

After school & holiday activities & services for families with children 4-12 years old

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www.hampsteadcommunitycentre.co.uk

Hampstead Community Centre provides a child centred, fully inclusive play centre in a welcoming environment.

The play centre offers a wide range of activities including sports, hall games, arts & crafts, quiet area and cooking specifically aimed at children aged 4-12 years provided by a team of qualified and experienced staff.

A separate application form needs to be filled out for each play scheme and the after school club – available from the Centre & website.

Information about each service is on the following pages.

- Pages 2 & 3: After School Club
- Pages 4 & 5: Holiday Play schemes
- Page 6: Complaints & Child Protection
- Page 7: Equal Opportunities & Valuing Diversity

Useful contacts

camden.gov.uk

ofsted.gov.uk

gov.uk/help-with-childcare-costs/tax-credits

COMPLAINTS PROCEDURE

What is a complaint?

A complaint is an opinion you give us about a service you are not happy with. It will be about something the Centre didn't do after it said it would, or something it did wrong, or something it has taken too long to do. It could also be about when you were not treated well by a member of staff. If you do not get the service you ask for, then you may make a complaint under the complaints procedure.

How does the complaints procedure work?

- ① Complain first to the Senior Leader in Charge.
They should respond within 5 working days and deal with your complaint.
- ② If that proves unsatisfactory, you have the right of appeal to the Centre Co-ordinator. They will review your case and reply within 10 working days.
- ③ If you fail to gain a satisfactory outcome you can appeal to the Management Committee, which will investigate and order that a suitable remedy is implemented.

Parents/carers can contact Ofsted on 0300 123 1231

Any complaint will be treated in the strictest confidence.

CHILD PROTECTION STATEMENT

Child abuse occurs in all groups within society. It occurs within all ethnic, cultural and religious communities and in all classes.

Under the Law playworkers MUST put children's interests first and Children's safeguarding and social care MUST be informed if child abuse is suspected.

It is NOT a playworkers role to investigate child abuse. Only Children's safeguarding and social care Departments, the NSPCC and the Police have the statutory power to investigate when a child is considered to be at risk.

Careful records must be kept of any suspicion, allegation or incident as soon as possible, but definitely within 24 hours. Fact must be clearly separated from opinion in all recordings.

All reports must be kept confidential except for child protection purposes.

Holiday Play Schemes Information - Please read

Priority is given to working parents/carers and full time students who are also entitled to the Camden subsidy, children living in temporary accommodation, children with disabilities, children in need, Camden residents and those registered in the term time After School Club.

Parent/carer wishes are taken into account and all information about the child is available to the parent/carer on request but otherwise kept confidential.

All parents/carers must register their child in the morning and must sign the 'signing out' register on leaving the premises. Children are not allowed on the premises before 9am and only those children registered for the extended day may arrive at the Centre before 11am. Parent/Carers who collect their children late or drop them off early will incur extended day charges.

If a child is collected after 6pm the parent/carer will be charged an extra £5 if collected between 6pm – 6.15pm and £5 for every subsequent 15 minutes the child has not been collected. Please read the procedure on late collection of children (displayed on the play scheme notice board).

Children are not allowed to leave the premises unless accompanied by a member of staff. Over 8s may go home unaccompanied only when consent has been given on the application form.

Children will require a packed lunch each day. Parents are advised to send packed lunches in "cool bags" especially when containing meat and dairy products. If additional food is packed for the afternoon (encouraged for children on extended day) it is advised that it does not contain meat or dairy products. The Centre encourages fruit as an alternative to sweets and chocolate and water instead of fruit juices and sweetened drinks. No glass bottles, chewing gum or nuts.

Playworkers are not permitted to apply sun cream (without permission), please make sure your child is adequately protected from the sun especially when on trips out.

Please ask your child to look after their belongings and not bring toys or personal possessions to the Play scheme as staff cannot be held responsible for lost property.

The programme for the scheme is designed to reflect the social and cultural diversity of the children attending.

A Parent/Carer consultation form and child satisfaction survey will be distributed during the scheme; the feedback from these surveys and children's circle time helps us to continue to improve the service.

After School Club

TERM TIME PLAY CENTRE FROM 3.30 - 6PM

DAILY CHARGES & INFORMATION

Low income * family (subsidised by Camden Council): £6
Standard rate: (subsidised by the Centre): £11

*** Low income rate will only be accepted with the low income letter from Camden - available from the Centre or online.**

Further concessions may be available on application.

www.gov.uk/help-with-childcare-costs/tax-credits

A registration form must be filled in fully by a parent/carer before a child can be registered on the scheme. 40 places available

All fees MUST be paid ½ term in advance. Please enclose the fee with the application form.

**Direct payments: NatWest: Account: 02817160 Sort Code: 50-30-03.
Chq payable to: Hampstead Community Action Ltd.
Childcare vouchers are accepted.**

**We accept 4 year olds attending reception class.
4-5 year olds: An EYFS form must be filled in.**

Pick-up service from Fitzjohn's School at 3.20pm and from New End and Hampstead Parochial at 3.30pm.

Children from other schools will have to be dropped off at the centre.

After School Club Information - Please read

Priority is given to working parents/carers and full time students who are also entitled to the Camden subsidy, children living in temporary accommodation, children with disabilities, Children in Need and Camden residents.

A daily register is kept and parent/carer wishes taken into account. All information/details about the child are available to the parent/carer on request but are otherwise kept confidential.

Please make sure your pick-up your child on time.

If a child is collected after 6pm the parent/carer will be charged an extra £5 if collected between 6pm – 6.15pm and £5 for every subsequent 15 minutes the child has not been collected. Please read the procedure on late collection of children (displayed on the playscheme notice board).

For security reasons the Centre is only accessible after 3.30pm by intercom phone situated next to the front door, please press the hall button and a member of staff will open the door.

All parents/carers must sign the 'signing out' register on leaving the premises.

Children are not allowed to leave the premises unless accompanied by a member of staff. Over 8's may go home unaccompanied only when consent has been given.

Please ask your child to look after their belongings. Staff cannot be held responsible for lost property. Please do not bring toys or valuable items to the ASC.

All staff carries identification for security.

Please take time to complete a Parent/Carer consultation form + child satisfaction survey, the feedback from these forms helps us to improve the service and programming in the future.

Please read the complaints procedure, child protection procedure and statement about equal opportunities/valuing diversity.

All other procedures are displayed on the play centre notice board along with other information - please read.

**The Playcentre is registered and inspected by Ofsted
Registration No. 116323.**

A copy of the inspection report is available to read on request, or on line.

If you have any queries including completion of the application form contact a play worker at the Centre.

Holiday Play Schemes

TIMES & WEEKLY CHARGES (WEEKLY bookings only)

EXTENDED DAY from 9AM - 6PM

Low income family* rate:	£70 per week
Standard resident/Camden LA school rate:	£100 per week
Non-resident rate:	£200 per week

CORE DAY from 11AM - 4PM

Low income family* rate:	£50 per week
Standard resident/Camden LA school rate:	£75 per week
Non-resident rate:	£150 per week

*** Low income rate will only be accepted with the low income letter from Camden – form available from the Centre or online.**

Non-resident rates ONLY apply to children that do not live in Camden and do not attend a Camden state school

Further concessions may be available on application.

www.gov.uk/help-with-childcare-costs/tax-credits

A registration form must be completed fully by a parent/carer and the fee paid before a child can be registered (non-refundable if a place is allocated).

All fees must be paid in advance

**Direct payments: NatWest: Account: 02817160 Sort Code: 50-30-03.
Chq payable to: Hampstead Community Action Ltd.
Childcare vouchers accepted.**

Half term & Easter Holidays @ the Community Centre:

50 places available: Children under 5 must be attending reception class.

4-5 year olds: An EYFS form must be filled in.

Summer Holiday Playscheme @ Fitzjohn's School:

80 places available: No children under 5.

Ofsted Registered: 116323 (Centre) & EY262352 (School)