



## Information for Parents

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Website [www.walkerchildrensclub.com](http://www.walkerchildrensclub.com)

*\*By parents' we also include guardians, foster parents and others who have responsibilities for children. Permission letters must be signed by the person who has parental responsibility*

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(POLICIES SHOULD BE READ AND UNDERSTOOD BEFORE REGISTERING YOUR CHILDREN WITH THE CLUB. THERE IS A POLICY PACK AVAILABLE AT THE CLUB AND ON OUR WEBSITE: [WWW.WALKERCHILDRENSCLUB.COM](http://WWW.WALKERCHILDRENSCLUB.COM) INDIVIDUAL COPIES ARE AVAILABLE ON REQUEST )

## WELCOME TO WALKER CHILDREN'S CLUB

Finding good quality childcare at an affordable price in Southgate/Palmers Green can prove a real challenge. This situation motivated a group of working parents (whose children attend Walker Primary School), to get together and form a Voluntary Management Committee to set up an after-school club. The Club opened in 2003 providing after school care and the holiday club has been operating since 2010.

Walker Children's Club (WCC) has met the strict requirements of Ofsted who have issued us with a Certificate to operate. Our latest inspection was on 29<sup>th</sup> November 2019. We received A copy of our inspection report can be viewed online <https://reports.ofsted.gov.uk/provider/16/EY236003>

or at the after-school club.

The WCC seeks to provide excellent childcare facilities for all children in the local area. Through this service we intend to support members of the local community on a fair and equitable basis.

This parents' handbook is designed to provide you with as much information as possible about WCC and how it works. Any suggestions or ways to improve things are very welcome.

### Birthdays, celebrations and festivals

Children can celebrate their birthday at the club and If you would like to bring a small cake and some fruit you are welcome to do so. Please ensure that there are no nuts or nut products in the cake. We would like to help children celebrate festivals from their own cultures and would value any advice or practical help in doing this.

### Photographs

In line with Enfield and our Club's Safeguarding Policy, Parents or Carers are not allowed to take photographs of other children, without the expressed permission of the Centre or the parent of the child involved. At whole club events, parents can take photos of their own children.

### Mobile Phones

In line with Enfield's Safeguarding Policy, Parents or Carers are not allowed to use their mobile phones whilst in the club. Please do not take or make calls, send text messages, film, or take pictures when you are on the premises of the club

## **Mutual Responsibility**

For the club to operate successfully, we rely on a mutually supportive relationship between parents and staff. In this section we list the most important elements of the responsibilities we have to each other.

### **WCC'S RESPONSIBILITY TO PARENTS**

We are committed to providing quality care and play for your children. To do this, we will:

- Welcome you always to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees, activities, and procedures and give you as much notice as possible of any changes.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements and experiences.
- Listen to your views and concerns to ensure that we continue to meet your needs.
- Create an environment in which children are free to play without fear of being hurt or hindered by anyone else.
- Put in place clear policies so children and their parents are all treated consistently.

### **PARENTS' RESPONSIBILITY TO WCC**

It is important that parents:

- Provide us with the full details needed for us to look after your child properly. For example, any dietary, cultural, or medical needs, or important family and school issues.
- Always treat our staff with respect and courtesy.
- Help your child understand that behaviour such as name calling, and fighting will not be acceptable at the club.

- Notify us of any changes in your circumstances to ensure that our records are up to date, including address, telephone number(s) and workplace.
- Notify us, if anyone other than those authorised on your Magic `booking account, is collecting your child.
- Collect your child on time (lateness will incur extra charges and persistent lateness may result in the service being withdrawn).
- Pay your fees on time and in accordance with the Club fee policy.
- Participate in the life of the club.

## PRACTICAL MATTERS

### **TERM TIME HOURS**

The club is open every day of the Walker Primary School Term. The club will not be open if Walker School is closed for any reason such as inset days, polling days or unplanned closure such as snow days. On the last day of each term Walker School closes at 2pm and the club will start then.

If your child attends a primary school other than Walker, please pay particular attention to the opening days.

The Term Time hours are:

3.15pm - 6.15pm Monday – Friday

The Walker Hall where the club is based is let out to other users from 6:15pm therefore it is essential that children are collected, and we have vacated the premises by 6:15pm.

### **HOLIDAY CLUB HOURS**

The Holiday Club usually operates during all half term holidays and for 2 weeks during the Easter holiday and 2-3 weeks during the summer holidays. The hours are: 8.00am -6.15pm

Holiday club booking is on a first come first served basis and we will send out booking details well in advance of the holiday club start date. Children who attend our after-school club are given priority.

## FEES

A full copy of the Fee Policy is available from the club and on the website. A summary of the important points is provided below.

Fees are calculated each term; the current rate is £11 per day and £13 for the longer session on the last day of term. We keep fees as low as possible to cover costs and ensure that the club remains solvent. To keep fees low we need all parents to pay promptly.

When bookings are made online, through Magic Booking and you will be invoiced immediately. You can set up payment plans at the time of booking only.

Fees can be paid either by childcare vouchers, Tax free childcare, and debit/credit card. We cannot accept cash payments.

When fees are paid, please send an email to the club administrator on [admin@walkerchildrensclub.com](mailto:admin@walkerchildrensclub.com) confirming amount paid, who for and means of payment. This cuts down on our administration tasks.

Fees are payable even if your child is absent from club for example for holidays or illness as once a place is reserved our costs are fixed.

There is an annual registration Fee of £20.

Parents of Reception Children will be contacted prior to their children attending.

If you no longer wish to hold a place for a particular day, then 1 months' notice or fees in lieu will be due.

### *LATE PAYMENT OF FEES*

Late payment is defined in the payment of fees policy and will be firmly adhered to. Any difficulties with payments must be discussed with the club coordinator without delay.

If you are unable to pay your fees on time it is vital that you discuss this with the Co-ordinator before getting into arrears. Where no special arrangements have been made or where payment agreements have been broken, the Co-ordinator will refer matter to the Management Committee. Where parents are not abiding by the Club's fees policy as set out in this document and the payment of fees policy the Chair of management committee will, in consultation with the Club Co-ordinator, give a two week notice period asking parents to find alternative child care arrangements. If full payment is received during the first week of the two week notice period the space can be retained. After this time the spaces will be offered to another family on the waiting list.

It is your responsibility to ensure that any arrears are settled before the end of the school year. If debts are outstanding over the summer break and no agreement was reached with the Management team, that this was exceptional case, notice will be given during the summer holiday (by registered post) and no place will be available for your children in September.

### **ATTENDANCE AND COLLECTION**

If for any reason your child will not be attending the club, please send a message as early as possible either by text or voice to the club mobile 07961 485 646 or to 020 8920 9500. The school does not inform us if a child was absent from school or if they went home with a friend.

No child may leave the club premises unless collected by a parent or a person listed on your Magic Booking account unless we have permission from their parent. In an emergency, you may inform us that someone new is collecting your child and provide us with a password.

We provide a free collection service from Walker School if your child attends any school clubs. You must keep WCC staff informed of which clubs your children are attending at school so that we can collect your child at the correct time.

You must collect your child and be out of the club premises by 6:15pm. Any collection made after 6:15pm will incur a fine of £5 for every 5 minutes or part thereof. This is payable within 2 weeks.

Many children find it distressing to be left at the club after their normal collection time. While we will always make sure they are safe and with a familiar adult. If you know you are going to be late, please call us so we can reassure your child and let them know what is happening.

Where there are persistent problems with late collection as evidenced by the late collection log, we will write to you in the first instance before the matter is referred to the Management Committee. If the situation cannot be resolved, the chair of management committee will in consultation with the Club Co-ordinator, give a two week notice period asking parents to find alternative childcare arrangements.

## **ILLNESS**

### *IF A CHILD IS UNWELL*

If a child tells us that they feel unwell or appears unwell, they will be seated in a quiet area and attended by a member of staff. If, in the judgment of a member of staff, symptoms appear serious or worsen, parents will be contacted to collect their child. In an emergency situation an ambulance would be called, and parents will be notified.

When your child has an infectious disease (e.g., chicken pox) they should stay at home as long as advised by your GP. If your child has diarrhoea or vomiting, you will be asked to keep your child at home for 48 hours.

Please let us know when your child has been unwell. We follow the illness exclusion periods as advised by the Health Protection Agency and Enfield.

Covid-19: We have a comprehensive Covid-19 risk assessment, available to be viewed on our website: <https://walkerchildrensclub.com/policies-and-procedures/>

Covid Policies are under constant review as we receive updated guidance. The Club Coordinator will be able to give one to one support to anyone who needs any support with understanding all our policies.

### *ADMINISTRATION OF MEDICINES*

Medicines are not generally stored or administered by the club; however, we acknowledge that certain prescribed medicines may have to be given during a child's time at the club.

Any condition requiring prescribed medication should be discussed between the parent and the club co-coordinator/deputy co-ordinator on duty. Only senior staff are permitted to give medication to a child when it has been prescribed by the child's doctor and is accompanied by a Medication Consent Form. If a child requires medication on any given day, you must inform us about, when your child received their last dose, if applicable.

Please note that verbal requests from parents to administer medicines cannot be acted upon.

### *ASTHMA INHALER*

When a child cannot self-administer, we will need a letter of authorisation from the child's parent containing clear instructions for the administration of the inhaler. Inhalers must have GP's label on the box with the child's name and dosage.

### *EPI-PENS OR HYPODERMIC INJECTIONS*

For insurance reasons we are only able to accept children who may require the use of an epi-pen if an appropriately trained member of staff is on site. A detailed letter of instruction from the child's doctor is also required.

### **FOOD AND DRINK**

We provide all children with a snack and drink at the start of the session. The children select their own snacks and staff will help them to make healthy choices. We also schedule some cooking session as part of the club. If there are any foods that your child should not handle for health or religious reasons, please ensure that you have informed us. There is a menu displayed at the club showing the types of food we provide at the club. Food is prepared by staff who have taken food safety training.

## **WCC STAFF**

### **CLUB STAFF**

Mary Tsenti - Club Co-ordinator,

Ben Yiannitsarou- Deputy in training, Tracey Tait, Senior Playworker

Barbara Plastiras – Senior Playworker. We currently have pool of cover workers and regular volunteers

Elise Tsenti and Cindy Wang - Administrators.

### **TRUSTEES**

The operation of the club is overseen by a team of Trustees. The current membership of the Management Committee is:

Chair – Lema Abujuma

Treasurer – Melanie Baker

Safeguarding Advisor – Wendy Richards

Health and Safety Advisor – Kizzy Augustin

Accounts – Salli Judd

The Management Committee meet every half term and all parents are welcome to attend the meetings. The date and time of the meetings are circulated by email and the minutes are circulated to all parents after the meeting. Anyone who cannot attend is still welcome to contribute comments for discussion by email or directly to any committee member.

A copy of the Club Constitution is available on the website.

### Special educational needs

We want to ensure that all the children have the opportunities they need. Sometimes children have specific needs, which means that they need additional support and consideration. This may be temporary or long term. Our special educational need co-ordinator (SENCo) and advisers help us to plan additional support for as long as the child needs it. If you are concerned and wish to talk to one of our co-ordinators please tell your key worker and they will make an appointment for you to see them.

### Accidents

In the event of your child having a minor accident (e.g. cut or bruise) we will give basic first aid. If your child needs emergency treatment, we will try to contact you first but if necessary the key person will take your child to hospital whilst someone continues to contact you.

### Safeguarding Children

Our priority is the well-being of your child. If we are concerned about your child we will of course talk to you in the first incidence. However, in rare cases, we may feel that there is a risk to the child and in those circumstances, we are obliged to refer the case to Enfield Safeguarding Team for advice. Please ask at the club for our Safeguarding Policy, if you wish to have a hard copy.

## POLICIES AND PROCEDURES

We have a comprehensive set of policies available in the club and they can be downloaded from the website. The policies are:

Administration of medicines  
Arrival and collection of children  
Positive Behaviour and exclusion  
Comments and complaints  
Health and safety including Covid-19 risk assessment.  
Admissions and Fees policy  
Anti-racism/Anti bullying  
Child protection and Safeguarding, Including missing or uncollected children  
Equality and Diversity  
Safe Recruitment of staff  
Staffing and procedures  
Visitors

## COMMENTS AND COMPLAINTS

We have a clear system for receiving and responding to comments and complaints. Copies are available on the counter along with the club policies and other useful forms. A copy will be given to all new parents/carers when their children start at the club