

Terms and Conditions of Use of A Children's Centre Venue

For Providers delivering activities through Children's Centres Buildings

JANUARY 2017

The overall success of any children's centre depends on the conduct of the partners who use it (and deliver services from it), we must share responsibility for ensuring that the centre remains a safe and welcoming place for children and families. As a user of the building, you are, therefore, asked to comply with the following requirements which are essential for safety, and sustainability of the centre.

1. Room Bookings

Room bookings are made via the Business Support Team with approval from the Local Area Team Service Manager or Practice Manager.

2. User Group Responsibilities

Each User Group booking the centre nominates named group leader(s) who provides contact details below and signs this agreement on making a booking. This person will also be the main point of contact for the user group, should the Local Area Team staff need to make contact.

3. Health and Safety:

Health and safety is everybody's responsibility and the Local Area Team cannot accept liability for any user's negligence.

- **No Hot Drinks** There is a 'No hot drinks' policy which operates within any York Children's Centre building, this states that no hot drinks are consumed in any area of the centre where children are present.
- **Safety** Children must be supervised by a suitable adult at all times and need to remain in the designated areas (never in Kitchen or Food Prep areas). Parents are responsible for the supervision of their own children in all Parent / Child activities.
- **Risk Assessments** Please ensure that you undertake your own risk assessment for the activity prior to the start of each planned activity.

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- In addition you must complete a Pre-session Safety Sweep of the room before each session and again at the end of each session. The Pre-session Safety Sweep includes the outdoor area. These confirm that you have visually assessed the safety of the areas you are using. Please pay particular attention to items that may present hazards for small babies; toddlers and young children. Each room has a user group folder which contains pre-session safety sweep forms for your review and completion. (in some centres they are kept in the snack kitchen)
- **Pushchairs** Please ensure all pushchairs are left in the buggy park outside the main entrance or in the designated area
- **Accidents and Near Misses** The group leader or appropriate person records details of any accidents or incidents on the appropriate forms. Forms are available in the user group folders.
- **Toys and Equipment:** City of York Council Children's Centre Rooms are equipped with quality toys and equipment for your use. For health and safety reasons please do not bring your own toys or specialist equipment unless you have discussed this with the Local Area Team Practice Manager.
 - Please ensure that toys and equipment are packed away in the correct boxes / shelves at the end of the session. (Boxes/ shelves should be labelled with pictures for your assistance.)
 - If toys or equipment break during your session please remove them from the room and bring this to the attention of a member of staff as soon as possible, making a note of breakages on the safety sweep form.
- **Use of the Outdoor facilities:** City of York Council encourages the use of the outdoor area, please discuss your requirements at the time of booking. A visual risk assessment of the outdoor area must be undertaken before the start of each session. It is the group leader's responsibility to ensure the area is safe before the start of the activity.
- **Cleaning and Sterilising Toys:** You are expected to clean toys and equipment after each use. Please take responsibility for cleaning soiled items at the end of the session. Regular users will be invited to assist in periodic 'deep-clean' days.
- **Changing Facilities and Disposal of Nappies:** For health and hygiene reasons, group leaders should advise parents to use the facilities provided. Soiled nappies should be placed in nappy sacks and should be disposed of **only** in the bins in the baby changing facilities or removed by parents for disposal at home.

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- **Cleaning and Tidying:** The centre building is cleaned at the end of each day. However there is no service to clean and tidy the centre between sessions. It is therefore vital that each user leaves the centre in a clean and tidy state in readiness for the next session. The following checklist is provided to help users when tidying up: -
 - Clear the floor of any debris and choking hazards (eg paperclips and other small items). A vacuum cleaner is available if the floor is particularly messy. Dustpans and brushes are also provided.
 - If you move any furniture or equipment please put them back in the position that you found them and or in the agreed location
 - Wash, dry and put away any dirty crockery.
 - If you have been undertaking craft activities please wash brushes and leave everything clean.
 - Wipe down any sink areas.
 - Leave the room as you would wish to find it.

4. Safeguarding:

Staff in the children's centre must wear an identification badge which is clearly visible. Volunteers working in the centre must wear a Volunteer badge. Visitors should wear their own identification badge and obtain a Visitors pass from reception when signing in. Members of the public and people attending groups or clinics held in the centre do not need identification badges, but will be under the supervision and care of the private provider volunteers or staff working in the centre.

Volunteers and workers should make themselves aware of safeguarding and inclusion policies which the children's centre works under. If these are updated or changed a member of Local Area Team will bring this to the attention of all those working and volunteering in the centre.

Volunteers and visitors should familiarise themselves with the location of first aid provisions, fire extinguishers and fire escape routes.

First Aid Boxes are available for Volunteers to access. Parents accompanying their children are responsible for administering care for their own child.

5. Use of Consumables:

If you have booked several sessions and want to leave your own supplies of consumables please discuss this with a member of staff to agree storage. Any items

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that you wish to leave in a refrigerator must be regularly checked for freshness. Please dispose of out of date items. All consumables must be clearly labelled.

6. Damage to Children's Centre Property and Equipment

Please ensure that you report any damage to the Children's Centre property, fixtures, fittings, toys and equipment. Building or room related issues should also be Logged in the facilities Log book.

7. Car Parking

Car parking facilities are limited. Therefore, if designated bays are full, users will need to park on local roadsides and walk to the centre venue. Each centre has a disabled bay which must be kept for disabled users who display a badge.

8. Smoke Free

Smoking is not permitted on CYC premises or grounds, this includes cigarettes and e-cigs. Please ensure centre users are aware that they must be away from the grounds and the main entrance gate. Please have regard for the centre and school children who will access and leave the centre throughout the day.

9. Reception Arrangements

The Service provider is responsible for the general welfare of customers whilst delivering their activity at the Centre. This includes the provision of a warm welcome, meeting and greeting of children and their parents. Local Area Teams cannot provide a Reception Service as part of the room agreement. A signing in process (either a paper based system or electronic process) is provided.

All users must sign in at reception and sign out when they leave the building. This is used in the case of an emergency evacuation. In certain circumstances users may be permitted to sign in at the room entrance. Please discuss this with a member of the Local Area Team during induction if you have any questions or concerns.

10. Cancellations/Changes to arrangements

Should your plans change or there are cancellations please have a system in place to notify users if the session is cancelled or if the lead person will be late. In addition you can telephone the Business Support team and we will try to support the

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communication if at all possible. If you wish to cancel a room booking please notify the Business Support Team.

11. Sharing Information & Communication:

The success of the Local Area Team's Children's Centres are dependent on the contributions of all agencies who provide services in and around them. Local Area Teams must report on the outcomes and impact of services as part of the Ofsted Inspection Framework. It is, therefore, a condition of your booking that you agree to provide simple reports (in an agreed format) about the services you are providing within the centre, including information about attendance, evaluations by users, impact of services you have delivered. A member of staff can assist you with this if required.

You will be provided with registration forms, attendance registers and various recording forms which will need to be completed and returned after each session. (Completed documentation should be left in the lockable post box in the reception area).

Communication will be supported by regular Partnership Meetings (which form sub groups of the Children's Centre Advisory Board). Providers are expected to attend or contribute to these meetings.

12. Advertising

Local Area Teams promote and advertise activities via the Children's Centre official website and Family Information Service (CYC).

Partners are free to promote their own services through a variety of media however, cannot use any Local Area Team, Family Information Service or Children's Centre Logo without specific permission from a representative of the Council.

13. Quality

All groups that run in Children's Centre venues will be observed periodically for quality by the Local Area Team Practice Manager. Observations will be shared with the provider in a confidential and sensitive manner. The aim is to support standards of practice in and around Children's Centres and to ensure that the services delivered continue to be of a suitable quality. Children's engagement and involvement as well as parent satisfaction with the activities will be taken into consideration.

14. Policies and Procedures

All agencies using the centre are asked to share our vision for families and agree to adhere to the policies and procedures of the centre. These are in place to ensure that our families receive the best possible service and are treated consistently and fairly. This includes: Safeguarding; Confidentiality; Media Policy; Health and Safety.

Thank you for your co-operation in helping us to keep our standards high and in working in partnership to improve the quality of life for very young Children. City of York Council values all users of the premises and want to provide the best possible provision for families and partners.