**KNIGHTWOOD KIDS CLUB**

**CHARITY NUMBER 1081786**

**KCN NUMBER 4734**

**PARENT INFORMATION PACK**

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**CONTENTS**

 **Page No:**

**Staff & Committee Contact**

**Welcome to Knightwood Kids Club**

**Operating Time**

**Fees & Payment Procedures**

**Invoice Queries**

**Non-Payment of Fees**

**Holidays During Term Time**

**Cancellation or Change of Sessions**

**Admissions Policy**

**Registration of Children to KKC**

**KKC RULES, PROCEDURES & POLICIES**

* **COURTASY TOWARDS LOCAL RESIDENTS**
* **REGISTRATION/SIGNING IN & OUT**
* **LOSS OR DAMAGE ITEMS**
* **SICKNESS**
* **INCIDENTS & ACCIDENTS**
* **FIRE DRILL PROCEDURE**
* **HEALTHY EATING IN THE CLUB**
* **SUMMER MONTHS**
* **PHOTOGRAPHIC RECORDING**
* **COMMENTS & COMPLAINTS**

**BEHAVIOUR (CODE OF CONDUCT & POLICY)**

* **CODE OF CONDUCT**
* **BEHAVIOUR POLICY**
* **VERBAL WARNING**
* **FINAL WARNING**
* **MONITORING**
* **APPEAL**
* **EXTREME, VOILENT OR ABUSIVE BEHAVIOUR**

**BEHAVIOUR REPORT FORM**

**REGISTRATION FORM (PLEASE RETURN TO THE KKC MANAGER)**

**SESSIONS REQUIRED FORM (PLEASE RETURN TO THE KKC MANAGER)**

**PERMISSION FOR COLLECTION OF CHILDREN FORM (PLEASE RETURN TO THE KKC MANAGER)**

**PARENT’S CODE OF CONDUCT FORM (PLEASE RETURN TO THE KKC MANAGER)**

**IMPORTANT INFORMATION FORM (PLEASE RETURN TO THE KKC MANAGER)**

**PARENT SURVEY FORM (PLEASE RETURN TO THE KKC MANAGER)**

**Staff Contact Details:**

Julie Kimber – Manager **07850692091**

Jo Moody - Deputy

Alice Milne – Playworker

Jude Stone – Playworker

Jo Moody – Playworker

Helen Wales – Playworker

Sarah Trayhorn – Playworker

Sarah Lewis – Playworker

Roz Trezona – Playworker

Carys Gregor - Student

Molly lewis – Student

Lottie Trezona – Student

Lauren Dellow - Admin

**Bank Staff:**

Josh Stone

Lauren Dellow

**KKC Committee Members: Email Addresses:**

Chair – Fiona Chapman

Deputy Chair -

Treasurer -

Secretary -

Committee Member -

Committee Member -

Committee Member -

Staff Committee Member – Julie Kimber julie.knightwood@icloud.com

Staff Committee Member – Jo Moody julie.knightwoood@icloud.com



**Welcome to Knightwood Kids Club**

Welcome to Knightwood Kids Club, referred throughout this document as ‘KKC’. We hope that you find this Parent Information Pack useful and be assured that should your child/children be accepted into the club, all policies and procedures within this pack will be adhered to at all time for the smooth running of the club and for the safety & enjoyment of your child/children.

Please ensure you share the contents of this pack with your child/children and that they understand where possible how and why the club runs & the rules it follows.

The KKC although based at Knightwood Primary School, is NOT run or administered by the school or its staff. It is a Charity run business, administered by a Voluntary Management Committee, from here referred to as the ‘Committee’. This Committee comprises of parents of children attending the club & a member of staff employed as the Manager of the KKC.

This club is for you and your child/children, and cannot run without parent’s support. If you wish to become involved in the Committee and the running of the club, please speak to the KKC manager or a committee member who details are in this pack. Parents who do not have children at the club cannot sit on the committee. It is therefore vital that for the club to rung long term that we have parent volunteers.

If you have any questions or queries regarding the information in this parent pack, please speak to the KKC manager in the first instance for clarification.

**WE HOPE YOUR CHILD/CHILDREN ENJOY THEIR TIME AT CLUB.**

**Operating Times:**

KKC runs during term time, Monday to Friday 3pm until 6pm. Please ensure your child are collected by then or you will incur the £25.00 fine.

The KKC insurance does not extend past 6pm and staff are not permitted to remain on school premises after this.

The Club operates a ‘NON-COLLECTION’ policy which states:

* If due to unforeseen circumstances, you are unable to collect your child/children by 6pm, it is your responsibility to arrange for someone else to collect them by this time & to contact the club as soon as possible to let them know.
* If you are late in collecting your child, a fee with be incurred. The fee will be £25.00 from 6pm for every 15 minutes or part thereof until the child/children are collected.

In the event that your child/children remain uncollected after a session and we are unable to contact the parents, guardians or one of the adults authorised to collect your child/children, then the NON-COLLECTION of Children’s Policy and the Child Protection Policy will have to be adhered to and the Council’s Children’s Services may be contacted.

**FEES AND PAYMENT PROCEDURES**

The KKC fees are £12.00 per session. These sessions are booked once your child/children are accepted into the club and will remain theirs until you tell us otherwise.

Invoices are issued on a monthly basis & are payable in advance and become payable on the first school day of the month. These invoices must be paid no later than requested on the invoice. Where payments are not made by the required date, a late payment charge of £5.00 will be added to the following month’s invoice. This late payment is NON-NEGOTIABLE as strict deadlines must be adhered to.

Please pay for your sessions by vouchers, BACS or direct debit. We do accept most vouchers, if you wish to pay by vouchers, please contact the Treasurer directly to set this up.

**INVOICE QUERIES:**

If you have any queries in relation to the amount quoted on your monthly invoice, do not withhold your payments as this may incur a £5.00 late payment charge. A letter detailing your query should be sent to Magenta who send out the invoices and any agreed adjustments can then be deducted from the following month’s invoice.

Magenta Email Address – karen@magenta-accounts.com

Telephone number – 01962717498

Should payment difficulties arise due to exceptional circumstances. The committee should be notified in writing as soon as possible to reach an agreement acceptable to both parties. Where a mutual agreement cannot be reached, the committee will consider the possible suspension or exclusion of the child/children from the club. The Treasurer can be contacted directly through the club to discuss any individual circumstances in confidence.

**NON-PAYMENT TO FEES:**

Where outstanding monies are due, reminder letters will be sent and/or invoices will be amended to show fees due. The Committee is under legal obligation to ensure that all fees due are paid and that yearly accounts are submitted to the Charity Commission. Should non-payment persist, appropriate legal action will be considered to recover debts.

**HOLIDAYS DURING TERM TIME:**

If you provide one week’s written notice, in advance, of any family holiday during term time, a maximum of two weeks leave in any one academic year will be granted & you will only have to pay half of the session normal rate of pay.

Ad-hoc cancellations where a child is not attending the club for personal reasons, such as going to another child’s home for tea, is sick, or just not attending, the cost of the session will still be payable.

Under exceptional circumstances further leave will be considered by the KKC Committee, but requests will need to be made in writing detailing the situation (e.g. hospital admissions, funerals etc).

**CANCELLATION OR CHANGE TO SESSIONS:**

Should you wish to cancel your sessions or cancel your child’s/children’s place, one month’s notice should be given to the club in writing, unless the spaces can be filled immediately. Should you be unable to give a month’s notice and the place/places cannot be filled immediately, please be aware that you will be billed for that month as normal. **The Committee reserves the right to review & change these procedures & fees at any time.**

**ADMISSIONS POLICY:**

KKC has an Equal Opportunities Policy & will implement it in its decisions on admissions. It will give priority to applications on the following basis:

* Siblings of children who already attend the club
* Children already using the club
* Children of staff, but these places may be charged for
* All others applications will be treated on a first come first serve basis depending on what days are required & how many children. A waiting list will be maintained by the KKC Manager & Deputy.

Any proposed amendments to this policy will be notified in writing.

**REGISTRATION OF CHILDREN TO KKC:**

If you would like to register your child/children for the KKC, please speak to the Manager/Deputy who will add you to the waiting list. If the waiting list is long, parents/carers must be prepared to wait & to be patient as a place may come up quickly or may take some time. Once your child/children have been offered a place and it has been accepted, the KKC registration & consent forms must be completed. A registration form will be given to you by the KKC Manager or Deputy. Once the forms have been completed, please return to KKC before your child/children start their sessions.

If you change emergency contact details throughout the academic year, please ensure the KKC Manager is updated immediately.

**KNIGHTWOOD KIDS CLUB RULES, PROCEDURES & POLICIES**

All policies adhered to by the KKC are enclosed at the back of this information pack. Please take time to read them and make yourself aware of the contents. These policies are reviewed and any changes will be notified to you by writing.

**COURTESY TOWARDS LOCAL RESIDENTS:**

All parents are required to park considerately when collecting from KKC and are asked NOT to park in Bellfower Way under any circumstances.

**REGISTRATION/ SIGNING IN & OUT:**

All children are registered at the beginning of each session that they attend hen children are collected by parents/carers, staff will sign children out & the time of the collection is noted by the clock in the School Hall. Should your child/children be collected by someone other than those registered with us, please inform Kids Club before they are collected, if the person is unknown to us a password will be required.

**LOSS OR DAMAGE TO THE PROPERTY:**

Parents are asked to clearly label all belonging of children who attend kids club, so they are easily identifiable by the children when they come to leave. Please ensure your child/children have their correct property before they leave the school premises. Parents are requested not to allow their child/children to bring their own toys or electronic gadgets to the club. NO liability will be accepted by kids club for loss or damaged property. If your child/children forget something & it is left in their classroom, they cannot go and get it, it will need to be collected the next day.

**SICKNESS:**

Please do not allow your child/children to attend club until 48 hours has elapsed following sickness or any kid of stomach upset. For hygiene reasons, if your child is suffering from head lice, please inform a member of staff if your child/children are sick whilst attending kids club, parents will be notified and must be able to collect within half an hour to avoid spreading the bug. If you are unable to collect your child/children, please ensure you have someone that is able to.

**INCIDENTS AND ACCIDENTS:**

In the event of a serious accident or incident, parents/carers will be contacted, and if necessary, the emergency services. In the vent that parents/carers cannot be reached, staff will contact the next available person listed on the Registration form or Permission to Collect form. Staff ae not permitted to transport children to hospital (even if parents/carers have given permission).

Staff will log details of any accidents or incidents that occur involving a child on the relevant accident/incident forms. This will record any and all information on the child/children i.e. When resistant has been used to prevent physical injury to other children/adults/property. The parent/authorised collector of the child/children will be asked to sign the form to acknowledge the accident/incident.

**FIRE DRILL PROCEDURE:**

It is the KKC Manager’s responsibility, in the conjunction with the school, to plan a fire drill each term or the club will plan a fire drill of their own during a session. No advance warning of this will be given. A log should be kept of the time and date of the fire drill and the time taken to evacuate the building. A full Fire Strategy Policy is attached detailing the course of actions that will be taken.

**HEALTHY EATING IN THE CLUB:**

The KKC provides drinks and snacks for the children attending the club, please do not allow children to being crisps or sweets to the club. Please inform the KKC Manager if your child has any special dietary, religious, or cultural requirement. For further information, please see the Food Policy under Policies section of this pack.

**SUMMER MONTHS:**

Your child will require a sunhat & a labelled bottle of sun cream which children can apply themselves should they need to. The younger children will be supervised to ensure that the cream is applied properly. Sun wipes are suitable for younger children.

**PHOTOGRAHIC RECORDING:**

There may be occasions when photographs or videos may be taken of the children at KKC. Permission to do this is required & a consent form is in the Registration Pack.

**COMMENTS OR COMPLAINTS:**

If a parent/carer wishes to make suggestions or comments regarding the club, these would be most welcome. They will be considered by the Committee & the outcome will be notified to the parent/carer within 28 days of receipt of the comment.

If a parent/carer has concerns or wishes to make a complaint, the Committee must be notified in writing. The Committee will investigate &, if necessary, invite the parent/carer to meet with them. The results of the investigation & any action taken will be notified in writing within 28 days of receipt of the complaint. Alternatively, you may wish to contact OFSTED.

* Write to Ofsted – 2 Rivergate, Redcliffe, Temple Quay, Bristol, BS1 6DZ
* Telephone Ofsted – 08702183800
* Website – [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

**BEHAVIOUR (CODES OF CONDUCT & POLICY)**

**CODE OF CONDUCT:**

Parents are asked to encourage

 courteous & polite behaviour in the children at all times. Poor behaviour will be reported to parents/carers.

Parents are also asked to conduct themselves in a similarity courteous fashion in their dealings with staff & other families. This is to provide a role model of good behaviour and to avoid unpleasant situations from developing in the club. Parents who are rude & aggressive towards staff members may be subject to the sanction of having their child’s registration terminated.

Both parent & the child/children should read, share and follow the ‘Code of Conduct’ procedures detailed within this pack. These forms are found in the Registration Pack.

Any parent/carer who has a complaint should submit their complaint in writing & it will be dealt with by staff & the Committee as appropriate & as promptly as possible.

**BEHAVIOUR POLICY PROCEDURES:**

In the event that a child/children’s behaviour causes difficulties or disruption to staff or other children, or is dangerous to themselves, or conflicts with the policies & guidelines of Knightwood Kids Club’s, the following will be followed:

**VERBAL WARNING:**

* At the point of a child’s/children’s behaviour warrants a formal verbal warning, details of the offending behaviour will be recorded by staff on a incident report or incident book & the parents will be invited to sign the form when they collect their child/children.
* Persistent behaviour problems will result in the child/children being issued a second verbal warning, again details of which will be recorded by staff and parents/carers will be notified accordingly & will be invited to sign the form.

**FINAL WARNING:**

* Should the child/children make no improvements, staff will inform the committee in writing of the need for a final warning, providing details of the behaviour record & notifying the parents/carers accordingly.
* Within 10 working days, the chair of the Committee will formally write to parents giving a final warning & to request that the parents attend a meeting with the Committee to discuss a strategy to improving behaviour. In sensitive or exceptional circumstances, the Committee may suspend the child whilst discussions are undertaken with parents/carers.
* If considered appropriate, it is anticipated that the meeting will be held with the child/children present & the child/children will be given the opportunity to contribute to a strategy to improving his/her/their behaviour.
* A strategy for improving behaviour will be agreed between the Committee, parents and the child/children. This strategy will be issued in writing within 10 working days of the meeting and signed by all parties involved.

**MONITORING:**

The behaviour strategy will be monitored over a period of 4 weeks by the KKC staff. The staff will produce a written assessment of the child/children weekly behaviour which will be shared with the parent/carer.

At the next full meeting with the Committee, the behaviour strategy & recommendations will be reviewed. Formal notifications, in writing, f the child/children future at the club, will be made within 10 working days. No further notice will be given should the Committee request that the child/children be withdrawn from the club.

**APPEAL:**

Parents who wish to appeal against the decision should address their comments in writing to the Committee within 10 working days of receiving the formal notification.

Within 10 working days, two members of the Committee, NOT THE CHAIR, will consider the appeal. They will either reach a decision & formally notify the parents or, if deemed necessary will contact the parents/carers to arrange a second meeting to discuss the appeal.

In the event of a second meeting taking place, the appeal & subsequent points raised will be addressed by the full Committee & a final decision notified to parents in writing.

**EXTREME, VIOLENT OR ABUSIVE BEHAVIOUR:**

In the event of a accident occurring where the KKC Manager, staff and children are put at risk by the behaviour of a child/or children attending the KKC, the KKC Manager reserve the right to exclude the child from the KKC immediately. Parents will be contacted & the Committee will be advised of the vents and also have the discretion to suspend or exclude permanently.

**KNIGHTWOOD KIDS CLUB**

**BEHAVIOUR REPORT FORM**

This form has either been issued because of your child’s/children’s behaviour in the club today or because of the behaviour of another child or children towards them. Where the latter is the case, we anticipate that you would wish to be informed of behaviour affecting your child/children. In cases of particularly bad or good behaviour we hope that you will:

* Reprimand your child/children and seek assurance from them that their behaviour will improve from now on.
* Congratulate them on their good behaviour and encourage them to continue to be such a pleasure to have in the club.

CHILD’S/CHILDREN’S NAME (S) …………………………………………

DATE ………………… PLAY-WORKERS NAME ……………………...

DESCRIPTION OF BEHAVIOUR ……………………………………………………………………………………………………….

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KKC MANAGER’S SIGNATURE …………………………………………….

PARENT’S SIGNATURE ……………………………………………………….

**KNIGHTWOOD KIDS CLUB**

**REGISTRATION FORM**

CHILD’S NAME: …………………………………………………………………………………………………………………….

DATE OF BIRTH: …………………………………………………………………………………………………………………….

PARENT’S/GUARDIAN NAME & ADDRESS: ………………...............................................................

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HOME TELEPHONE NUMBER: ……………………………………………………………………………………………….

MOBILE TELEPHONE NUMBER: …………………………………………………………………………………………….

E-MAIL ADDRESS: …………………………………………………………………………………………………………………

NAME & TELEPHONE NUMBER of contact in your absence (EMERGENCY USE ONLY): ………….

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DOCTOR’S NAME, SURGERY ADDRESS ANT TELEPHONE NUMBER ………………………………………..

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IMMUNISATIONS TO DATE: …………………………………………………………………………………………………

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ANY ALLERGIES (FOOD, DRINK, ANIMALS ETC): ……………………………………………………………………

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ANY SPECIAL NEEDS, LEARNING DIFFICULTIES, (FEARS OR PHOBIAS): …………………………………

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…………………………………………………………………………………………………………………………………………….

ETHNIC ORIGIN: ………………………………………………………………………………………………………………….

LANGUAGE SPOKEN AT HOME: ………………………………………………………………………………………….

ANY OTHER RELEVANT INFORMATION: ………………………………………………………………………………

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**SESSIONS REQUIRED**

PLEASE CIRCLE:

MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY

COMMENCEMENT DATE: …………………………………………………………………………………………………………….

PARENT/GUARDIAN SIGNATURE: ……………………………………………………………..

DATE: ……………………………

**KNIGHTWOOD KIDS CLUB**

**PERMISSION FOR COLLECTION OF CHILDREN**

CHILD’S/CHILDREN’S NAME: ……………………………………………………………………………………………….

……………………………………………………………………………………………………………………………………………..

I hereby give permission for my child/children to be collected from Knightwood Kids Club, by the following people:

NAME: ………………………………………………………………………………………………………………………………….

RELATIONSHIP TO CHILD/CHILDREN: …………………………………………………………………………………….

CONTACT TELEPHONE NUMBER: ……………………………………………………………………………………………

MOBILE TELEPHONE NUMBER: …………………………………………………………………………………………….

NAME: ………………………………………………………………………………………………………………………………….

RELATIONSHIP TO CHILD/CHILDREN: …………………………………………………………………………………….

CONTACT TELEPHONE NUMBER: ………………………………………………………………………………………….

MOBILE TELEPHONE NUMBER: …………………………………………………………………………………………….

NAME: ………………………………………………………………………………………………………………………………….

RELATIONSHIP TO CHILD/CHILDREN: ……………………………………………………………………….

CONTACT TELEPHONE NUMBER: ………………………………………………………………………………

MOBILE TELEPHONE NUMBER: …………………………………………………………………………………

NAME: …………………………………………………………………………………………………………………….

RELATIONSHIP TO CHILD/CHILDREN: ……………………………………………………………………….

CONTACT TELEPHONE NUMBER: ………………………………………………………………………………

MOBILE TELEPHONE NUMBER: …………………………………………………………………………………

NAME: …………………………………………………………………………………………………………………….

RELATIONSHIP TO CHILD/CHILDREN: …………………………………………………………………………

CONTACT TELEPHONE NUMBER: ……………………………………………………………………………….

MOBILE TELEPHONE NUMBER: ………………………………………………………………………………….

NAME: ………………………………………………………………………………………………………………………

RELATIONSHIP TO CHILD/CHILDREN: …………………………………………………………………………

CONTACT TELEPHONE NUMBER: ……………………………………………………………………………….

MOBILE TELEPHONE NUMBER: ………………………………………………………………………………….

**KNIGHTWOOD KIDS CLUB**

**PARENT’S CODE OF CONDUCT**

* Parents are asked to encourage courteous & polite behaviour by the children at all times. Poor behaviour will be reported to parents in line with the Club’s policy on behaviour.
* Parents are asked to conduct themselves in a similar courteous fashion in their dealings with staff & other families. This is to provide a role model of good behaviour and to avoid unpleasant situations from developing in the club.
* Parents who are rude & aggressive to staff members may be subject to the sanction of having their child’s/children’s registration terminated.
* Any parent or guardian/carer who has complaint should submit their complaint in writing & it will be dealt with by the staff & the Committee as quickly as possible.
* I will ensure that I will collect my child from Knightwood Kids Club by 6pm. I understand that from 6pm, my child’s/children’s name will be highlighted on the register & will incur a fine of £25.00. The Clock used to obtain the correct time of collect will be the clock in the school hall, where Kids Club is held.

 6pm – 6:15pm = £25.00

 6:15pm – 6:30pm = £25.00

* If I know I’m going to be delayed, I will arrange for someone else to collect my child/children from Knightwood Kids Club. l will make sure I let the club know who is collecting my child/children.

**I UNDERSTAND AND ACCEPT THE ABOVE TERMS:-**

SIGNED ……………………………………………………………………………………….

DATE ……………………………………………………………………………………...

NAME IN BLCOK CAPITALS ……………………………………………………………………………………………...

**IMPORTANT INFORMATION**

If your child/children are joining the Club at the start of the year, you will be required to pay half the price for the weeks leading up to them starting full time in school.

Should you wish to cancel your space at the Club, you are required to give four weeks written notice unless the space can be filled immediately.

If your child/children are expected at the Club but will not be attending for any reason, you are required to notify the club directly either by phone 07850692091 email julie.knightwood@icloud.com or via our Facebook Page. We are required by Ofsted to contact Children’s Services should a child be unaccounted for, for 25 minutes. Please remember that out phone will only be answered during working hours of 2:45pm – 6pm Monday to Friday term time only. Facebook messages and E-mails will be picked up during these times.

You are entitled to 2 weeks ‘holiday’ at half price in a school year whilst at the Club. This means if your child attends two days a week, you are entitled to four days at half price. Booking forms are available from the Club & bookings need to be made in advance.

Your child/children will be given a snack whilst attending the Club, which consists of a variety of fresh fruit, dried fruit & vegetables.

Occasionally children will watch films. They will be supervised at all times. Films will be either a U or PG rating. Please let staff know if you do not want your child/children taking part in this.

At the end of the term, the Club may give your child/children party food, but you will be advised prior to them receiving it.

You will be invoiced monthly in arrears & will incur a £5.00 late payment fee if not paid in full by the date required. Should you have any queries regarding your invoice, we would ask that you pay it in full & ay adjustments will be made on the following months invoice.

Please note that all or part of the information given in the registration pack may be shared with other parties if needed.

**I CONFIRM THAT I HAVE READ, UNDERSTOOD AND AGREED TO THE ABOVE TERMS.**

SIGNED …………………………………………………………………………………………………...

DATE …………………………………………………………………………………………...

NAME IN BLOCK CAPITALS ………………………………………………………………………………………………………………….

**KNIGHTWOOD KIDS CLUB**

**PARENT SURVEY**

As a registered charity, Knightwood Kids Club depends very much upon parental & family support to maintain its high standards of childcare. It would help both the staff and the Committee if you could complete the following:

Child’s/Children’s Name ……………………………………………………………………………………………………………….

Your Name …………………………………………………………………………………………………………...

Contact Number …………………………………………………………………………………….

Would you/your partner be interested in joining the Kids Club Committee?

YES

NO

If you have answered YES, please list any special skills you may have that assist the club (e.g. Professional training, accountancy, HumanResources/personnel experience, secretarial, book keeping, computing, sports etc.)

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The Committee meets approx. every term to discuss all issues relating to the running of Knightwood Kids Club. Ideally, you would need to be available to attend the majority of meetings as decisions often need to be taken. Thank you for your time & support in completing this form.