



The **Benjamin** Foundation

Town Tots and Kidzone

Our Pre School, After School, Breakfast and Holiday Club in North Walsham

Town Tots and Kidzone provide childcare in a safe and supportive environment which gives parents peace-of-mind. Part of The Benjamin Foundation, a local charity which brings hope, opportunity, stability and independence to local children, young people and families.

This handbook gives you information about Town Tots and Kidzone and what you should expect from our service.

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About Us

The Benjamin Foundation is a local charity which helps people across Norfolk and Suffolk to deal with some of the challenges that life throws at them.

Whether it's the prevention of youth homelessness, helping families to build stronger relationships or providing positive activities for young people with limited opportunities in life, our work brings hope, opportunity, stability and independence to the people we support.

For more information about The Benjamin Foundation, please visit www.benjaminfoundation.co.uk

About Town Tots Pre School



Rated 'Good' by Ofsted in September 2018, Town Tots is our pre-school in North Walsham. We cover all areas of the Early Years Foundation Stage with activities planned around the interests of the children.

There's a warm and welcoming environment to ensure children and their parents or carers feel safe, valued and happy, and we provide activities to enhance children's social and learning skills which cover all areas of the Early Years Foundation Stage with activities planned around the interests of the children.

All staff are trained to meet the legal requirements from the Early Years Foundation Stage (EYFS) and staff and volunteers have full Disclosures and Barring Service (DBS) records.

At Town Tots, we want the best for your child and we believe this should be a place that offers an environment that enables a child to develop socially, emotionally and physically, whilst having fun.

Each child is treated as an individual and we believe that the relationships we establish and build with parents and children are an important role in building effective partnerships between all involved.

Each child is allocated a Key Person when they start at Town Tots, which is maintained throughout their time at the pre school to assist with their learning and development.

What We Do



At Town Tots we provide a wide range of activities based on the child's interests to encourage children to learn while having fun.

The Early Years Foundation Stage (EYFS) is planned into all our activities, and observations are made and recorded to note individual developments. These are recorded in the children's learning stories which progress with them until they leave. These are electronic learning journals, which parents are able to view online and contribute to.

To help the children feel secure and settle, we offer home visits to all new child prior to their start at Town Tots. This enables them to see their Key Person in their home environment and it also enables us to speak with parents.

We have a 'Settling In' period of two hours; this time can be made up of a variation of times, but we request that for a child to feel secure, that the parent or carer joins us for a minimum of two hours before their start date. The child may not be left during this time and we do not charge for the settling period.



“ I have never worried and both children have thoroughly enjoyed their time with you. We wouldn't have been without you”

Parent of a child who attends Town Tots



Town Tots is an inclusive service and we operate a policy for children with special educational needs and we welcome children with disabilities.

As part of The Benjamin Foundation, we ensure that staff and volunteers are fully embedding The Nurtured Heart Approach®, which concentrates on the positive behaviour children display and focuses on individual skills and qualities. If you would like more information about The Nurtured Heart Approach, please speak to a member of staff.

We also work alongside the local schools and nursery, and we have regular trips with the children to engage in the local community, such as visits to a local care home, and visits to school in preparation for their transition to the next stage of their education.

The Early Years Foundation Stage Framework

At Town Tots, we follow the Government guidelines from the Statutory Framework for the Early Years Foundation Stage. We support the legal requirements and are Ofsted registered (rated 'Good' at our most recent inspection in September 2018).

Children have areas of Learning and Development that are promoted through the children's play. There are seven areas to support this; three Prime Areas and four Specific Areas.

Prime Areas:

Personal, Social and Emotional Development

Making relationships and understanding others.
Self-confidence and self-awareness.
Managing feelings and behaviour.

Physical Development

Moving and handling.
Health and self-care.

Communication and Language

Listening and attention.
Understanding.
Speaking.

Specific Areas:

Literacy

Reading and writing.

Mathematics

Numbers, shapes, space and measurement.

Understanding the World

People and communities, the world, technology.

Expressive Arts and Design

Exploring and using media and materials. Being imaginative.
Early Years Practitioners (Key Persons) have key children who they work with to support their individual learning and development, with support and advice from their main parent/carer. Each child has their own Learning Story with home interaction, which tracks their learning and development while they are in the care of the nursery.



Town Tots Opening Times

We are open term time Monday to Friday from 9:00am to 3:00pm

The morning session is 9:00am – 12:00pm

The afternoon session is 12:00pm – 3:00pm. This session starts with lunch, therefore a packed lunch is required.

We also offer full day sessions. We request that children bring along a healthy packed lunch (with an ice pack).



The Curiosity Approach

What is The Curiosity Approach?

The Curiosity Approach is an accreditation that Town Tots is working towards. This is a modern day approach that fits perfectly into current changing technological times, bringing curiosity, awe and wonder into early childhood and creating the 'thinkers and doers of the future'.

It is about more than just beautiful play spaces; it's an inspirational modern day approach to early childhood, which takes inspiration from Reggio, Steiner, TeWhariki and a sprinkle of Montessori, underpinned by the Early Years Foundation Stage.

It's a beautiful recipe of wonderful ingredients, carefully mixed together with experience, passion and a love of early childhood.

It's baked together in a mindful oven of loveliness that needs thoughtful Practitioners; professionals to be mentally present, thankful and forever curious about their careers with young children.



“You have made us feel that our children are the centre of your world just as they are for us.”

Parent of a child at Town Tots

Town Tots Fees and Funded Places



The fees are currently £5.00 per hour.

A three hour session in the morning or the afternoon is £15.00

An invoice will be issued towards the end of each half term for the next half terms's fees payable. These should be paid half termly in advance by BACS by the start date of the following term.

It is important that fees are paid on time. Non payment will mean that your child will not be able to continue with their sessions until payment is made in full. In the unlikely event of arrears occurring, our policy for non payers will be enforced. This is available to view in our Policies Folder.

Should you have any difficulty paying fees, please speak with a member of staff at the earliest convenience.

If your child is absent from the pre school due to sickness, please note that the fees will still be applied as the place is still allocated for your child.

Funded places

We offer placements for children aged two years onwards and we are able to offer funding for children age two who are eligible. If you feel your child is eligible, please speak with a member of staff.



When children are three years old, they receive Government funding. This is organised through the pre school so you will not have to apply for this yourself.

The funding takes effect the term after your child's third birthday and your child will be able to have five free sessions of three hours a week. We also accept 30 hour funding and childcare voucher schemes. If you require additional sessions, these must be paid for by the parent or carer at £15 a session.

More information about funding can be found on the Norfolk County Council website: <https://www.norfolk.gov.uk/children-and-families/childcare-and-early-learning/free-childcare-and-learning>

About Kidzone

KIDZONE

Rated 'Outstanding' by Ofsted in 2017, Kidzone in North Walsham offers a high quality Breakfast, After School and Holiday Club provision for children from 3 to 12 years old.

Kidzone offers children fun and stimulating activities providing learning opportunities based on their interests. A Holiday Club operates over school holidays providing themed activity sessions for children.

Children are empowered to make their own decisions, whilst being supported by our fully trained play work staff, who promote independence in children making their own choices and staff ensures individual needs are met. We provide a high staffing ratio and ensure that the children have sufficient individual attention, and guarantee care and learning of a high quality in a fun environment.

All staff are fully qualified to Level 3 and DBS checked.

In 2017, Kidzone was rated 'Outstanding' by Ofsted



Kidzone Activities

At Kidzone, we offer the children a wide range of activities to choose from. We believe that play is an important part of a child's development and our role is to create opportunities to enhance play and learning.

Indoor activities include board games, home corner, construction and arts and crafts, which we use with topics and themes. There is also a TV and DVD player than children can watch and relax.

If the weather permits, we make use of the outside space with time outside, either in our own garden, the school field or at the timber tangle.



Kidzone Breakfast Club

The Breakfast Club runs from 7:30am until 8:45am. Breakfast is included in the cost of the session, which consists of a selection of cereals and toast.

We will escort your child safely over to the school at 8:45am and ensure they are in the school as required. Our staff collect the children from the school at 3pm and they are walked back to Kidzone.

Kidzone After School Club

When children arrive at Kidzone After School Club, they are offered milk, juice or water, along with a selection of fruit.

At approximately 4:15pm to 4:30pm, we will provide a healthy and nutritional snack, such as pasta, a jacket potato or beans on toast, again with milk, juice or water. Fresh drinking water is available at all times.

The children are always involved with the menu planning and food preparation to encourage conversation and a sociable time.



Kidzone Holiday Club

Kidzone Holiday Club operates over school holidays providing themed activity sessions and trips for children, such as fun Halloween and Easter activities, and even trips to the seaside.

Please contact us to enquire about activities for future school holidays.

Booking a Place

A registration form will need to be completed before the children can attend. These can be obtained from Kidzone or the office of Manor Road Junior School. All information taken will remain confidential.

Kidzone Fees



Breakfast Club: £4.00 per session (includes breakfast)

After School Club: £9.50 per session (includes a snack)

Holiday Club: £23.00 for a full day 8:00am – 6:00pm
(a packed lunch is required)

£11.00 8:00am – 1:00pm

£12.00 1:00pm – 6:00pm

We accept payments by cash and BACS. We also accept childcare vouchers. A receipt will be issued to you for payment, however late collections after 6:00pm will result in an extra charge of £5.00 to cover additional staffing costs.

During holidays, we require a 50% non-refundable deposit to secure a child's place. This ensures that adequate staff ratios are in place.

You may be entitled to claim up to 70% of your weekly childcare costs. To find out if you are eligible, call the Working Tax Credits Helpline on 0345 300 3900. If your child is entitled to 30 hour funding you may be eligible to use this at Kidzone.

Other Information about Town Tots and Kidzone

Medical Consent Forms

If your child requires medication while they are with us, you will be asked to complete a medical consent form. All registration forms have a medical section to complete, which will tell us if your child has any allergies, dietary or medical conditions. This information will remain confidential. We are only able to administer prescribed medication and all regular medication must be brought with the child.

Accidents or Injuries

Should your child be involved in an accident while they are at Town Tots or Kidzone, First Aid will be given by a qualified First Aider. The details will be recorded in the accident book, which you will be asked to sign to ensure that you have been informed of your child's accident. All of our staff are First Aid trained.

If your child requires emergency treatment, we will try to contact you immediately. If we cannot contact you, a member of staff will act as guardian until contact can be made. If an ambulance is required, a member of staff will accompany your child, along with your registration form. This will only happen in the event of being unable to contact you. **IT IS ESSENTIAL THAT ALL CONTACT NUMBERS ARE KEPT UP TO DATE.**

Collection and Safety Arrangements

When you collect your child, you will be required to sign a collection sheet. If somebody else is collecting your child, you must notify us either in writing or by telephone. Your child will not be released without prior consent.

Emergency Procedure for Uncollected Child(ren)

If your child is not collected 30 minutes after the session has closed and we are unable to contact you, the Senior Play Worker will contact Children's Services Out of Hours Duty Officer and arrangements will be made for your child to be handed over to an appropriate place of protection agreed by the Officer.

Staffing

All staff have the appropriate childcare qualifications and experience. The staffing levels enable us to keep a ratio of one adult to eight children. All staff undergo checks by the Disclosure and Barring Services (DBS) and Ofsted. We do welcome volunteers and childcare students and ensure that all the appropriate checks are carried out.

Special Educational Needs

We welcome children with special educational needs to Town Tots and Kidzone. You will need to make the appropriate arrangements with Children's Services to ensure that one-to-one support can be provided, if required, and the child's Community/School Nurse would need to be contacted to ensure that care plans are in place and regularly updated.

Health and Safety

We take Health and Safety very seriously and we comply with Health and Safety legislation. We also have daily Health and Safety checks and activities and outings are risk-assessed. A fire drill is carried out every term with the children.

We also involve the children in discussions about our rules and how to keep safe.

Conduct

Our rules also cover conduct. The atmosphere at Town Tots and Kidzone is informal, yet recreational. We encourage good behaviour by offering incentives, rewards and, most importantly, praise.

We do expect all children to show consideration for their peers, staff, the building and the equipment. If there is aggressive or discriminatory behaviour, the staff will follow the policy and procedure on discipline.



Working with parents and carers

We aim to keep you well informed of all club news and activities. We welcome the opportunity to discuss your child's experiences, achievements and friendships.

We also want to hear your views to ensure we continue to meet your needs. You're always welcome to let us know any comments or feedback you have. We also have written policies and procedures which are available for you to view at any time.



Cancellations

Please give us as much notice as possible should you need to cancel a session due to sickness etc. Please note that all sessions that are booked will be charged at the full rate if they are cancelled.

We require four weeks notice if you wish to cancel any sessions.

Please always contact us if your child will be absent for any reason as we are concerned when a child does not show up and may result in us contacting the school or class teacher to try to locate your child. As you can imagine, this takes time and causes worry for the staff and disruption for the children.

Occasional bookings

You may prefer to register with Kidzone but will only need to use us occasionally. Once registered with Kidzone, you can then contact us on 01692 407012 or 07765 124758 to enquire if there is space available. Unfortunately we cannot guarantee a place.

Regular bookings

If you require a regular booking at Kidzone, we are able to book sessions on a regular day but must advise that this place will require full payment if not used on certain days due to, for example shift rotas. We are unable to book block days unless numbers permit. This is subject to attendance numbers at the time.

Child protection

All staff, as well as holding the relevant childcare qualifications, have also had all the appropriate Disclosure and Barring Services (DBS) checks carried out to comply with our Safeguarding procedures. We also follow guidelines from the local Safeguarding Children's Board on how to deal with cases of suspected child abuse. Further information can be found in our child protection policies.

Additional information about how we keep the people we support safe can be found on our website: <https://benjaminfoundation.co.uk/safeguarding/>



Management of Town Tots and Kidzone

Town Tots and Kidzone are managed by local charity, The Benjamin Foundation we and work in partnership with The Federation of North Walsham Infant and Junior Schools. We meet with the school on a termly basis to discuss the running of the club, including finance and staffing. We greatly value these partnerships and the support from the local schools.

We hold full public and employer liability insurance so that staff and children are insured in the event of accident or injury. The certificate is displayed on the information board in the entrance.

Complaints and compliments

If you have any concerns or wish to discuss any aspect of Town Tots and Kidzone, please speak to the Playwork Manager or a member of staff.

Our complaints procedure is on the information board in the entrance, along with the guidance from Ofsted. If you wish to contact Ofsted directly, their number is 0300 123 4666 or email enquiries@ofsted.gov.uk

We also welcome compliments, so please share with us any positive feedback that you have.

Contact details

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W: <https://benjaminfoundation.co.uk/service/town-tots/>

W: <https://benjaminfoundation.co.uk/service/kidzone/>



Find us on Facebook: Town Tots and Kidzone

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