time convenient to you.**

## Fee Structure

The fees reflect local childcare charges and will be reviewed on an annual basis. A full copy of the current fee structure will always be displayed on our website (website in development). Kids Academy will aim to keep fees to a minimum, whilst still raising enough income to cover our running costs. The Clubs fees are fully inclusive; there is no additional charge for any of the transport or activities the children do during Club hours.

All fees must be paid in advance.

The Current fees are set at:

Before School	£7.50	7.15 am till school opening
After School	£13.00	3.20pm till 6pm
Holiday Full Days	£35.00	8am till 5pm

Annually you will also be charged a membership fee. This covers the costs of re-registration each year and costs of governance, e.g. insurance, Care Inspectorate fees etc.

The fee is charged per child and is currently set at:

Full Membership                      £30.00

Holiday (only) Membership        £20.00

## Invoicing

Membership fees and your first monthly invoice should be paid in full before your child's first day at the club. Thereafter, fees are due on a monthly basis and you will be issued an invoice which details what sessions you are due to attend each week and what the total amount due is. This will be given to you at the end of each month. **Fees should be paid in advance by the 1st of each month, any invoice which has not been paid by this date will be charged an additional £20.00 late payment fee.** Payments made by cheque, childcare voucher and standing order must be set up to enable clearance by the due date on invoices.

If you have booked extra sessions throughout the month, these will be invoiced separately.

## Payment Methods

Fees can be paid in a number of ways which include:

Cash / Cheque (Cheques payable to Kids Academy)

Standing Order

Childcare Vouchers

Payment can be made direct into our bank account. The details of this are:

Sort Code:                      82-19-74

Account Number:            30010236

## Childcare vouchers

If provided by your employer allow to pay for some or all of your childcare without paying tax or National Insurance which can save you up to £1,195 per year. The club accepts childcare vouchers from a number of providers however if your employer uses one that is not listed please speak to the Club Manager who will assist you. All you require is our reference number to link your account with ours and this is usually straightforward to set up.

If you wish more information on this please talk to the Manager and to find out if you are eligible through your work contact your employer.

#### Child Tax Credit

You may be able to claim Child Tax Credit/Universal Credit to help with the childcare costs you incur with a registered childcare provider. This must be claimed for by you to receive it. For more information please visit [www.hmrc.gov.uk/taxcredits/index.htm](http://www.hmrc.gov.uk/taxcredits/index.htm) or phone the helpline on 08453003900.

If you are eligible for this you will be required to provide the full address and Care Inspectorate registration number of the club which is CS2024000308

#### Funding Body

If you are studying there may be funds available to pay for all or part of your childcare costs. Information should be obtained from the college/university you are attending. The club are happy to complete any forms and assist as required.

#### New Government Scheme

**You can get up to £500 every 3 months (£2,000 a year) for each of your children to help with the costs of childcare. Please visit [www.gov.uk/tax-free-childcare](http://www.gov.uk/tax-free-childcare).**

**Any parent/carers with concerns about making payments are welcome to discuss their situation with the club manager. Parents/carers can be assured of confidentiality. Where parents need support to pay fees, we can offer weekly payment schemes, as appropriate, with payment in advance.**

#### Non-Payment of Fees

Parents/Carers should note that non-payment of fees and/or registration charges will result in Kids Academy being unable to offer its childcare service until either the outstanding debt is cleared or another solution is agreed. The Kids Academy manager/asst manager will deal with any matters of non-payment.

#### Cancellations and Refunds

All our spaces are non-refundable this included if you cancel a session. If your child is not present on a day they are booked to attend you will still be charged full fees for the missed session.

All our spaces are non-transferable, however if we have space on an alternative day we may be able to swap, this is at the discretion of the club manager

#### Late Collection Charge

£5.00 for every 5mins after 6.10pm (per child). This is to cover additional staff costs. (Please be aware that insurance will cease to be in effect from 6.00pm)



## Sickness

We recognise that both staff and children are vulnerable to infections and illness and therefore ask parents/carers to refrain from bringing their children to the club when they are unwell. Kids Academy reserves the right to refuse entry to any child or family who, in the opinion of the Manager or Deputy, are not well enough to attend a session or pose a risk of infection to other children. We require written consent to administer any prescribed medication. Please ensure you allow 48 hours to pass after the last symptoms of sickness or diarrhoea.

## Accidents

Unfortunately accidents do happen. First aid is always administered by a qualified first aider, who will decide the most appropriate course of action. A written accident report will be provided to the parent on collection. Should a child need to go to hospital their parents will be immediately contacted. An escort will be provided if the parents are unable to get to the club.

## Security

All children will be signed and timed in and out on our daily register. Parents can collect children at any time during the session. Children may only be collected by a nominated person otherwise it is vital that you let the club know if a different person is to collect, as refusal may offend.

## Staff

All Kids Academy staff will work to current and appropriate job descriptions and have been appointed, ensuring that they all possess the relevant qualifications. All vacancies will be widely advertised. Following a rigorous interview process, all those selected will undergo an Enhanced Disclosure (Scotland) check and provide references. All staff have, a thorough understanding of Kids Academy policies and procedures. Staff are required to register with the Scottish Social Services Council and follow a programme of training to reach their full potential and the club will help each staff member to follow a path of continuing learning and development. Regular staff meetings are held to maintain good communications and to review good practice. Staff all have first aid, food hygiene and child protection training. We will follow the minimum staff ratios, as approved by the Care Inspectorate.

## Staff Profiles

Will be added in due course.

## Club Policies

Kids Academy is a registered childcare provider and therefore have detailed policies and procedures in accordance with Care Inspectorate requirements and guidelines from the National Care Standards to ensure best practice.

Please find below a full list of our policies & procedures. In order to protect the environment I have given a list of Kids Academy policies for parents and children. They are available to all parents, please ask the Manager at the club if you wish to review them or have copies emailed to you.

Child Protection Policy

Arrivals and Departures

Anti-Bullying Policy

Administering Medication Policy

Admissions and Fees Policy

Positive Behaviour Policy

Child Induction Policy

Complaints Policy

Confidentially Policy

Emergency Evacuation/Closure Procedure

Equalities Policy

Early Years Foundation Stage Policy

Fire Safety and Risk Assessment

Health and Safety Policy

Illness and Accidents

Safe Internet Use

Involving Parents and Carers Policy

Manual Handling Policy

Missing Child Procedure

Mission Statement

Mobile Phone Policy

Participation Policy

Play Policy

Risk Assessment Policy

Safe Recruitment Policy

Smoking, Alcohol and Drugs

Staff Disciplinary Procedure

Staff Induction and Development

Pandemic Flu Policy

Uncollected Children Policy

## Whistleblowing Policy

Please note: The policies and procedures within this handbook are reviewed annually to ensure that they are effective.

## Kids Academy Club Rules

We ask parents to note that we operate a system of Kids Academy Club rules, which have been devised through discussion with the children themselves and which they will all be asked to sign up to. These cover such things as how they should behave towards one another and to members of staff. We run the after school club, as a relaxed, chilled, fun environment – since the children have completed their day of formal education before attending Kids Academy. However, we will expect the children to abide by the rules of the club. Please refer to Kids Academy Positive Behaviour Policy.

## Kids Academy Activities

Kids Academy After School Club aims to be a child led facility which is keen on focusing on Play. We always consult with the children on ways to improve our club and the different activities that we could do. We will make sure that we involve all the children in compiling the weekly activity plans. In order to accommodate the range of ages and interests of the children attending the club we offer a wide variety of activities including:

- Arts and Crafts
- Dressing up and face painting
- Baking
- Computer and Internet
- Our chill-out area is there for all the children to use
- Outdoor fun including trips to the woods or the local parks

At Kids Academy we are strong believers in outdoor activities and whenever possible we will encourage the children to take part in “risky play”. This means that when we are outside playing with the children we will encourage the children to explore their surroundings by climbing trees or making dens in the wood, paddling in the sea and even starting fires (for toasting marshmallows) in strict staff, supervised, risk assessed situations. As well as taking part in structured activities, the children will also have the opportunity to just relax, chat with their friends and generally “chill” after a busy day at school.

## A safe and happy club our underlying principles

This club will provide a quality care service where every child is respected as an individual. We feel strongly that the needs of the child should be the primary focus of the club. We will ensure that the needs of all children are met by adhering to the following principles;

### 1. FOOD AND SNACKS

A healthy snack and drinks of water or milk are available for the children during the course of the day. Snacks include bread, crackers and cheese, dips and breadsticks, sandwiches, healthy muffins, pancakes etc. Fruit will also always be provided. We will always encourage the children to help us

choose snacks for the following week so that we can ensure that children will be eating what they enjoy and will also encourage them to try new things. Crisps and unhealthy snacks will only appear at the end-of-term parties!

Since the children usually eat their own baking, Kids Academy will try to ensure the baking choices are fairly healthy, including things such as pizza, pasta dishes and healthy muffins, however, cakes and biscuits will definitely be on the menu for most baking days, as the children will often choose what they would like to make themselves. If parents/carers would like to make suggestions on snack or baking ideas, we would love to hear from you. Contact details can be found at the front of this handbook. We will follow all Health and Safety Regulations in the preparation of any foodstuffs and aim to buy only good quality food.

## 2. PREMISES AND ACCESS

The premises meet accepted standards and conform to Health and Safety Requirements as well as Fire Regulations. We have an agreed standard of cleanliness and all members of staff take care to ensure that the premises remain clean and safe for its users.

## 3. FIRE SAFETY

The Club holds regular, unannounced fire drills to ensure that all children are aware of Fire Exits and Assembly Points. There is an escape plan on the notice board for children, parents/carers and visitors to see and all fire drills are recorded and kept.

## 4. PLAY AREA AND KITCHEN

All floors will be kept clean, non-slippery and free from any obstruction. All spillages will be cleaned up immediately. Children are never allowed in the kitchen area without supervision. All cleaning materials are kept out of reach of children.

## Complaints

Our aim is to continuously improve the service we offer.

We welcome all comments from our parents/carers whether they, be positive or negative.

If you wish to register a concern or complaint about the service you receive from us then you can, write, telephone or come in, in person. The person responsible for managing the club is Lydia Taylor, however you can also contact the Service Provider Shona Grant.

Service Provider-

Email- [kidsacademyellon@gmail.com](mailto:kidsacademyellon@gmail.com)

If you prefer to telephone you can telephone the business owner/manager on 07880528816. You will be notified of actions taken as a result of your complaint within seven days of receipt.

If you decide to write then you can send your letter to:

Shona Taylor

Kids Academy After School and Holiday Club

Kellie Pearl Way

Ellon

AB41 8LF.

Any written communication to the club will be acknowledged by return of post.

If you would prefer not to notify the club of your complaint then you can send your complaint in writing to:

Care Inspectorate

Johnstone House

Rose Street

Aberdeen

AB10 1UD

Telephone Number: 01224 793870

If ongoing action is required on the part of the club you will be updated weekly until the matter is concluded.

NEVER FEEL RELUCTANT TO EXPRESS CONCERNS OR SEEK CLARIFICATION. IF A PROBLEM IS IMPORTANT ENOUGH TO CONCERN YOU THEN IT CONCERNS US.