



Bentley Heath Church of England Primary School

Parent Information Pack

September 2022 – August 2023

Mission Statement

Bentley's Kids Club aim is to strengthen the bridge between school, work and family life by providing quality care in a supportive, safe and caring environment.

**Bentley Heath Church of England Primary School, Bentley Heath,
Solihull B93 9AS.**

**Telephone: 01564 772132 (select option 2- please leave a
message and a member of the BKC team will return your call)**

Email: BKC@bentleyheath.bdmat.org.uk

School Vision

Bentley's Kids Club is a school-run childcare provision for pupils of Bentley Heath Church of England Primary School. Our aim is to strengthen the bridge between school, work and family life by providing quality care in a supportive, safe and caring environment.

Partnership with Parents

- We value our relationship with parents/carers and are committed to working in partnership with you to provide quality care for your children
- We will be consistent and reliable to enable you to plan with confidence and peace of mind
- We will constantly listen to your views and concerns to ensure that, where possible and practical, we continue to meet your needs
- The programme of activities will be displayed in a place that is accessible for all to see
- We abide by the school's Equality Plan
- We abide by the school's policy for Inclusion and will work closely with the school's SENCO and other members of staff as is necessary.

Child Protection/Safeguarding

The provision abides by the school's Child Protection Policy.

Bentley Heath School has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment. All staff will have received the necessary pre-employment checks and their details will have been entered onto the school's Single Central Record.

During school hours the Designated Safeguarding Lead (DSL) for Child Protection is Mrs Hannah Cook. For the out of hours provision, the DSL will be the BKC Manager or the Before and After School Leader who will report any information/concerns to the appropriate body.

Arrival / Departure

The provision opens at 7:45am and parents/carers and children will not be admitted to the building before this time. The provision will operate from two locations within the school grounds – the BKC Hub for infants and the BKC Club (the separate building adjacent to the junior school playground) for juniors. On occasions, the main school building may need to be used; parents will be notified in advance if this is necessary.

All children will be taken to/collected from their class by a BKC staff member.

Only persons nominated by parents/carers in the children's Emergency Contact & Medical details will be authorised to collect your child. If someone not on the form is going to collect the child at any time, **the parent must inform the setting at least 24 hours in advance.**

A password system is in place and any adult that is unfamiliar to BKC staff will be asked for this as verification of the person collecting your child. (Please ensure that all adults authorised to collect your child are aware of the password).

Parents/carers are expected to sign their child in/out of sessions (as applicable) on the registers, which are located within the entrance areas of both buildings.

Where children attend the childcare provision and an after-school school activity club, BKC staff will collect the child at the end of the activity club. Therefore, it is imperative that BKC is informed if your child is due to attend an after school club. No refund or discount is available for children attending only part of a BKC session in these circumstances.

Where children do not normally attend a particular childcare session, but would normally attend a before/after school activity club – in the event of a club being cancelled at short/no notice, the child will **not** be able to be accommodated into the childcare provision due to the impact this would have on staff/pupil ratio.

Late collection

Incidents of late collection will be recorded by the manager and discussed with the parent/carer at the earliest opportunity. Persistent late collection will result in the loss of a child's place in the provision.

We recognise that there may be occasions where parents/carers are unavoidably delayed and we ask that a call is made on 01564 772132 (followed by option 2) to make childcare staff aware. Late fees of £5 per 15 minutes or part thereof will be applied after the booked pick up time.

Uncollected children

If a parent or designated adult is more than 15 minutes late in collecting a child the Manager will be informed. If no contact has been received from the parent or designated adult that was due to collect the child, the Manager will call the parent and other emergency contacts to ascertain the cause of delay and how long it is likely to last.

If after 30 minutes of the designated collection time, the child has still not been collected and there has been no contact with parents or emergency contacts, it is our policy to contact the Solihull Multi-Agency Safeguarding Hub for further advice and guidance regarding next steps.

Under no circumstances will a child be taken to the home of a member of staff or away from the setting in the course of waiting for them to be collected at the end of a session. The child will remain in the care of the setting until they are collected by the parent, carer or designated adult or alternatively placed in the care of Social Services.

First Aid Procedures

Within the Infant and Junior BKC settings there will always be a Paediatric First Aider on duty in each setting.

Where there is a need for first aid to be administered, the child will always receive an accident report slip.

If a more serious first aid incident arises BKC staff will take appropriate action and call emergency services as appropriate. A call would be made to parents at the earliest opportunity.

Policies

BKC is a childcare provision that operates as part of Bentley Heath Church of England Primary School; as such the provision is incorporated into the schools Ofsted registration.

All policies of the school apply equally to the childcare provision and can be found on the school website www.bentley-heath.solihull.sch.uk

(The school's policy on Intimate Care will be adhered to; parents will need to complete the BKC form for children of the relevant age group – this will be in addition to the form completed for care during the school day).

Staffing and ratios

The provision follows the Statutory Framework for the Early Years Foundation Stage (effective from April 2017, updated February 2018) which details that:

- ✓ The manager will hold at least a full and relevant level 3 qualification
- ✓ At least half of all other staff will hold at least a full and relevant level 2 qualification.
- ✓ The manager should have at least two years' experience of working in an early years setting, or have at least two years' other suitable experience.
- ✓ The deputy will be capable and qualified to take charge in the manager's absence.
- ✓ At least one person who has a current paediatric first aid certificate must be on the premises and available at all times when children are present.
- ✓ Staff will have sufficient understanding and use of English to ensure the wellbeing of children in their care.

The following staffing ratios apply to the setting (with a minimum of two staff members being present should the total number of pupils in a session fall below the specified ratio):

Aged 8 and under 1:8
Over 8 1:12

Complaints

If a parent/carer has a complaint about some aspect of the provisions activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. Parents or carers should approach the Manager or deputy and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the school complaints procedure will formally come into operation and the concern will be brought to the attention of the Headteacher. All complaints made to staff will be recorded. If you feel that your complaint has not been dealt with satisfactorily, you have the right to take your complaint further using the school's complaints procedure.

Absences/Holidays

- No refund will be given for a child's absence (even if this is due to sickness).
- No refunds or transfers will be given for any requested sessions that are not used.
- ***BKC is committed to safeguarding and we respectfully request that parents notify BKC in advance if your child is not going to attend a booked session (e.g. is going home with another child at the end of the school day). If BKC are not notified of a child's absence this affects the ratio of adult/children, where one adult would need to follow-up on where the 'missing' child is. Repeated occurrences of not informing BKC of a child's absence from a session will lead to BKC revoking the child's place on a permanent basis as this impacts directly on the safeguarding of all children within the provision.***

Termination of contract

Four weeks written and paid notice is required for cancellation or changes to sessions. This will ensure that should there be a waiting list for the facility, there is sufficient time to contact new parents.

Charging policy – Fees due

- All fees are payable half termly in advance (due two weeks before the start of half-term)
- ***Where fees have not been received by the due date and no contact has been made by the parent, it will be assumed that the place is no longer required and the child will be removed from the register***
- Fees will be charged to parents/carers on a half-termly basis using the cloud based Kids Club HQ system
- Fees will be payable through the schools cashless ParentMail system, childcare vouchers or tax-free childcare
Scheduled payments not received by the stated due date will be subject to a late payment fee of £5

Bad Debts

As all sessions need to be paid for in advance there should never be a situation where a bad debt arises. Bentley Heath School will terminate the child's place in BKC with immediate effect if fees are not paid in advance. The school will take the necessary action to recover any debt – this will include making a court claim where appropriate.

Pricing structure

Session	Time		Fees from Autumn'22 Term
Breakfast	7:45-8:50	The session rate includes breakfast of cereal, toast, fruit and yoghurt	£ 6.63
Afterschool 1	15:20-17:00	The session rate includes a snack of tray-bake and fruit	£9.69
Afterschool 2	15:20-18:00	The session rate includes a snack of tray-bake and fruit	£14.89

Terms of use:

- Booking requests should be made using the booking form available **from the BKC Hub**
- Sessions are booked in advance on a termly basis (and can be rolled over from term to term)
- Parents/carers are unable to swap sessions within a week – if an additional session is needed this can be requested subject to 48 hours' notice.
- Regular registered users of the provision will be able to book additional ad-hoc sessions in addition to their regular sessions (**subject to 48hours** notice being made in writing/email to the provision manager and a space in the session requested being available). Additional sessions will be added to the Kids Club HQ system against the appropriate club.

Kids Club HQ

BKC uses Kids Club HQ (a cloud based system) which:

- ✓ Is used by BKC to record all regular and ad-hoc bookings
- ✓ Parents/Carers will use to input and maintain emergency contact details
- ✓ Parents/Carers will use to input and maintain medical information
- ✓ Parents/Carers will use to check bookings, charges and account balances
- ✓ Is used by BKC to record account payments from ParentMail or through Childcare Vouchers
- ✓ Account bookings/balances available 24 hours a day
- ✓ Childrens records from one family are held on one account
- ✓ Kids Club HQ statements will be emailed to users

A personal logon will be emailed to parents/carers on acceptance of your booking.

Childcare Vouchers

Parents wishing to pay fees using Childcare Vouchers will need to notify their Childcare Voucher provider that they are using the BKC provision. Each Childcare Voucher company operates slightly differently and the details for each one that the school provision is registered with is listed below:

Childcare Voucher Company	Details provider will request
Care-4	Account number: 95872052
Child Tax Credits	Ofsted registration number: ED140462
Computershare	Carer Registration Number: 0021636067
Co-operative Flexible Benefits	Account Number: 85113870
EDENRED	Establishment reference number: P20963340
Faircare	Individual registration through school - please Email the name of the parent who the vouchers are registered to: BKC@bentleyheath.bdmat.org.uk
Fideliti	Establishment reference number: BEN032C
Kiddivouchers	Establishment name: Bentley Heath C Of E Primary School Postcode: B93 9AS
SODEXO	Establishment name: Bentley Heath C Of E Primary School ID: 838345
You at Work	Establishment name: Bentley Heath C Of E Primary School URN: 140462
RG - Childcare	Establishment name: Bentley Heath C Of E Primary School ID: 117911059197
Busy Bees	Establishment name: Bentley Heath C Of E Primary School URN: ED140462
Tax-Free Childcare	Account: 50005090121

If parents use any alternative company please email BKC@bentleyheath.bdmat.org.uk with the company name and telephone number so that BKC can register with them.

Kids Club HQ Privacy and Security

Kids Club HQ stores personal and other information that you enter into it, and provides ways for you to access and process that information. We take very seriously our responsibility to protect that information.

We will:

- conform to our obligations under the Data Protection Act;
- take appropriate technical and organizational security measures to safeguard the personal data you enter into Kids Club HQ;
- never use the information you enter into Kids Club HQ other than in accordance with your instructions;

In particular, we:

- never disclose the information you enter to any third party;
- never independently contact any individuals (parents or children) using contact information you enter into Kids Club HQ;
- never contact you except in relation to your use of Kids Club HQ;
- never view the personal data you enter into Kids Club HQ, other than in exceptional circumstances where it may be necessary to provide support to you.

To safeguard your data, we:

- use a UK-based third-party server infrastructure to run our software, carefully selected and reviewed for security and reliability;
 - always encrypt personal data (using https) when it is transferred over the web between our servers and your computer(s), so it is safe from interception;
 - take regular backups, encrypted in transit, and stored at a separate site.
- We aim (but can't guarantee) to ensure the Kids Club HQ web service is generally available 24 hours a day, 7 days a week. We occasionally need to take the service down for short periods to perform maintenance and updates. Planned maintenance will occur at evenings or at weekends. As with all web-based services, other service outages can sometimes happen for reasons out of our control.

You need to:

- Understand that you remain in control of, and responsible for, policy decisions relating to the collection, storage and use of the personal information concerning your registered families. You are the Data Controller, in the terminology of the Data Protection Act; we are a Data Processor, providing processing services according to your instructions.
- Safeguard any usernames and passwords that are assigned to you and your staff.
- Take action immediately if you discover or suspect that a username and password has become known to someone unauthorized: Change the password using the Settings screen in Kids Club HQ AND inform us so that we can terminate any existing unauthorized logins.
- Take extra care if you ever access Kids Club HQ from public or open-access computers: Be sure to log out from Kids Club HQ explicitly when you have finished, and then close all web browser tabs/windows. Never use "Remember my log-in details" or similar features from public computers.

Bentley Heath Church of England Primary School

PRIVACY NOTICE - DATA PROTECTION ACT 1998

BENTLEY'S KIDS CLUB

Bentley Heath Church of England Primary School uses Kids Club HQ software to support the school with the processes associated with running a childcare provision.

We collect, use and store information about our pupils on this system. The information we keep includes name, contact details, attendance at BKC and other relevant information such as religion; special educational needs; and any relevant medical information.

Bentley Heath Church of England Primary School and Kids Club HQ are required (under the Data Protection Act) to take care of all information and we take this responsibility seriously.

We will not give information about you to anyone outside the school without your consent unless the law permits it.

If you want to see a copy of the information we hold and share about you, then please contact the school.

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Widney Close
Solihull
B93 9AS

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