Mistley Kids Club Frequently Asked Questions

**Q. When was the club established?**

A. Mistley Kids club (previously Mistley Norman Kids club) was established in January 1999. The club changed its name to Mistley Kids Club Limited in 2010.

**Q. Do you cater for children with additional needs?**

A. Yes, we do. We ask that you come and visit us in our setting to make sure that you feel we can provide suitable care for your child.

**Q. Can you provide transport from special educational needs schools?**

A. Yes. We have drivers who collect from schools on set days. All of our drivers are DBS checked, have Full UK licenses with business insurance.
A full list of schools we collect from from can be found on our website.

**Q. Do your staff have relevant first aid training and have an up to date first aid kit in your setting?**

A. Yes, over 60% of our staff have relevant first aid training and we keep out first aid kit up to date and make sure regularly that it is replenished.

**Q. Do you accept childcare vouchers?**

A. Yes. We accept Edenred, Computershare, Government Tax Free Childcare, and Cooperative.

**Q. Do you offer late pick-ups from school if my child attends an after-school club?**

A. Yes, we offer late pick-ups. Your child/children will be picked up when the club has finished and will be driven to the club by a member of staff.

**Q. Will there be an additional late fee if I am late picking up my child.**

A. Yes, an additional fee of £15.00 per child per 15 minutes will be added to your bill if you are late picking up.

**Q. How many places are you registered with Ofsted?**

A. We are registered for 50 places. For our full Ofsted report please visit Ofsted’s website.

**Q. Can you provide transport in the school holidays?**

A. Yes, we can pick up children if arranged with the club. An additional fee will be incurred. This price will depend on the area.

**Q. Do you provide trips and outings?**

A. Currently we do not offer any planned trips or outings due to the high volume of children that attend our club in the holidays.

**Q. Do you offer food and drink at the club?**

A. Yes, during holiday club we have biscuits and circle time at 10AM and we provide a snack for the children around 4PM. We also offer lunches for £2.20 – Drinks are available all day.
For after school club we provide a snack at 4PM and drinks all day.

**Q. Are there adequate parking facilities at the setting?**

A. Yes, there is a large car park outside the club with disabled spaces and a ramp to access the building.

**Q. What activities are there to do in your local surroundings?**

A. There is a park, with swings, slide, roundabout etc.
There is a large wood which the children love to go for walks in and do the Fitness Trail.

**Q. How often do you run your club’s tuck shop?**

A. Our tuck shop is run every day (after school and in the holidays) where sweets can be brought if your child has money with them.

**Q. Do you fundraise?**

A. Yes, we fundraise throughout the year to raise money for the club. However, we are always looking for more ways to do so. If you have any fundraising ideas then please let us know. We also appreciate any donations of money or equipment for Kids Club. Money can be donated using PayPal and equipment by being bought into the club