

Kids Club Policies and Procedures

Here is a helpful guide to support parents or carers using the creche:

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1- Creche Information

The creche is open from 9:15am to 12:45pm, Monday to Sunday, for children aged 4 weeks to 8 years old.

Creche bookings can be made up to 8 days in advance by calling reception on 020 3973 1718.

All children attending the creche must be registered members.

Children can be booked into the creche for a maximum of two hours.

Children over 2 years cannot book 30-minute slots; a minimum booking of 1 hour is required.

2- Settling in sessions:

All children must complete a paid 30-minute settling-in session. For the first 15 minutes, the parent stays with the child in the crèche. For the last 15 minutes, the parent leaves while the child stays with crèche team members—parents can use this time to complete their registration form.

If the child settles well, parents can book 1-hour sessions and gradually increase time. If the child struggles, extra settling-in sessions will be arranged.

These sessions cannot be booked on weekends, as it's usually too busy and can be overwhelming for children. Quieter times help them settle more easily.

3- Under 2's

For children under 2 years, if they require a nap or a feed (bottle of milk only) during their session, we are able to accommodate this.

Please bring a bag with nappies and spare clothes in case your child needs changing during the session.

4- Over 2's

Children over 2 years are required to wear shoes due to health and safety regulations. Shoes may only be removed during soft play time.

If your child is potty training or has recently started using the toilet, please bring spare clothes. Creche team members will assist by taking your child to the toilet regularly during their session.

5- Children with Additional Needs

We support children with additional needs by providing an inclusive and caring environment. The creche team adapts activities and routines to meet each child's individual needs, helping them feel safe, included, and able to develop at their own pace.

6- Sports Clubs and Holiday Camps

We provide sports clubs and school holiday camps for children aged 5 to 11 years within the creche. Please see the timetable of activities or ask creche team members for further information.

7- Child to Adult Ratios

At the creche, sports clubs, and camps, we follow Ofsted guidelines for adult-to-child ratios:

- 1:3 for children aged 4 weeks to 2 years
- 1:5 for children aged 2 to 5 years
- 1:8 for children aged 5 to 11 years

8- Wristband Policy

All parents or carers dropping off a child/children in the creche must wear a wristband provided by the creche team on arrival. The wristband will have a number and your child's name. If a parent is dropping off more than one child, only one wristband is required.

Parents must keep wristbands on at all times while their child is in the creche. We will ask for your whereabouts in the club and make a note on our register.

Parents are not allowed to leave the building while their child is in the creche. The only exception is for holiday camps, which are longer sessions.

9- Food Policy

We do not allow any food or snacks into the creche as some children may have allergies.

10-Accidents and Incidents

At our crèche, the safety and wellbeing of children is our top priority. If a child arrives with a visible injury (such as a bruise or mark), we will ask the parent or guardian how it happened and record the details on an **Existing Injury Form**.



If a child has an accident while in our care - for example, a bump to the head, we will complete an **Accident Form**, inform the parent, and ask them to read and sign the form upon collection.

11- Safeguarding Policy

We make sure all children in our crèche are safe, happy, well and always cared for. To help keep children safe, the parent or carer dropping off and collecting wears a wristband, so we know the right person is picking up.

We always follow the correct child-to-team member ratios.

All team members have up-to-date DBS checks and are trained to keep children safe.

The crèche manager is the designated safeguarding officer. Any concerns about a child's safety, well-being, neglect, or harm will be raised with the manager, who will contact the relevant agencies if there is a risk of danger.

12- Health and safety

All children attending our crèche must be well. If a child is unwell, they should not come to the crèche as illness can spread easily. If we feel your child is unwell during their session, we will call you to come and take your child.

Our crèche rooms, soft play area, sports hall, and children's toilets are cleaned daily to maintain a safe and hygienic environment.

We do not administer medication except in emergencies, such as with an EpiPen or inhaler. If a child needs medication at a specific time, parents will be called to come and give the medication themselves.

13-Equal opportunities

Our crèche is committed to providing an inclusive and welcoming environment where every child and family is treated with respect and fairness. We celebrate diversity and ensure that no child or parent is discriminated against based on age, gender, race, religion, disability, or background.

As part of the health club, we follow the same values of equality and inclusion to make sure everyone feels safe and valued. All children have equal access to our facilities, activities, and care, and our team members are trained to support every child's individual needs.