

# What's the Hubbub?

Issue 14: November 2022

## Dates for your diaries:

### CHRISTMAS HOLIDAYS

Temple Grove Academy: 19<sup>th</sup> Dec - 4<sup>th</sup> Jan

Broadwater Down: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

Phoenix Centre: 19<sup>th</sup> Dec - 2<sup>nd</sup> Jan

St Johns: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

St James: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

St Matthews: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

St Marks: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

St Peters: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

St Pauls: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

Skidders Kent Primary School: 19<sup>th</sup> Dec - 3<sup>rd</sup> Jan

## Parent survey:

We like to check we are meeting the needs of all our families so periodically send out our parent survey so that you can give us your feedback and keep us reaching for the high standards that you expect from us. Please follow this link to complete the latest survey:

<https://forms.gle/YZiNEp8QM7AofkLU9>

In addition to our usual sessions and activities, we will be running our HAF programme on the following dates over Christmas:

**19<sup>th</sup> - 22<sup>nd</sup> December 9am - 1pm\***

*\*Session times may vary dependant on activities planned for the day, more information to follow.*

We are now coming up to the end of our second week at SKPS and are finally finding our feet and settling into our routines. The children all seem to be enjoying the provision on offer and are doing an amazing job of trying all the snacks and dinners that we serve. Our children at TGA have also had a great couple of weeks back after the Half Term break and our younger and newer children have fit in seamlessly it is as if they have always been there.

I would like to address a few things that have been noticed both by us and by parents, since coming back in September and opening our new setting:

**Bookings** - When making bookings, please can you double check you are selecting the correct location or service. We are trying to keep on top of all bookings, but we don't want anyone missing out on sessions due to an accidental booking that Liz or Dave haven't picked up on.

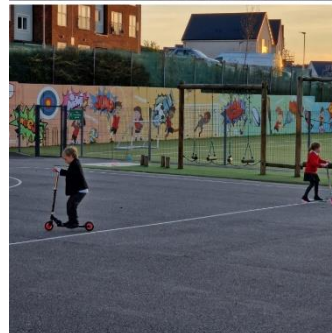
**Cancellations** - All cancellations to sessions or contracts must be made via email to Liz. There is no option for this on the booking system. If you cancel within 24hrs of the session you must still pay the full session cost, we are unable to offer account credits in this instance.

**Lone Working** - Sometimes our staff must work alone, this may be both in the setting and out on collections. We have 10 schools in total that we organise collections for, so our staff can sometimes be spread out. We have policies, procedures and risk assessments that are all followed throughout these periods so that our children and staff are always safeguarded. This involves working with the school staff on site to aid earlier collections whilst other staff arrive to support them. The usual times for this are between 3.15 and 3.45 dependant on traffic. If you have any further queries regarding this, please get in touch with Liz.

**Changes to collections** - If your child is absent, sent home from school ill or you have finished work early and are picking them up, it is vital you inform us as soon as you are aware of these changes. **There is a £10 fee** for not telling us as our staff then spend extra time trying to track down your child, so we know they are safe. The emails and contact numbers for each setting can be found at the end of this letter and on the website.

**Outstanding fees** - the system automatically sends out payment reminders 10 days after an invoice has been generated. Liz does the banking on Friday mornings, any payments made after 12pm on a Friday will not be processed until the following Friday. This sometimes means that a reminder is sent in between a payment being made and it being applied to the system. Any issues with your account and any arrears that are found will come directly from the email address for the setting your child attends and be from Liz directly rather than the system. If your account is in a high amount of arrears, we will cancel your child/children's sessions at club until the arrears have been resolved. This is to prevent you from getting into any further debt or financial distress. If you are having issues paying your fees, please talk to Liz so that she can help come up with a solution that works for everyone involved.

**Lost Property** - We have a lot of lost property building up at TGA, staff will be putting the boxes out (weather permitting) however, if you think your child is missing anything please just ask to come in and look through. Anything remaining by Christmas will be thrown away or donated. **Please name all your children's belongings so that we can return them easily.**



**Hubbub contact details:**

**TGA site:** 07942 937006 [hubbub-tga@outlook.com](mailto:hubbub-tga@outlook.com)

**SKPS site:** 07894 997677 [hubbub-skps@outlook.com](mailto:hubbub-skps@outlook.com)