

# Parents and guardians info

## What we expect from you:

- That all children and young people have completed registration forms filled out and signed by their parents or guardians before taking part.
- Transport to and from sessions is the responsibility of parents/guardians.
- Children and young people behave in a responsible manner at all times and stick to any agreed rules for each project.
- Children and young people attending each project are within the correct age ranges.
- Children and young people are expected to leave premises in a responsible manner.
- That parents/guardians are contactable whilst their child/children are on session in case of accident or emergency.
- Contact details provided are kept up-to-date and staff on session are made aware of any changes to this information.
- On 511 sessions, children should remain for the duration of the session and if appropriate, should be collected by the named person/s provided by the parent/guardian on the completed registration form.

## What you can expect from the Children and Youth Team at Canterbury City Council:

- There will always be two or more staff on a session.
- Members of the public do not have access to the sessions, (visitors have to sign in).
- All venues we use are risk assessed and made safe.
- All activities used on session are risk assessed and made safe.
- Sessions will start on time.
- Staff are fully trained in first aid, health and safety and child protection. All staff are also checked through the Criminal Records Bureau.
- Volunteers working on projects will be police checked.
- Staff will carry photo ID cards at all times.
- If outdoor sessions have to be cancelled due to bad weather, staff will be on site for the first 15 minutes to inform you.
- We aim to provide a consistently high standard of children and youth work.
- We will offer a choice of activities at each 511 Team and street runner session.
- Children, young people and parents will continue to be consulted to develop session content and delivery.
- We will inform you of your child's progress when appropriate.
- We will offer all children and young people the opportunity to get involved in participation projects such as 'Say What?', action groups and Hot Topix.
- Where possible, all marketing and literature concerning the Children and Youth Team will be available three weeks before the proposed date of an event.
- Parents, guardians and young people can contact the coordinators of the project during office hours.
- We will promote equality, celebrate diversity and tackle discrimination with our work.

## How can we be recognised?

The Children and Youth Team can be recognised by their purple/black T-shirts with the Canterbury City Council and activity team logos. All staff carry a Canterbury City Council photo identification badge.

## What about children with special needs?

If your child has special needs or requires extra assistance please let us know in advance, so we are able to introduce them to an experienced play/youth worker before the session. Most of our sites are accessible by wheelchair users and we will do our best to accommodate any other special needs.

## Behaviour

We expect that children and young people who attend sessions behave responsibly. But we reserve the right to exclude them if their behaviour in any way stops others from enjoying the activity, or creates an unsafe environment. The Children and Youth Team cannot be responsible for any child's possessions or money at any time.

## Membership

Children and young people must have a completed and signed registration form to be able to attend any of the children and youth sessions.

Parents of children that attend 511 should be aware that attendance on sessions is not guaranteed, as we operate on a first come, first served basis. Therefore parents/guardians should ensure that their child/children have gained entry to each session before leaving their children there. On 511 sessions children should remain for the duration of the session.

Young people that attend street runner sessions will be placed on a membership list; once the numbers have reached capacity then a waiting list will be formed. Rules will be set with the young people and if they are broken then they will be temporarily excluded from the session. Three exclusions result in the young person being given a six-month ban, or placed on the waiting list (whichever is longer).

## Refreshments

Please ensure your children are fed and watered. The Children and Youth Team will provide water at all sessions. Children are also welcome to bring their own.

## Diary sheets

The team keep diary sheets which contain information on children's development and achievements. If there are any issues you think we should be aware of please let us know.

## Child Protection

Any comments or disclosures made by your children will be passed on to the relevant personnel.

For more information phone Laura Armstrong on **01227 862 582** or email [laura.armstrong@canterbury.gov.uk](mailto:laura.armstrong@canterbury.gov.uk)



[www.notbored.net/activity](http://www.notbored.net/activity)

