



Walker Children's Club Parents' Handbook

ABOUT THE CLUB

Walker Children's Club (WCC) is registered with Ofsted (registration number EY236003) and is based in The Walker Hall on Southgate Green. The club is open after school from 3:15 pm until 6:15 pm weekdays, during term time. We also offer holiday care from 8:00am to 6:15pm.

You can download our last inspection report here <https://files.api.ofsted.gov.uk/v1/file/2572471>

We are based at the Walker Hall, immediately next to Walker Primary School. We have sole use of the Hall during our opening hours where we have use of two large halls, upstairs and downstairs and a fully equipped kitchen for preparing snacks. We have a small garden next to the Walker Hall and we also use the outside space at Walker Primary School. During the school holiday clubs, we take children on trips to the local parks for outside play.

Background

Walker Children's Club was founded in 2003 by parents from Walker Primary School who needed reliable affordable high quality out of school care for their children. They had identified a particular need for support for parents who were in work or education and WCC continues to give priority to children of working parents.

In 2016 WCC was registered with the Charity Commission which ensures that as an organisation it is managed on a not for profit basis.

Aims

At Walker Children's Club we aim to provide a safe, secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our Club follows the Playwork Principles defined by organisations dedicated to out of school clubs, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, physical play, cookery, and reading. In addition, other resources are available for the children to select from our equipment library.

What we provide

We collect children from Walker Primary School and St Monica's School at the normal school closing time. We can also collect children from Walker Primary School at later times if they have been participating in extracurricular activities e.g. orchestra. We also collect children when the schools close early, usually at the end of each term.

When the children arrive at WCC we provide them with a snack and a drink. The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

Staffing

Our Club is staffed by a Coordinator Mary Tsenti (SENCO), Deputy Coordinator Ricky Tait and 4 regular after school club Play Workers. In addition, we have a pool of cover staff who work regularly

during holiday clubs. We often have volunteer staff, usually young people at school who are undertaking work experience.

Details of all staff and other designated roles are provided on the notice board in the club.

We aim to provide a smooth transition between school and club, in particular when reception children join our club for the first time. A member of the team will visit your child in their class before they attend our after-school club and provide parents with an "All about me" booklet. This enables us to get to know some things about your child before they attend the club.

All of our staff have significant experience of working with children and undertake professional development training. All staff members are DBS checked. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the Coordinator (contact details are at the back of this Handbook).

Organisation

Walker Children's Club is run as a Charitable Incorporated Organisation, registered with the Charity Commission. This means that we are run on a not for profit basis and all fees are used to provide childcare. The running of WCC is overseen by a committee of Trustees who are currently, but not necessarily, parents of children who have attended WCC. We are always looking for new parents to become involved with the club either by joining the Trustees or volunteering to provide some advice and expertise in areas such as Health and Safety, HR etc.

Our constitution and accounts can be viewed on the Charity Commission website or at the club.

We enjoy a close working relationship with Walker Primary School in order to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club, published on the website and are available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Coordinator and we use a waiting list system when the need arises. The waiting list will be operated according to the criteria defined in our **Admission and Fees Policy**.

We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

The current fees are £11 per child per session for after school and, £22 per day (£20 for siblings) for holiday club. Fees are payable in advance by cheque, bank transfer, Tax Free Childcare or childcare vouchers. We accept vouchers from all schemes. Cheques should be made payable to Walker Children's Club.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for inset days or other planned school closures.

After School Club fees are invoiced termly in advance and may be paid in either 3 monthly or 2 half termly instalments. The payment amounts and due dates are shown clearly on the invoice.

Please ensure that fees are paid promptly, that you use your child's name as a reference and that you notify us by email when you have made a payment. This helps to reduce admin time and therefore helps to keep our costs down.

Non-payment for more than one month may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Coordinator to discuss an alternative payment schedule.

Changes to days and cancelling your place

You must give us one month's term time notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Coordinator. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child **WILL NOT BE ATTENDING THE CLUB FOR ANY REASON**. Even if you have informed your child's school, you still need to notify us as the school does not automatically pass this information on to us. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Club staff know, when in cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

Induction

You and your child are encouraged to visit the Club before your child's first day, to familiarise yourselves with the setting and to help your child settle in.

During your child's first session time will be set aside for an induction. The induction will include running through Club's rules and routines (including snack times, safety measures, and introducing your child to the staff and other children). All reception children are given a designated key person.

Another child may be allocated to act as your child's buddy for the first few sessions.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff collect children from Walker Primary School and St Monica's Primary School and escort them to the Club. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them, stating your name and time of departure.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. **We will not release your child into the care of a person unknown to us without your authorisation.** If we have not met the person before, you must give them a password and notify us of the password as well as a contact number for the person collecting

See our **Arrivals and Departures Policy** for more details.

The club finishes at 6:15pm, if you are delayed for any reason please telephone the Club to let us know. A late payment fee of £5 per 5 minutes or part thereof will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 6:45pm (i.e. 30 minutes after we close) and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

"Safeguarding children is everyone's responsibility" (s11 Children Act 2004 guidance & s175 Education Act.)

WCC are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

There is a Designated Safeguarding Lead (DSL) available at all times while the Club is in session. The DSL coordinates child protection issues and liaises with external agencies (e.g. Social Care, LSCB and Ofsted).

The Club's designated DSLs are Mary Tsenti, Ricky Tait and Sakina Begum.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with specific needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.

Specific requirements

We make every effort to accommodate and welcome any child with specific requirements. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the WCC's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff have extensive experience in working with children who have specific requirements.
For more details on equal opportunities and specific requirements, see our [Equalities Policy](#).

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes the ethos of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Walker Children's Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Adult Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club, we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to the Club for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club, you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details. If your child has regular medication, we will draw up a care plan after seeking advice from you.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is displayed at the club and a copy is available on request.

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Location

Walker Children's Club
Walker Hall,
The Green
Southgate
London
N14 7EG
Tel. 07961 485 646 or 0208 920 9500

Please leave a voice message if there is no reply.

Email: admin@walkerchildrensclub.com

Ofsted Registration No: EY236003

Registered Charity no. 1169260

Correspondence Address:

c/o Walker Primary School
Waterfall Road
London
N14 7EG

Early Years and Childcare Service

Informed Families:

Website: <https://new.enfield.gov.uk/if/>

Tel: 0800 694 1066

Ofsted

Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231