



# TC Activity Club Club Handbook

## **About The Club**

TC Activity Club @ Walker (Ofsted Registration: EY552435) operates both breakfast and after-school clubs during term time, offering care from 7:30am–8:45am and 3:15pm–6:15pm.

TC Activity Club @ Monkfrith (Ofsted Registration: 2708357) joins our family of provisions during school holidays.

During holiday periods, we provide comprehensive wraparound care at both Walker and Monkfrith Primary Schools from 8:15am to 6:15pm.

At TC Activity Club, we create an engaging and nurturing environment where children can thrive, make friends, and explore their interests. Our experienced staff deliver a diverse range of activities including dynamic sports sessions, creative arts and crafts, exciting cooking projects, construction challenges, and classic board games. We believe in fostering each child's creativity and independence whilst ensuring they have fun in a safe and supportive setting.

## **Mission Statement**

At TC Activity Club we aim to provide a safe and secure and enjoyable environment, offering a range of sporting and creative activities to reflect the interests of the children in our care. We strive to create educational opportunities for all children and support the learning and holistic development of the child.

What we offer Our Club follows the Playwork Principles, 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 sports, arts, board games, construction, cooking, and reading. In addition, other resources are available for the children to select from our equipment library. We offer staff who are skilled in different areas to lead specialist activities for the children.

## **Online Safety**

We recognise that technology is a significant component in many safeguarding and wellbeing issues. We have appropriate filtering and monitoring systems in place for any online activities offered at the club, and staff are trained to identify and respond to online safety concerns. We aim to help children understand both the benefits and risks of technology, supporting them to stay safe online.

## **Snack Time**

We believe that snack time is a social occasion, which allows for enriching conversation and time for children to talk about their school day. 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.

## **Staffing**

Our Club is staffed by managers Daniel Cooper, Jordan Vanderhoeck, Tasoula Pakouta and our playleaders. We aim to provide a smooth transition between school and club.

All of our staff have specialist skills and experience of working with children and undertake regular safeguarding and professional development training, including online safety training. All staff members undergo rigorous safer recruitment checks including enhanced DBS checks with barred list information. We maintain a staff/child ratio of at least a minimum of 1:15 for children in our care, although we operate at a ratio of 1:10 to allow safer and more organised play for children in our care.

## **Designated Roles**

Daniel Cooper

Designated Safeguarding Lead

Health & Safety Lead

Jordan Vanderhoeck

Early Years Foundation Stage Lead

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 manager (contact details are at the back of this Handbook).

## **Organisation**

TC Activity Club is run as a private business. We enjoy a close working relationship with Walker Primary School & Monkfrith Primary School in order to ensure continuity of care, and to maintain good communication links.

## **Terms & Conditions**

### **Admissions**

**Walker School Breakfast & After-School Club:** Children who attend Walker School during the term time.

**Walker School Holiday Club:** Serving the local area. Children do not have to attend Walker School during term time to attend our holiday club.

**Monkfrith School Holiday Club:** Serving the local area. Children do not have to attend Monkfrith School during term time to attend our holiday club.

Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same day as a sibling already attending. See our Admission and Fees Policy for more details.

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

**Breakfast and AfterSchool Club:** 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 process.

**Holiday Club:** Parents will be notified by email when booking opens for each holiday club.

## **Payment of Fees**

Up to date fees can be found online on our website at [tc-activityclub.co.uk](http://tc-activityclub.co.uk). Fees are payable in advance by bank transfer, online through our website or childcare vouchers.

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 offer a 5% sibling discount for two children and 10% discount if you have 3 or more children. This discount is applied for when a child attends on the same day as siblings only. If siblings attend on different days, the discount cannot be applied.

We do not charge for bank holidays and professional training days.

Please ensure that fees are paid promptly. 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 Manager.

### **Changes to days and cancellation**

You must give us 30 days notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. 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 Manager know ASAP. 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 welcome 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 meal times, collection, children's meetings), and introducing your child, the staff and other children.

See our Child Induction Policy for more details.

## **Arrivals and departures**

**Breakfast & After-School Club:** Our staff collects the children from their classrooms for year Rec to Year 2. Children in year 3 to 6 will make their own way to the meeting point which is in the school premises. A register is taken when children arrive in our care, and you must sign out your child each day when you collect them.

**Holiday Club:** Drop off and pick up is made by the child's adult daily at the school office.

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.

We have robust procedures in place for monitoring and responding to any patterns of absence. If your child is absent without explanation, we will follow our safeguarding procedures to ensure their safety and wellbeing.

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 £5.00 per 15 minutes will be charged if you collect your child after the Club has closed.

If your child remains uncollected after 6.45pm 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.

## **Safeguarding**

We are committed to building a 'culture of safety' in which the children in our care are safeguarded and protected from harm. We have a whole-setting approach to safeguarding, ensuring that safeguarding and child protection are at the forefront of everything we do. Any concerns about a child's welfare are promptly and appropriately responded to. We comply with local and national safeguarding procedures and ensure that all staff receive appropriate safeguarding and child protection training that is regularly updated. For more details see our Safeguarding Policy.

## **Equal opportunities**

Our Club provides a safe, caring and inclusive environment for everyone in our community, including children with special educational needs (SEN).

We celebrate diversity and ensure equal opportunities for all children regardless of their age, gender, ethnicity, race, religion or belief, disability, sexual orientation or social background. Each child is valued as an individual and we have a zero-tolerance approach to any form of discrimination, prejudice-based or discriminatory bullying.

We will challenge inappropriate attitudes and practices. We will not tolerate any form of harassment.

Special Educational Needs (SEN) We make every effort to accommodate and welcome any child with special needs. 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 Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with special needs.



For more details on equal opportunities and special needs, see our Equalities Policy.

## **Mental Health and Wellbeing**

We recognise the importance of supporting children's mental health and emotional wellbeing. Our staff are trained to identify signs that children might be experiencing mental health challenges and know how to support them appropriately. We create a positive environment where children feel safe to express their feelings and concerns, and know they will be listened to and supported.

## **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 an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

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

We understand that behaviour may be a way of communicating underlying needs or difficulties. We take a trauma-informed approach to behaviour management and work to understand and address the root causes of any challenging behaviour. Any instances of serious behaviour concerns, bullying, or child-on-child abuse are taken seriously and addressed promptly following our safeguarding procedures.

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. See our Suspensions and Exclusions Policy for full details.

**Behaviour (adults)** We will not tolerate any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our 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 Aggressive 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 & 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.

## **Information Sharing and Record Keeping**

We follow appropriate information sharing protocols to ensure that relevant information about children's welfare, safeguarding and child protection is shared appropriately with staff and other agencies who need to know, whilst maintaining confidentiality in line with data protection requirements. All records are kept securely and in accordance with UK GDPR and Data Protection Act 2018 requirements.

## **Complaints Procedure**

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to 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.

Any safeguarding concerns or allegations about staff members (including supply staff, volunteers, and contractors) will be handled in line with our safeguarding

procedures and reported to appropriate authorities including the Local Authority Designated Officer (LADO) where necessary.

A full copy of our Complaints Policy 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**

TC Activity Club Ltd 128 City Road London EC1V 2NX

#### **Club Locations**

TC Activity Club @ Walker Walker Primary School The Green London N14 7EG Ofsted Registration: EY552435 Email: [walker@tc-activityclub.co.uk](mailto:walker@tc-activityclub.co.uk) Tel: 02035455644 ext. 1

TC Activity Club @ Monkfrith Monkfrith Primary School Knoll Drive London N14 5NG Ofsted Registration: 2708357 Email: [monkfrith@tc-activityclub.co.uk](mailto:monkfrith@tc-activityclub.co.uk) Tel: 02035455644 ext. 2

#### **Club Managers**

Daniel Cooper

Jordan Vanderhoech

Tasoula Pakouta

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