

Shout! Parents Information and Welcome Pack



Contents

Welcome to Shout!	2
For specific times and dates of courses, check the current holiday brochure at www.elmbridge.gov.uk/shout	2
Useful contact information	3
Shout! Information	3
Shout! and Play Development Privacy Notice	3
Times of Operation	3
Venues	3
Registration	3
Booking Procedure	4
How do I book my child onto your courses?	4
How do I pay for my courses?	4
Debit card / credit card.....	4
Childcare Vouchers	4
Paying with a combination of card and childcare vouchers	4
Course confirmation.....	4
Concessionary Prices	5
Working Tax Credit and Child Tax Credit	5
Out of Borough	5
Special Educational Needs and extra support	5
What is a more card?.....	5
Venue Procedures.....	6
Venue Opening Times	6
Signing in and out.....	6
Permission for photos, filming, and Facebook	6
Mobile phones and camera user.....	6
Supervision	6
Lunch and snacks.....	7
Behaviour	7
Shout! Charter (formally Code of Conduct).....	7
Lost Property	7
Clothing	7
Accidents	7
Sickness / Absence	8
Medicines	8
Policies and Procedures	8
Some of your questions answered:.....	8
Comments and Complaints	9
Terms and Conditions of Booking.....	10
A to Z of Shout! Venue Addresses.....	11

Welcome to Shout!

Shout! Holiday Activities for 5 to 13-year olds. Shout! Holiday Activities are part of Elmbridge Borough Council's ongoing commitment to providing an affordable, comprehensive programme of sport, play, outdoor adventures, and art to the local community.

Shout! runs in all the Easter, Summer, and Christmas/New Year's school holidays. We offer a diverse selection of courses including thrilling Woodland Adventure days, creative activity workshops, sports courses, dance and drama workshops and week-long Activity Schemes. To find out more about types of courses visit our website www.elmbridge.gov.uk/shout or read on.

This guide intends to give you the information required to make the most of your children's holiday activities. It will tell you what Shout! is and what we offer, when and where we operate from and how you go about booking with us. 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 reserving and booking your child(ren) onto Shout! courses and retain for your reference.

- **Sports and Arts Camp** - This camp gives you the opportunity to take part in Sports and Arts courses throughout the week. The Sports and Arts Camp are bookable by the day.
- **Ready Set Shout! Holiday Camp** – This camp is filled with sports and fun games. Each day you can participate in a professional sports coaching session with endless sports all day. The Sports Camp is bookable by the day.
- **Woodland Adventures** - Get wild and active on the commons and experience the outdoors. These courses will be outside so dress appropriately.
- **Sports** - Shout! sports courses give you the opportunity to try different sports throughout the holiday.
- **Activity Workshops** - If you like to learn new things and have new experiences, then look out for Activity Workshops in the brochure!
- **Museum Days** - Explore the past and see how it has shaped the present. The museum days are also added to both the Shout! Holiday Camp and Shout! Sports and Arts Camp.

For specific times and dates of courses, check the current holiday brochure at www.elmbridge.gov.uk/shout

Useful contact information

Shout Bookings are taken online at www.elmbridge.gov.uk/shout

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

shout@elmbridge.gov.uk

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

Shout! Information

Elmbridge Borough Council produces a unique programme of holiday activities which forms the Shout! Holiday Activities brochure. Prior to each holiday period, the brochure is distributed directly to families, libraries in the Elmbridge area, the Elmbridge Xcel Leisure Complex and Hurst Pool, Children's Centres as well as some schools.

Families can choose how they would like to receive Shout! information. You can receive a brochure in the mail, you can log onto our website and view the brochure, or you can receive an email with a link to the website. To receive information, please register on our bookings system (see below) or email 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, Summer, and Christmas/New Year's holidays. We run our activities for complete weeks during the Surrey County Council school holiday periods. Log onto www.elmbridge.gov.uk/shout for holiday dates.

Venues

Some of the venues we operate Ofsted registered. These venues are inspected according to Ofsted requirements for the General Childcare and Early Years Register. If a venue is not registered, then we still operate to Ofsted requirements but are not required to register the venue under current childcare standards.

We use a variety of venues across the Borough including the Elmbridge Xcel Leisure Complex, public halls, and schools. Not all venues operate in each holiday; please check the current holiday brochure to find out which venues are operating during specific holidays. Please see the A to Z of venues we use.

Registration

To book your children onto Shout! courses you must register them on our bookings system, available at www.elmbridge.gov.uk/shout.

Booking Procedure

How do I book my child onto your courses?

Visit our website www.elmbridge.gov.uk/shout to find out when the online bookings open for each holiday. Bookings can be made 24/7 using our online booking system.

If a course is full you can check online to see if any spaces become free. We do not operate a waiting list system.

How do I pay for my courses?

We can take payment by debit or credit card, or childcare vouchers.

You must pay for all courses at the time of booking your child(s) place(s). If we have not received your payment within seven days, your child will be removed from the course. We will endeavour to call you to follow up overdue payment, but at busy times this may not always be possible.

Debit card / credit card

If you would like to pay by this method the payment will be taken at the time of booking.

Childcare Vouchers

We accept childcare vouchers from a variety of companies for all our courses. You will need to instruct your voucher company to pay us within 7 days of making your booking. If payment confirmation has not been received after this time your booking will be cancelled. We can only accept payment by Childcare vouchers a minimum of four days prior to the course to ensure time for payment. Please call the Play Development Officer on 01372 474634 for more details of how to pay using this method. We can register with other Childcare Voucher companies if the company you use is not listed below. Currently we accept payment from:

- | | |
|---|--|
| <input type="checkbox"/> Allsave | <input type="checkbox"/> Fideliti Childcare Vouchers |
| <input type="checkbox"/> Busy Bees Benefits | <input type="checkbox"/> Gemelli |
| <input type="checkbox"/> Care4 Vouchers | <input type="checkbox"/> Kiddi Vouchers |
| <input type="checkbox"/> Computershare Childcare Voucher Services Co-operative Childcare Vouchers | <input type="checkbox"/> Kids Unlimited |
| <input type="checkbox"/> Early Years Childcare Vouchers Ltd | <input type="checkbox"/> My Family Care Vouchers |
| <input type="checkbox"/> Eden Red | <input type="checkbox"/> Salary Exchange |
| <input type="checkbox"/> Faircare Childcare Vouchers | <input type="checkbox"/> Salary Extras |
| | <input type="checkbox"/> Sodexo |
| | <input type="checkbox"/> Westminster |

Paying with a combination of card and childcare vouchers

If you wish to pay with debit or credit card and childcare vouchers, please reserve your courses as two separate bookings as we cannot take part payment for courses by voucher.

Course confirmation

Once we have received your payment, we will send you an email confirmation with a link to the medical and consent form. Once you have completed the form, press submit, and you will receive a copy by email (this may take a few minutes). Print off the form and give it to the Site Leader when signing in your child. Please note the start and finish times of the courses you have booked.

Concessionary Prices

If you are entitled to concessions, you may be eligible for great savings on the Shout! Activity Scheme courses. To be entitled to concessions, your child must hold a valid **more** card (to find out how to apply for a more card see page four). When applying for your child(ren's) **more** card(s) you will need to provide proof of your entitlement to concessions. We accept the following concessions: Job seekers allowance, Income Support, Council Tax Benefit, Incapacity Benefit, Severe Disability Benefit. **Discounts or refunds will not be given for courses booked at a higher rate if proof of a concessionary more card is provided after booking.**

Working Tax Credit and Child Tax Credit

Most parents claiming Working Tax Credit can claim money back for childcare in the form of Child Tax Credit from the Inland Revenue. To find out if you are entitled call the Inland Revenue on **0845 3003 900**. You will need to give details of your personal circumstances and Elmbridge Borough Council's Ofsted registration number EY279259. If you are claiming Working Tax Credit or Child Tax Credit you are NOT entitled to claim any concessionary pricing on the Shout! activities. Please see above for concessions we accept. To claim concessionary prices your child must have a **more** card.

Out of Borough

If you live outside the Elmbridge Borough boundary or your child does not attend an Elmbridge school, the pricing remains the same. Your child can still use and benefit from having a **more** card.

Special Educational Needs and extra support

If your child has special educational needs or requires extra support on the Shout! Holiday Activities please indicate this in the tick box when booking. The Play Development Officer will call you to discuss how we can support your child at Shout! If you wish to discuss this with the Play Development Officer, please call on 01372 474544. Some Play Workers are trained to work with children who have special educational needs or require extra support to get the most out of their holidays. Staff receive training in behavioural management, techniques in how to engage children and parents, and how to resolve problems. You may wish to call the Play Development Officer when booking so that they can recommend the most appropriate venue for your child to attend. In some cases, to meet your child's needs, we may recommend that a support worker who your child knows attend with them.

What is a more card?

A more card is the Borough's leisure discount card offering great savings at the Elmbridge Xcel Leisure Complex and Hurst Pool as well as on Shout! Holiday Activities. If your child has a more card you are entitled to exclusive booking times, discounted prices on courses and maybe even concessionary prices.

To get a more card apply online at www.elmbridge.gov.uk/more. Everyone is entitled to apply for a more card, whether you are an Elmbridge resident or not. Your child's more card must be valid at the time of booking to receive the reduced rates, so please ensure you apply or renew in plenty of time. You will need to enter your child's more card number during the booking process. To check the status of your application or find out if your card needs to be renewed contact the Xcel Leisure Centre on 01932 260300. **Discounts or refunds will not be given for courses booked at a higher rate if proof of a more card is provided after booking.**

Venue Procedures

Venue Opening Times

All venues open ten minutes before the scheduled start time of a course. This is to allow adults to sign in their children promptly and ensure they get the most out of their day. Adults must, however, stay with their children until the scheduled start time of the course.

Signing in and out

On the first morning of any course, a parent, guardian, or carer must give the Site Leader a completed medical and consent form. All children must be signed in and out by an appropriate adult every day. If a different adult is collecting your child, e.g. a friend or relation, permission must be in writing and given to the Site Leader at the time of signing in.

On the first morning all children must be signed in by a parent, guardian or carer. On subsequent days, if permission from the appropriate adult has been given in writing, children can sign themselves out of the activities. This is at your own discretion and risk.

If your child is attending Shout! sports Camp at Xcel, they will be given a colour coded wristband, which they will need to wear all day. Please see www.elmbridge.gov.uk/shout for the full policy.

For late and non-collected children, see full policy and procedure at www.elmbridge.gov.uk/shout

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, Shout! Play Workers or approved members of the press for promotion and publicity. If you have already attended Shout! in a different holiday period, the photo consent form you completed will have been recorded on our register and a further form will not be required (unless you wish to change your authority).

Mobile phones and camera user

The Shout! Holiday activities are mobile phone free zones. Children and staff are not permitted to have their phones on their person, this policy is in line with Ofsted requirements. All 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. All parents will be given the contact phone number for the site at the time of registration.

Supervision

All activities are fully supervised by Shout! Play Workers who have all been checked by the Disclosure and Barring Service (DBS) (formally CRB) 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 and click on the Safeguarding Children link.

We work to Ofsted requirements for the Early Years Register on all sites. This means we work to ratios of one Play Worker to eight children, for ages up to 8 years old and we also have an extra member of staff to manage the venue. This is the Site Leader.

Lunch and snacks

Children need to bring lunch and snacks with them to all courses. We recommend that food given to your children is contributing to a healthy balanced diet. Children should bring a drinks bottle that can be refilled, as water is available always on site. Due to the outdoor nature of Woodland Adventure courses, children should bring sufficient water for the whole day.

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.** We encourage children to bring in healthy balanced food, for further information and ideas visit www.elmbridge.gov.uk/health. Fruit is provided free of charge at the Shout! Xcel sports courses.

Behaviour

Shout! Charter (formally Code of Conduct)

All Shout! participants will be asked to adhere to the Shout! Charter (formally code of conduct). 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.

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 confiscated by staff and returned to the appropriate adult at the end of the day. 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 course, which are found, will be kept at the Civic Centre for one week after the course 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 courses they are attending. We recommend warm clothes, trainers, a hat, sun cream and waterproofs.

For sports courses, we recommend that children wear clothes they are comfortable to play sport in, e.g. t-shirt and tracksuit rather than a skirt or jeans.

For woodland adventure courses, we recommend that children should wear long trousers and clothes that you do not mind getting dirty. A spare change of clothes would be useful but is not essential.

Accidents

Please see full accident policy at www.elmbridge.gov.uk/shout

Sickness / Absence

The policy for illness is as follows:

- ❑ If a child is feeling unwell, we will telephone the parent and ask them to collect him/her.
- ❑ 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 scheme for 48 hours. This is to reduce the spread of illness.

Medicines

We can administer medicine prescribed by a doctor. Only staff who have completed a recognised first aid training course should administer any first aid or medicine. Parents will need to complete the Medication Administered Form (available from the Site Leader) stating the item, dose, and frequency to be taken. Medicines should be stored in their original containers, clearly named and inaccessible to children. Written records are kept of all medicines administered to children using the record sheet which parents can check when a child is signed out at the end of the day. See www.elmbridge.gov.uk/shout for the First Aid and Medical Information procedure.

Policies and Procedures

Full details of all our policies, procedures and risk assessments are available at 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: 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 and click on the Safeguarding Children link. We work to Ofsted requirements at all venues. This means we work to ratios of one Play Worker to eight children, for ages up to 8 years old and we also have an extra member of staff to manage the venue. This is the Site Leader.

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

A: No, the skills and abilities are specifically designed for those age groups. We can occasionally take on children over the age range assuming there are places available and that they are aware that the activity may not stimulate the child's needs. This must be the case so that we are fair to everyone.

Q: Where can I find childcare if your courses are fully booked?

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

Q: What concessions do you accept?

A: Concessions are available on the Activity Scheme only, and we accept the following:

- Job seekers allowance
- Income Support
- Council Tax Benefit

- Incapacity Benefit
- Severe Disability Benefit

Concessions will only be accepted if the child has a valid concessionary more card

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

Terms and Conditions of Booking

1. To book your places visit www.elmbridge.gov.uk/shout. **Payment must be made at the time of booking, or the booking will be removed.** There is a section 'How to book' with a guide to take you through the process.
2. We are unable to place reservations for payment at a future date.
3. Childcare vouchers can only be accepted for payment a minimum of **four days** before the course date to allow for payment to be confirmed.
4. If you wish to pay with debit/credit card and childcare vouchers, please reserve your courses as two separate bookings as we cannot take part payment for courses by voucher.
5. You must instruct your childcare voucher provider to pay us as soon as you have made your booking.
6. If your voucher payment has not been received in 7 days your booking will be cancelled.
7. If you are booking a discounted **more** card or concessionary rate your child's **more** card must be valid at the time of booking, and you must enter the more card number during the booking process. Refunds or amendments will not be made for bookings made at the wrong rate.
8. Once your booking is complete you will be sent confirmation along with a medical form and any other information that you require. **You must print this off and bring it with you.**
9. Cancellation of bookings must be received in writing, stating reasons, no later than seven working days prior to the start of the course, otherwise refunds will not be provided. All refunds will carry an administration charge included in the cancellation fee and will not be processed until after that course finishes. Cancellations can be made to shout@elmbridge.gov.uk.

Refund fees and charges are as follows;

- 14days+ notification 25% administration fee
- 7-13days notification 75% cancellation fee
- Less than 7days no refunds given

10. Refunds are not provided for sickness and late cancellations. In exceptional circumstances the Play Development Officer may consider refunds for sickness with a **minimum 48hrs** notice.
11. In the unlikely event that a course has to be cancelled, you will be notified no later than seven days before that course is due to start and a full refund will be issued.
12. If you are in receipt of one or more of the following state benefits: Income Support, Jobseeker's Allowance, Council Tax Benefit or Incapacity and Severe Disability Benefit are you eligible for the concessionary prices for the **Shout! Activity Scheme only**.
13. Concessionary prices can only be accepted if the child being booked has a valid **concessionary more** card (see page 5 for details).
14. To view our procedures, policies, and safeguarding children information, please log onto www.elmbridge.gov.uk/shout or contact the Play Development Officer on 01372 474634 or email shout@elmbridge.gov.uk.



A to Z of Shout! Venue Addresses

Apps Court Farm, Hurst Road, Walton-on-Thames, KT12 2EG.

Apps Court Farm is on the A3050 between Hampton Court and Walton-on-Thames.

Bell Farm School, Hersham Road, Walton-on-Thames, KT12 5NB

This site has two large Halls and large open play spaces. You can park around the back of the school. Signing in and out takes place in the small hall to the right of the main entrance.

Brooklands College (Weybridge Campus), Heath Road, Weybridge, KT13 8TT

Brooklands College is off Heath Road, Weybridge. There are plenty of parking spaces available.

Campaign Paintball, Old Lane, Cobham, KT11 1NH

Take the A3 slip road southbound towards Guildford, after 400 yards turn left (sign-posted Effingham) this is 'Old Lane'. Proceed for 1 mile to the first crossroads (Black Swan pub on left). Go straight over for ½ mile. Campaign is on your right-hand side. Look for the signs.

Cardinal Newman Catholic Primary School, Arch Road, Hersham, KT12 4QT

Arch Road is just off Molesey Road. There is limited amount of parking in the school's car park. There is on street parking directly in front of the school.

The Cecil Hepworth Playhouse, Hurst Grove, Walton-on-Thames, KT12 1AU

The Playhouse is off New Zealand Way, behind the Aston Martin car garage. If the security gate is locked, call the telephone number on the poster.

Chandlers Field School, High Street, West Molesey, KT8 2LX

There are two main buildings on this site. Shout! uses the Community Building which is off the Walton Road in West Molesey. There is a car park in front of the school and the registration point is in the small building to the right as you look at the school.

Elmbridge Xcel Leisure Complex, Waterside Drive, Walton-on-Thames, KT12 2JG

The Leisure Complex is off Terrace Road and is clearly signposted. There are plenty of free parking spaces available.

King George's Hall, High Street, Esher, KT10 9RA

From Esher High Street, follow directions to the Civic Centre. King George's Hall is on the right-hand side and temporary parking is opposite. Pay and display parking is around the corner.

Heathside School, Brooklands Lane, Weybridge, Surrey, KT13 8UZ

This site has several large halls, and an outdoors area, parking on site.

Painshill Park, Portsmouth Road, Cobham, KT11 1JE

Painshill Park is just outside Cobham, clearly signposted from Esher and Cobham. There is a free car park and the main entrance is a short walk away.