



# DUNKIRK FUN CLUB

## PARENT HANDBOOK

Based at Dunkirk Primary School  
Marlborough Street  
Dunkirk  
Nottingham  
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Registered Charity Number: 1096915

Revised November 2020 (with COVID addendums)



# INTRODUCTION

## **\*\*COVID addendums**

Dunkirk Fun Club is a Registered Charity providing quality childcare for 3-11 year olds based at Dunkirk Primary and Nursery School.

The Club is run by a Voluntary Management Committee who employ qualified and experienced staff. We are registered with Ofsted who are the regulatory body for all childcare providers. Many aspects are regularly inspected, including safety, level of care and activities provided.

The Club is a non-profit making organisation funded by a range of grants, donations and fees.

We are an Equal Opportunities Club, all children are encouraged to develop to their full potential, regardless of their gender, race, ethnic origin or ability. We provide planned activities for learning through play and celebration of religious festivals.

## Opening Hours and Fees

The Club is open before and after school, during term-time.

Breakfast Session	
<b>**Not during this time due to COVID restrictions</b>	
8.00 am to 9.00 am	£3.30 first child, £2.75 siblings Breakfast provided

  

After School Session	
3.30 pm to 6.00 pm <u>(children must be collected by 5.55pm)</u>	£10.00 first child, £9.00 siblings Snack provided

## *Registration and booking*

Please complete, sign and return the registration form and contract which will be given to you with this handbook. Your child cannot attend unless we have this document first.

**\*\*Parents will have to complete their application online following a link sent by administration or management.**

Please make sure bookings are made on a termly basis and by the deadlines provided to secure a place for your child. Booking forms will be sent out towards the end of each term.

Fees are payable via the School Gateway app which can be downloaded to your mobile/tablet device. There is a late collection fee for children collected after official closing times.

You will also be charged for late cancellations.

**\*\*Parents/carers are currently having to pay for 5 days a week, every week, term time only, due to COVID restrictions of bubbles and a child not being able to 'share' a space with another child.**

You may be entitled to help towards childcare costs through the Working Families Tax Credit. Further details are available from the HM Revenue on 0843 504 0633, or visit their website at [www.gov.uk/contact-hmrc](http://www.gov.uk/contact-hmrc)

Dunkirk Fun Club strives to be a child centred environment. We believe our role is to enhance and supervise the children's play activities in a safe and stimulating environment.

We have a variety of activities available, providing opportunities for free or structured play, sport, games, arts, crafts, music or quiet activities (reading or homework).

There are also board games, books/magazines, TV, Playstation 2, computer and the internet, table-tennis and Nintendo Wii.

**\*\*Not all activities may be available during this time due to COVID restrictions of not sharing items and social distancing.**

Our Partnership with Parents/Carers

- Parents/carers are welcome to discuss our work and take part in activities.
- You are invited to share and discuss your child's achievements, experiences, progress and friendships with your child's key worker.
- For children new to the Club, staff will consult with parents about any settling-in period/routine required, especially with regard to nursery-age children.
- **N.B. If the child has only just been admitted to school, a settling-in period within school of at least 3 weeks must elapse before any child is admitted to the club, depending on the child's age and maturity. This will give the club time to assess whether or not any additional**

**provision needs to be made to support the child within the club. During the first two weeks within the club, staff will adjust the Risk Assessments accordingly to ensure the provision for new children is appropriate**

**\*\*Parents are not allowed in the club, and children are only allowed in their allocated room bubble (ABC upstairs, HFC downstairs) meaning that the usual tour cannot take place, but both child and parent/carer will have the one way maps explained to them, and the signage around the building – from outside at a safe distance. Staff members of the relevant bubble will say hello at a safe distance, and the manager will explain policies and procedures at a safe distance, while directing parents to look at the policies on the website and refer to emails sent by Fun Club administration. Registration and payment will all be electronic.**

- We will keep you informed of opening times, fees and charges, programmes of activities, policies and procedures on our Parent Zone in reception and in newsletters.

We want to run a Club ideally suited to the families who use it. We welcome ideas and suggestions from children and their parents/carers and we will try to incorporate all new ideas into the running of the Club.

We need your help!

- Please ensure that details on your child's Registration Form are up to date (**notify us of changes as they occur**).
- Collect your children promptly at the end of the session (we have to get home too!).
- Please pay fees promptly.
- Please supply your child with hats and suncream in hot weather

Children's Code of Conduct

- Remember your manners
- Be kind
- Do not go to any area (inside or out) without an adult
- Ask before you go to the toilet
- Stay away from the kitchen area for your own safety
- Remember to share and take turns
- Take care of Fun Club equipment
- Do as you are asked
- Use hands and feet to help, not hurt



- Use nice language
- Let adults answer the door
- Use peoples' given names
- Enjoy yourself!

**\*\*follow COVID guidelines**

You can access copies of our policies at the 'Parent Zone' in our reception waiting area or via our website. Alternatively please ask a member of staff.

**\*\*electronically via our website at this time**

# CONTRACT WITH PARENTS / CARERS

## **\*\*COVID addendums**

Dunkirk Fun Club is an Equal opportunities childcare provider. All children will be encouraged to develop to their full potential regardless of their sex, ability, ethnic origin, religion, etc.

Our closing time is 6:00pm term-time only (please collect your child by 5.55pm to allow staff time to clean and lock up). If you collect your child/ren late, you will incur a charge. If you are going to be late, please contact the staff with an estimated time of your arrival, so that we may put your child/ren's mind at rest. If, by 6:15pm your child/ren has not been collected, we reserve the right to contact Social Care if we are unable to contact you.

Your child/ren will not be permitted to leave the Club with anyone other than those stated on the registration form, unless prior notice is given. The person collecting will then have to quote a password that has been given to staff. In any event, no one under the age of 16 years will be allowed to collect a child.

If your child/ren is unable to attend Club on a day that they are booked in, please inform us with 24 hours notice wherever possible. You will have to pay in full if no cancellation is received within the 24 hour time period.

**\*\*Parents/carers are currently having to pay for 5 days a week, every week, term time only, due to COVID restrictions of bubbles and a child not being able to 'share' a space with another child. Therefore, non-attendance will still be charged. The exceptions are if school or Fun Club has asked your child to self-isolate if a school bubble has closed, or if Fun Club is closed.**

Fees are payable via the School Gateway app and must be paid a month in advance. Please speak to the club manager should this cause any problems. Should you incur debt, you risk losing your child's place at the Club until the debt is cleared.

Parents will inform the Club of any changes to their child's details, e.g. emergency contact numbers, change of address, allergies etc.

Parents will notify the Club of any injury sustained by their child outside the Club, in accordance with the Club's Safeguarding Children policy. Dunkirk Fun Club reserves the right to request that parents/carers remove a child from the Club if the staff

consider the child to be unwell. Children must be fully fit to return to the Club, following a period of illness.

Children must not bring objects into the Club which may harm themselves or others, or are inappropriate, eg. weapons, mobile phones, games/DVDs above their age-range, etc.

Dunkirk Fun Club will keep parents/carers up to date with any information via newsletters and the Parent Zone located in the Fun Club reception area.

Dunkirk Fun Club will always welcome parents/carers at the Club as visitors or volunteers. If volunteering on a regular basis, then a CRB check will be carried out.

Child/ren's name/s \_\_\_\_\_

Parent/Carer name \_\_\_\_\_

Parent/Carer signature \_\_\_\_\_

Date \_\_\_\_\_

**\*\*Parents are asked to complete an electronic contract sent to them by admin or management, rather than this form.**

# WELCOMING CHILDREN

## **\*\*COVID addendums**

We at Dunkirk Fun Club welcome children by:

- Having a welcoming expression; the club manager then shows the child around
- Listening to what the child has to say
- Introducing the child to a few children
- Treating the child with consideration and respect
- Introducing the child to other staff
- Informing the child of the Club's expectations and guidelines
- Informing the child of who to talk to in case of any problems
- Talking to the child to find out their likes and interests
- Giving the child activities appropriate for their age and stage of development
- Devising a one-to-one activity for a shy child
- Observing the child occasionally throughout the session



## **Settling children in**

In order for you and your child to get to know us we ask if you can both visit together prior to your child's first day.

**\*\*Parents are not allowed in the club, and children are only allowed in their allocated room bubble (ABC upstairs, HFC downstairs) meaning that the usual tour cannot take place, but both child and parent/carer will have the one way maps explained to them, and the signage around the building – from outside at a safe distance. Staff members of the relevant bubble will say hello at a safe distance, and the manager will explain policies and procedures at a safe distance, while directing parents to look at the policies on the website and refer to emails sent by Fun Club administration. Registration and payment will all be electronic.**



# KEYWORKING

## **\*\*with COVID addendums**

Dunkirk Fun Club uses a Keyworker System.

A Keyworker is a playworker who is assigned to an individual child for support.

Each of the children at the Club is assigned a Keyworker. This enables the playworker to take a more detailed interest in that child. It does not mean that the child can only work with their Keyworker.

Dunkirk Fun Club believes that this system enables the playworkers to have a much better idea of children's happiness and welfare. It also means that parents/carers can have one member of staff to whom they can speak about any concerns, and speak to someone who is likely to have a good idea of how their child is developing.

If you have any questions about the Keyworker system please speak to the club manager.

# Behaviour Management

## **\*\*with COVID addendums**

Good behaviour in the club is essential if everyone is to be able to enjoy the activities in full.

Our aim is to strive to create and sustain a positive, supportive and secure environment in which children and adults are encouraged to value and respect others.

Dunkirk Fun Club does not use physical punishment of any kind, and we promote positive behaviour.

We will encourage children to behave appropriately whilst using the club.

Club staff will ensure that no particular group are associated with particular behaviour on the basis of race, sex, religion or class.

Positive behaviour will be encouraged by setting out a clear set of rules defined by the children, which are consistently applied by the Club's staff.

Every child will start its session with a 'clean slate'.

Parents and staff will work together to ensure consistency of discipline between the Fun Club and home.

We will aim to train all staff to be able to deal with challenging behaviour from children.

Dunkirk Fun Club will not tolerate behaviour from users, visitors, parents/carers or workers which includes:

- The intimidation of persons because of race, sex, class or religion
- Physical assault
- Swearing
- Bullying
- Vandalism
- Disregard for instructions from staff, on grounds of health and safety
- Showing disrespect towards staff and other club members
- Disregard of COVID rules

If any of these occur, the club will follow our policy to resolve the situation. Which can be seen if required.

## **Physical Restraint**

Most of our staff have had training on positive handling. Whereby we are trained to restrain children.

Physically restraining a child must only be used in exceptional circumstances

whereby:

- The child is in danger of hurting themselves
- The child is posing a significant danger to others
- The child is causing damage to property



These will be recorded in the incident book.

## **Behaviour strategy**

If we find that a child in our care is misbehaving in any way we will:

- first give them two verbal warnings
- then they will be given time out to calm and reflect, or we will give them a job to do to help
- if these fail, we will talk to parents/carers
- then it will be a written warning to parents/carers
- then if their behaviour fails to improve we will exclude the child from the club

# HEALTH AND SAFETY

## **\*\*with COVID addendums**

It is the policy of Dunkirk Fun Club to encourage ways of working which will ensure the safety of children, employees and all other persons who come in to its premises and grounds.

### **Activities**

- Activities will always be planned with the appropriate level of supervision.
- Any activity involving risks (cooking, candle making etc) will have constant supervision.
- Inappropriate behaviour by children will be discouraged at all times.

### **Fire Procedures**

- A fire drill will take place at least once a term. This will be recorded on the relevant log. The fun club manager will ensure that all staff and children are aware of the fire drill procedure.
- Smoking is not permitted within the clubs grounds.
- All buildings are at risk from fire: it is the responsibility of us all to ensure the risk of fire in our working environment is reduced.
- Records of the above shall be kept by the Fire Safety Officer in the Fire Logbook.

### **Accidents**

- All accidents will be reported to the Club Manager and recorded in the accident book. These will also be reported to parents/carers of the child.
- The Club have a First Aid Box. Only qualified staff will have access and be allowed to administer First Aid.

### **Medication/Medical Needs**

- Parents/carers are required to complete a medicines form in order for fun club to administer medicines.
- Any special medical needs will be recorded.
- If any child has to bring medicines to the Club for an ongoing medical condition, they should be handed over to a fun club member of staff. They must be clearly labelled.

Medicines must only be dispensed with the written consent of the child's parent/carer in accordance with Club procedures.

Children with asthma must have access to their medication at all times.

**\*\*Staff will have full access to PPE equipment and must wear it when administering first aid. They will dispose of this after use and clean down all surfaces in the vicinity**

# ACTIVITIES FOR CHILDREN

## **\*\*with COVID addendums**

Dunkirk Fun Club provides opportunities for creative, challenging, stimulating and worthwhile play within a supervised care environment.

Play is an essential part of the development of children, enabling them to reach their full potential. Play is vital for physical, social, intellectual, emotional and educational development.

Play has many definitions but can be loosely defined as activities that are satisfying and creative for the child, and freely chosen by the child.

In Dunkirk Fun Club, a wide range of well-planned activities will be offered to ensure all areas of child development are included, as follows:

- Creative Development
- Physical Development
- Personal, Social & Emotional Development
- Knowledge & Understanding of the World
- Communication, Language & Literacy
- Problem Solving, Reasoning & Numeracy

Activities on offer include:

- Crafts
- Sports
- Reading
- Television/Video
- Nintendo Wii
- Construction
- Role Play
- Outdoor play



We feel when planning such a high quality programme it is essential to be aware of the needs of all children, including those from different racial and cultural backgrounds, girls, boys and that children with additional needs should have equal access to activities. We believe a child should NEVER be segregated from any activity because of their race, gender or ability.

The role of the playworker is essential - they should enable an opportunity and experience to be available for everyone and facilitate discovery in an enjoyable environment.

\*\*Not all activities may be available during this time due to COVID restrictions of not sharing items and social distancing.

# EQUAL OPPORTUNITIES

## Aims of the policy

The policy aims to challenge discrimination in all areas of our organisation. We aim to ensure that our Club reflects and meets the needs of the local community and incorporates equal opportunities into all areas of our work.

## **Our aims**

- To create an environment in which all participants (staff, parents, carers and children) feel valued.
- To try to ensure that the management committee, worker and volunteers, reflect the make up of the local community.
- To establish good links with organisation or groups of people facing discrimination/ disadvantage.
- To ensure premises are accessible for all members of the community. This may mean adaptations or conversion work.
- To increase awareness within the club of the need of those who face discrimination and the effects of discrimination on society in general.
- To consider equal opportunities in all areas of our services and work.
- To consider establishing specific project to promote equality of opportunities.

## *Implementation*

Members/user groups and delivery of service.

Equal opportunities will be considered in all aspects of the services the club provides. This will be reviewed regularly and monitored for effectiveness.

Language or behaviour designed to be offensive to any of the groups outlined in our statement is unacceptable and will not be tolerated in the club. Rules and notices to users should explicitly state that discriminatory language or behaviour is not acceptable.

We will also review the image and work of the club regularly. We aim to ensure that the club is accessible to all members of the community equally.



We aim to ensure that that the premises are physically accessible to all members of the community.

We will obtain specialist advice to make the building accessible to those with disabilities and wherever appropriate undertake conversion work as appropriate.

Any publicity of the Fun Club will state our commitment to equal opportunities and will promote positive images of those groups in the community who suffer discrimination. We will also strive to produce the publication in other languages as appropriate.

Equal opportunities will be considered in all activities and resources. It is crucial that all children are able to enjoy play activities and all parents/carers are able to use the club without discrimination. We feel that our club has an important role to play in promoting anti-discriminatory play and practise.

All equipment and activities will strive to promote non-stereotypical positive values of different cultural identities through anti-racist activities and resources. Positive anti-sexist and anti-discriminatory values will be integral to all activities.

We recognise that staff represent important role models for children and the image of the club. We aim to employ a team of workers that represents all sections of the community.

# **SAFEGUARDING CHILDREN**

Staff often develop secure relationships with children in their care, and therefore may be the person to whom the children or child confides in and may make disclosures to. Although it is not our responsibility to investigate suspected abuse, we do have a legal responsibility to report such suspicions. Any issues that occur will be reported to the club manager who will then follow up these concerns.

Dunkirk Fun Club staff have a commitment to ensuring the welfare of children in our care.

Staff will be accessible and receptive if a child wants to confide in them but must not jump to conclusions. Staff will reassure the child that it is their right to tell but must not make promises not to report the matter. If a child discloses to a member of staff or they suspect that a child is being abused or at risk of abuse, they should inform the manager who will then contact the appropriate Safeguarding Agency.

## **Procedure for Reporting Incidents**

- Record clearly in writing any concerns that you may have about the child, with evidence to support the concerns where possible
- Inform the manager who will report such concerns appropriately to Social Care and confirm this in writing within 24 hours.
- Provide current and background information to statutory agencies when requested.

**STRICT CONFIDENTIALITY MUST BE MAINTAINED AT ALL TIMES**

## STATEMENT OF SPECIAL NEEDS

Here at Dunkirk Fun Club, as reflected in our Admission and Equal Opportunity policies, we believe that all children and adults have the right to be included in all aspects of our setting, and that their individual needs are met.

We will work in partnership with parents/carers and other relevant parties to ensure that we have a sound knowledge and understanding of each child's needs in our care.

We will endeavour to make the premises and facilities accessible to all users, and will adapt where necessary.

We aim to identify and support the training needs of all staff, volunteers and management committee members to ensure that we are adequately equipped to actively promote a positive environment for all, therefore ensuring that each child's specific needs are met.

All aspects of the above statement will be treated with sensitivity and in a confidential manner.

# COMPLAINTS

## **\*\*COVID addendums**

At Dunkirk Fun Club we strive to provide the highest quality service to our users. However, we are aware that parents/carers may have occasion to be unhappy or have a concern with some aspect of the service which Dunkirk Fun Club provides.

If such an occasion were to arise, we have developed a Complaints Policy to help address the concern or complaint in a professional and competent way ensuring that confidentiality and sensitivity is maintained at all times.

Usually complaints may be dealt with informally, however this would not be to the detriment of the complaint or concern. You can speak to whom you feel comfortable and we will record this in our communication book which will be dealt with promptly.

**\*\*parents /carers are not allowed on premises, and therefore will be spoken to at a safe distance outside the building**

If the concern or complaint is not able to be resolved this way there is a formal complaints procedure as outlined below:

### **Stage One**

- Put your complaint in writing to the manager. Full details along with names and dates should be included, letting us know what it is you are unhappy about.
- We will acknowledge your complaint as soon as possible and fully investigate the matter within two days. If there is a delay we will advise you of the reasons. We will keep you up to date with what is happening and give you a full reply.
- The response you receive will be copied to the member of staff concerned, with recommendations for any action to be taken, and the matter will be reported at the (virtual) Management Committee meeting. If you are not satisfied with the outcome, you can ask the manager to refer the matter to the next stage.

## **Stage Two**

- The club manager will refer the complaint and response to the (virtual) Management Committee. The Committee will investigate the complaint together with the response at a specially convened (virtual) meeting.
- The chair of the Management Committee will send a reply within three weeks outlining how the complaint was investigated and detailing the outcome. Individual members of staff have the right to reply to any complaint at any stage. The decision of the Committee will be final.

## **Safeguarding Children**

Please note that issues relating to child protection will be referred to the relevant statutory agencies as outlined in the Safeguarding Children Policy.

## **External Agencies**

Parents and Carers are also advised that if they have a complaint or concern they can contact The Early Years and Childcare Partnership on 0115 915 0800; also Ofsted on 0300 123 1231.

## MANAGEMENT COMMITTEE

The Club is run by a Voluntary Management Committee. If you would like to become a member of the committee, please speak to a member of staff.

The Management Committee meet on a regular basis to discuss the general running of the Club and to address any issues raised by staff and parents.

The Committee is composed of parents and governors of Dunkirk Fun Club, and others, as detailed below:

Heidi Hollis  
Maria Ward  
Pauline Smith  
Jason Lucas