



Bentley Heath Church of England Primary School

Parent Information Pack

September 2025 – August 2026

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.bdmatt.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, there will be a DSL available to speak to in order to 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 will be authorised to collect your child. If someone not already on your child's Arbor account 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.

If your child is NOT attending BKC on one of their booked sessions, and is to be collected at the end of the school day, then notification must be emailed to bkcbentleyheath@bentleyheath.bdmatschool.org.uk by 2.30pm on the day of collection. After this point any early collections must pick up from the usual BKC building.

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.

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.

We follow all statutory guidelines regarding ratios within our before and after school provisions. We ensure that there are at least 2 members of staff in each building.

Booking & Payment

- Please email bkc@bentleyheath.bdmat.org.uk with details of your session requirements. Access will be provided to the booking system via your Arbor Parent account. A user guide for the booking system will be provided.
- Sessions are booked in advance on a half-termly basis
- Sessions can be booked up to 16 hours before the session start time subject to availability
- Sessions requested with less than 16 hours before a session starts, will be charged at £19.00
- All accounts must be in credit to the relevant amount before bookings can be made
- Where payment is being made by childcare vouchers or tax-free childcare please allow up to 5 working days for your account to be credited, please note that school holidays are NOT classed as working days
- Bookings will be released on a half-termly basis two weeks before the end of the previous half term
- Fees will be payable through the school's cashless payment system, childcare vouchers or tax-free childcare

Pricing structure

Session	Time		Fees from Autumn 2025 Term
Breakfast	7:45-8:50	The session rate includes breakfast of cereal, toast and fruit	£ 7.65
Afterschool 1	15:20-17:00	The session rate includes a snack and fruit	£11.05
Afterschool 2	15:20-18:00	The session rate includes a snack and fruit	£16.80

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.

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.

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

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.

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 Arbor 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 Arbor 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.

Bentley Heath Church of England Primary School
Widney Close
Solihull
B93 9AS

Tel: 01564 772132