



A Parents' Guide

to RB Active Care



RB Active Care

Thank you for choosing RB Active Care as your wrap-around childcare provider.



We strive to create nurturing places where trust blossoms and professionalism is the cornerstone. Each child is engaged with fun, active activities, and healthy snacks, cared for by our dedicated staff who exemplify excellence. We ensure a safe and supportive environment that encourages friendship and embodies the fun inherent in every learning opportunity.

Who are RB Active Care?

Active Care, a proud member of the RB Education Group, is an Ofsted-registered provider of first-class before and after-school childcare, serving families across the Black Country since 2017. Our strong partnerships with schools enable us to provide care that is safe, convenient, and child centred.

What Sets Us Apart?

Convenient Location: All our care takes place within your child's school, offering seamless transitions to and from class.

School Partnerships: Close communication with schools allows us to tailor activities to ensure each day is fun and memorable.

High-Quality Care: Our team includes trained and experienced playworkers who undergo regular Quality Assurance checks.

Flexible and Affordable: We offer high-quality care at an affordable rate, giving children an active, healthy start to the day.

Our Staff: Your child's wellbeing is our top priority. All team members are qualified, DBS-checked, trained in paediatric first aid, child protection, and hold relevant childcare certifications. Every site manager is also trained as a Designated Safeguarding Lead (DSL).

Your Child's Day at RB Active Care

Registration: Our doors open at 7:30 am. When you arrive, look for our signposted registration area. Our coordinators will be on hand to sign your child in and address any questions.

Breakfast and Snacks: We offer a nutritious breakfast selection, including porridge, toast, cereal, and fresh fruit, as well as milk, water, and squash. In our after-school program, children enjoy a nourishing snack with options like beans on toast, fresh fruit, vegetables, and more. Please let us know of any allergies or dietary needs during registration.

Drop-Off and Collection: Our team will walk your child to their classroom in the morning and pick them up after school, ensuring a smooth and safe transition. For end-of-day pickups, please inform us if someone else will be collecting your child, and ensure they know the designated collection password.



What to Bring (and Not Bring)

To Bring: All items needed for the school day, and sunscreen if needed.

Not to Bring: Electronic devices, personal valuables, or outside toys/equipment, as we will provide everything needed.

Medical Conditions

Please inform us of any medical conditions or required medication. Upon arrival, bring any necessary medication and complete our short Administration of Medication form.

Accidents and Illness

All staff are first aid trained. Minor injuries will be documented in an accident report for you to review and sign. In the event of a more serious incident or illness, we will contact you immediately.

Behaviour and Conduct

Our Code of Behaviour is always displayed to set expectations. We encourage positive behaviour and address any issues fairly. For serious or ongoing issues, we will reach out to discuss a plan together.

Welfare and Safeguarding

At RB Active Care, safeguarding is our top priority. If you have any concerns, contact our dedicated welfare team at welfare@rbgymandsport.co.uk.

Frequently Asked Questions

What if I am running late?

If you are delayed, please call the site number or our office at 0121 695 1394. Delays beyond 15 minutes may incur an additional fee as noted in our Terms and Conditions.

Are your venues Ofsted registered?

Yes, all RB Active Care sites are Ofsted registered. Your chosen venue's registration number is listed in the location-specific information below.

Do you accept childcare vouchers?

Yes, we do! Simply choose the 'Tax Free Childcare' or 'childcare voucher' option on poncho pay when booking online. Contact us if you need help.

Booking and Payment Policies:

For ad-hoc sessions, bookings close 30 minutes before the session begins.

Contract Cancellations require a four-week notice, submitted via email to enquiry@rbactivecare.co.uk.

Ad-Hoc bookings cannot be cancelled within 28 days of the session date.

Ad-Hoc booking cannot be changed within 21 days of the session date.

Late payments will incur a 15% late fee.



Venues

At RB Active Care, we offer flexible drop-off and collection times at all our venues:

Before School Provision: 7:30 am – Start of School

After School Provision: End of School Day – 6:00 pm (please check specific venue details for exact times). Every RB Active Care venue undergoes thorough risk assessments, follows established emergency procedures, and adheres to Ofsted regulations to ensure the safety and wellbeing of all children in our care.

Ofsted Number: EY561427



Blackheath Primary School

Breakfast Club

7:30am - 8:45am with a healthy choice of breakfast.

After School Club

Short Club Time: 3.20pm - 4.30pm / 4.30pm - 5.45pm with a healthy snack.

Long Club Time: 3.20pm - 5.45pm with a healthy snack.

Only available for children that attend Blackheath Primary.

Where to Drop Off and Collect?

Breakfast Club: Enter through the main school gates and follow the path around the left-hand side of the building toward the main hall. Drop-off and sign-in take place at the rear doors of the school hall.

After School Club (ASC): Enter through the main school gates and follow the footpath to the main entrance. Proceed to the door to the left of the main entrance (lounge area) and knock to collect your child.

Important: Parents are not permitted to park on the main school grounds.

Contact

Telephone: 07956477715
Please use the above number to inform us if your child is not able to attend Active Care provision.

Office: 0121 695 1394
This number is only in use during the hours of operation for Active Care. Please call the main office number if there is no answer.

Ofsted Number: 2738529



Greenfield Primary School

Breakfast Club

7.30am - 8.45am with a healthy choice of breakfast.

After School Club

Short Club Time: 3.30pm - 4.30pm / 4.30pm - 6pm with a healthy snack.

Long Club Time: 3.30pm - 6.00pm with a healthy snack.

Only available for children that attend Greenfield Primary.

Where to Drop Off and Collect?

Enter through the pedestrian gate and press the buzzer labelled GMC/GAC for both Breakfast and After School Club access. Once through the buzzer, follow the path to the right-hand side of the school and proceed to the next gate. After entering, drop off or collect your child at the conservatory entrance.

Contact

Telephone: 07862031010

Please use the above number to inform us if your child is not able to attend Active Care provision.

Office: 0121 695 1394

This number is only in use during the hours of operation for Active Care. Please call the main office number if there is no answer.

Ofsted Number: 2712504



Maidensbridge Primary School

Breakfast Club

7.30am - 8.45am with a healthy choice of breakfast.

After School Club

Short Club Time: 3.15pm - 4.30pm / 4.30pm - 6.00pm with a healthy snack.

Long Club Time: 3.15pm - 6.00pm with a healthy snack.

Only available for children that attend Maidensbridge Primary.

Where to Drop Off and Collect?

Use the pedestrian walkway next to the car park to access the school grounds. Enter through the gate and proceed towards the school hall. Press the buzzer at the hall doors to notify the active care team of your arrival and sign your child in or out as required.

Contact

Telephone: 07475774121

Please use the above number to inform us if your child is not able to attend Active Care provision.

Office: 0121 695 1394

This number is only in use during the hours of operation for Active Care. Please call the main office number if there is no answer.

Ofsted Number: 2739917



Mount Pleasant Primary School

Breakfast Club

7:30am - 8:45am with a healthy choice of breakfast.

After School Club

Short Club Time: 3.30pm - 4.30pm / 4.30pm - 6.00pm with a healthy snack.

Long Club Time: 3.30pm - 6.00pm with a healthy snack.

Only available for children that attend Mount Pleasant Primary.

Where to Drop Off and Collect?

Walk to the community door located to the right of the main entrance. Press the buzzer, and our coordinator will open the door to assist with signing your child in or out.

Contact

Telephone: 07957363893

Please use the above number to inform us if your child is not able to attend Active Care provision.

Office: 0121 695 1394

This number is only in use during the hours of operation for Active Care. Please call the main office number if there is no answer.

Ofsted Number: 2769713



St Michael's Catholic Primary School

Breakfast Club

7.30am - 8.35am with a healthy choice of breakfast.

After School Club

Short Club Time: 3.15pm - 4.30pm / 4.30pm - 6.00pm with a healthy snack.

Long Club Time: 3.15pm - 6.00pm with a healthy snack.

Only available for children that attend St Michael's Catholic Primary.

Where to Drop Off and Collect?

Use the Nursery Gate located on the right-hand side of the main school gates.

Press the active care doorbell, and a member of staff will greet you to assist with signing in or collecting your child from RB Active Care.

Contact

Telephone: 07362457166

Please use the above number to inform us if your child is not able to attend Active Care provision.

Office: 0121 695 1394

This number is only in use during the hours of operation for Active Care. Please call the main office number if there is no answer.



Peters Hill Primary School

Breakfast Club

7.30am - 8.30am with a healthy choice of breakfast.

After School Club

Short Club Time: 3.15pm - 4.30pm / 4.30pm - 6.00pm with a healthy snack.

Long Club Time: 3.00pm - 6.00pm with a healthy snack.

Only available for children that attend Peters Hill Primary.

Where to Drop Off and Collect?

Breakfast Club: Enter through the main entrance and proceed to walk through the red pedestrian gate. Walk around to the side hall entrance for drop-off and sign-in.

After School Club (ASC): Enter through the main entrance and press the buzzer at the red pedestrian gate to speak with the active care coordinator. Wait outside the main office, where a member of the RB Active Care team will bring your child to the main office entrance for collection.

Contact

Telephone: 07944773548

Please use the above number to inform us if your child is not able to attend Active Care provision.

Office: 0121 695 1394

This number is only in use during the hours of operation for Active Care. Please call the main office number if there is no answer.

