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# Shout! Information and welcome pack

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## Welcome to Shout!

Shout! holiday activities for offers free Stay and play sessions in different venues around the borough. The age range is recommended from 4 to 11 years, suited to the play activities offered.

Shout! Holiday Activities are part of Elmbridge Borough Council's ongoing commitment to providing play opportunities for children in the local community. The dates and venues will be shared on the Shout! web page and we will also share it on the [Shout! Facebook](#) page. Please follow us to get the latest information.

This guide intends to give you the information required to make the most of your children's holiday activities. It will also give you useful information about what you need to do in preparation for the holidays and answer some of your most frequently asked questions.

Use this guide when attending Shout! stay and play sessions with your child(ren) and retain for your reference.

**Please note:** Stay and play session are where adults stay with their child/ren whilst attending the session. It is your responsibility to look after your child whilst attend a Stay and play session.

**For specific times and dates of Stay and play events, check the current holiday plan at [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout)**

### Useful contact information

Shout! bookings – there is no need to book for Shout! stay and play sessions.

Shout! Information Line 01372 474634

The Surrey Family Information Service 0300 2001 004

Elmbridge Xcel Leisure Complex, Walton on Thames 01932 260300

Elmbridge Borough Council (Shout!), Leisure and Cultural Services, Civic Centre, High Street, Esher, Surrey, KT10 9SD.

[www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout)

[shout@elmbridge.gov.uk](mailto:shout@elmbridge.gov.uk)

<https://www.facebook.com/ShoutHolidayActivities>



## Shout! Information

Elmbridge Borough Council produces a programme of holiday Stay and play sessions which forms the Shout! Holiday activities brochure. Prior to each holiday period, the brochure is distributed to libraries in the Elmbridge area, the Elmbridge Xcel Leisure Complex and Hurst Pool as well as some schools.

Families can choose how they would like to receive Shout! information. You can receive a brochure by email with an attachment and a link to the website or you can log onto our website and view the brochure. To receive information, please email [shout@elmbridge.gov.uk](mailto:shout@elmbridge.gov.uk).

## Shout! and Play Development privacy notice

In compliance with the General data Protection Regulation (GDPR), by disclosing your information when using the online Shout! Holiday Activities booking system, over the telephone or email, you consent to the collection, storage and processing of your information by the Play Development Officer and Leisure Officers is completed in the manner set out in [Elmbridge Borough Council's online privacy policy](#) and in the [Play Development Privacy Statement](#).

## Times of operation

Shout! operates in the Easter and summer holidays as well as some half term holidays. Log onto [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout) for holiday dates.

## Venues

We use a variety of venues across the Borough including parks and public halls. Not all venues operate in each holiday; please check the current holiday brochure to find out which venues are operating during specific holidays.

## Booking

There is no requirement to book a place at our Stay and play sessions, however, some are extremely popular, and we may be required to limit numbers to ensure the safety of those attending. If we should reach capacity, a notice will be displayed on the venue door inviting you to return on a future day.

## How do I pay for my courses?

There is no fee for attending the Shout! Stay and play sessions.

## Venue procedures

### Venue Opening Times

These will be advertised in the flyer which will be posted on social media.

## Signing in and out

When attending a Shout! Stay and play session, you will be asked to register by adding your name, your children's names and a contact number. This will be used to monitor numbers attending and may be required in the event of an emergency.

## Permission for photos, filming, and Facebook

The Site leader will ask you whether you give permission for photos of your child to be taken, film to be captured and images posted on the Shout! Facebook page. This is voluntary, and we ask you to sign a consent form. Photos can be taken by Officers from the Council or approved members of the press for promotion and publicity.

## Mobile phones and camera user

The Shout! holiday activities are mobile phone free zones. Parents, children and staff are not permitted to have their phones on their person, this policy is in line with Ofsted requirements. All staff phones will be signed in and out at the beginning and end of the activity. Parents / carers are not permitted to have their mobile phones out at any Shout! setting. The site leader will have a mobile phone (without a camera) on site for emergency purposes and for parents/carers to contact the site.

## Supervision

**Whilst at stay and play sessions, parents are responsible for the care and supervision of children.**

All activities are supervised by Shout! Play workers, however, it is your responsibility to look after your child whilst attend a Stay and play session. All staff have been checked by the Disclosure and Barring Service (DBS) to enhanced level and can be identified by their Shout! t-shirts and name badge. Staff receive training in Playwork, safeguarding children, risk assessment and leaders receive training in Playwork Management.

If you would like to view Elmbridge's Safeguarding children policy for Shout! Holiday Activities you can download a copy from [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout) and click on the Safeguarding Children link.

## Lunch and snacks

You may wish to consider bringing a packed lunch and snacks for your child/ren when attending Stay and play sessions. Children should bring a drinks bottle that can be refilled, as water is available always on site.

Please note there are no fridge facilities at any venue. You can ensure your child's lunch and snacks are kept cool by using an ice pack or equivalent. **Please do not bring any nut products onto the venue. This is for the protection of children and staff with nut allergies.**

## Behaviour

### Shout! Charter

All Shout! participants will be asked to adhere to the Shout! Charter (a copy is available on site). Any child(ren) behaving unacceptably will receive a formal warning and the Site leader



will follow the Behaviour Management Procedure. For more information, please visit our website [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout).

## Lost Property

Elmbridge Borough Council cannot be held responsible for the loss of any personal items brought onto a Shout! venue. If personal items are brought onto the venue and cause disruption, they may be returned to the parent. Children should not bring expensive personal items to the venue such as collector cards or hand-held computers. Any items left at the end of a session, which are found, will be kept at the Civic Centre for one week after the holiday period has finished, after that time they will be donated to charity. Please call 01372 474634 to arrange collection.

## Clothing

Children should dress appropriately for the sessions they are attending. We recommend warm clothes, trainers, a hat, sun cream and waterproofs.

## Accidents

Please see the Shout Accident and Incident policy at [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout)

## Toileting

**Whilst at stay and play sessions, parents are responsible for the care and supervision of children. This includes all toileting and changing of clothes. This requirement will be displayed on an A board at each session.**

- ❑ Staff should not enter the toilets to help children. The parent must be in attendance if assistance is required.
- ❑ Children should only use the toilets specifically allocated for their use.
- ❑ Staff should only use the toilets specifically allocated for their use.
- ❑ Any incidents must be recorded using the Shout! incident form and advised to parents.

## Sickness

The policy for illness is as follows:

- ❑ If a child is feeling unwell, we will ask the parent to take them home.
- ❑ If the doctor believes that your child's condition is contagious, then the child will not be able to attend until it is safe to do so.
- ❑ Sickness and diarrhoea – if a child then they will not be able to attend the session for 48 hours. This is to reduce the spread of illness.

## Medicines

It is the attending parent's responsibility to administer medicine. See [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout) for the First Aid and Medical Information procedure.

## Policies and Procedures

Full details of all our policies and procedures are available at [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout) and will also be available on-site during Shout!



## Some of your questions answered

Q: I am concerned about the safety of my child. How do I know they are looked after properly?

A: It is a requirement that parents remain with their children through the Stay and play session and it is therefore your responsibility for their care. This includes toileting and personal care.

Additionally, all Play workers are DBS checked annually to enhanced level. We go beyond the recommendations of the DBS by checking our staff to ensure that it is always appropriate for them to be working with children. Staff receive training in Playwork, safeguarding children, risk assessment and leaders receive training in Playwork Management. If you would like to view Elmbridge's Safeguarding Children Policy for Shout! Holiday Activities you can download a copy from [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout) and click on the Safeguarding Children link.

Q: My child is not within the age range; can they still join the session?

A: Dependent on their age, the activities may not be suitable for them. Please email [shout@elmbridge.gov.uk](mailto:shout@elmbridge.gov.uk) to enquire further.

Q: Where can I find childcare?

A: Shout! holiday activities has joined forces with Places Leisure and Premier Education to deliver new and exciting holiday camps for children aged 5 to 11 years at the Xcel Leisure Complex, Waterside Drive, Walton-on-Thames KT12 2JG.

[Premier Education](#) has a dedicated [online booking system](#).

You can also log onto <http://www.surreycc.gov.uk/people-and-community/family-information-service> to search for childcare Surrey wide

## Comments and Complaints

We will respond positively and promptly to criticism and to suggestions for improving our services. A positive approach to handling complaints is a central part of our customer service standards - we care about the people of our Borough and want to listen to your views.

For a full copy of the Complaints procedure please visit [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout)