

## Youth Club Terms and Conditions

New Club members must have a registration form completed in full by a parent or legal guardian prior to joining.

1. Farm staff communicate with parents/carers by email so it is important that inbox filters receive these messages. Emails will notify parents/carers about Club schedules, awards, trips, events, workshops and much more. Please be aware that significant time and planning goes into the delivery of this free Club and acknowledging receipt of these emails is required.
2. The Club timings are as follows:
  - a. morning group: 10.00 - 12.30
  - b. afternoon group: 14.00 - 16.30

Prompt arrival and collection is essential. We record late arrival and collection. In instances where a child has been dropped off late or collected late an email warning will be issued. If lateness exceeds three occasions, the child's place will be lost and reallocated to somebody on the waiting list.

3. If your child will travel independently to and from the Farm, written consent must be provided via the registration form or email by a parent or legal guardian at the point of registration or as soon as the arrangement is decided upon
4. The Clubs run for **50 weeks of the year**, with a 2 week break at the end of each calendar year to coincide with the winter school holidays. The sessions run throughout every other school holiday.

5. Absence: If your child will miss a session, please inform the Youth Manager in advance via email ([lucy@surreydocksfarm.org.uk](mailto:lucy@surreydocksfarm.org.uk)).

We understand that absences occur, however it is important that each member makes full use of their space as we have many people waiting for spaces on our waiting lists. We require a minimum 75% attendance which is equivalent to 12 approved weeks of absence out of the 50 weeks that the Club runs. It is the responsibility of parents to ensure that absences do not exceed 12 weeks as this will result in notification that your child's place has been withdrawn and reallocated to somebody on our waiting list.

We encourage you to take time to consider the minimum attendance criteria prior to accepting an offer for a place in the Club as it can be upsetting for children to lose their spaces. Attendance registers are monitored weekly by Farm staff and cannot be paused, unless prior arrangement has been reached with the Youth Manager in exceptional circumstances.

The Farm has many more children waiting for spaces in the Club as there are spaces available and our absence policy is how we ensure we are fair to all young people.

Children who have their space withdrawn due to low attendance are encouraged to enrol on one of our Holiday Club sessions (check [www.surreydocksfarm.org.uk](http://www.surreydocksfarm.org.uk)) and to enjoy the Farm as a visitor for free.

6. Club members are provided with a simple snack and drinks during the session, free of charge. If your child has any dietary requirements or allergies, please inform us via the registration form, or as soon as they become known. We ask that you do not give your children food or drink to bring to the Club as others in the group may have allergies.
7. Please ensure your child wears sensible, weather appropriate clothing as sessions take place **exclusively outdoors** year-round. During the winter, children should wear

thermal under layers, extra pairs of warm socks, long sleeved tops, a warm coat, waterproof layers and thick soled shoes or boots. In the summer months please children are advised to bring sun and heat protection. In extreme cases, where weather warnings are issued, sessions may be cancelled.

Parents/carers will be asked to come and collect their children if they arrive without weather appropriate clothing.

8. Our Young Farmers have devised and written the following rules which are to be adhered to. New members will sign to show their agreement to the rules in their first session:
  - We listen carefully to staff & follow their instructions
  - We follow health & safety processes at the Farm in order to keep ourselves & others safe e.g. wash our hands/carry tools properly We treat others respectfully & politely following our Equality Statement e.g. we use our words carefully
  - We believe that every person is equally important & that our differences make us special
  - We show appreciation of others by noticing their qualities, contributions & progress
  - We treat the Farm property, buildings & environment respectfully, carefully & properly e.g not littering
  - We are kind to all animals e.g. we won't handle them if they don't want to be
  - We try to be thankful & grateful for our Farm resources & experiences
  - We are respectful of Farm plants e.g. only handle them if instructed to do so
  
9. Parents/carers are requested to behave courteously and respectfully to Farm staff and volunteers. The team has the right to work in a safe place and abuse will not be tolerated in any form.
  
10. Most equipment, resources and tools your child will need are provided, maintained and serviced by the Farm. This includes soap and hand towels, heating, water,

buildings, insurance, refreshments, accreditation fees, gardening gloves, staff training, first aid supplies and more.

Our funding does not cover resources so if you would like to contribute to the running of our Youth Clubs please either purchase something from our wish list <https://www.surreydocksfarm.org.uk/amazon-wish-list/> or donate to us online <https://www.surreydocksfarm.org.uk/donate/> Support from families is appreciated and valued, and helps us to continue the work we do.

11. For trips and events Farm staff will email parents/carers a contact number for the day. This number is only monitored during the day of the event so cannot be used to contact the Farm staff at other times. Please contact the Youth Manager on [lucy@surreydocksfarm.org.uk](mailto:lucy@surreydocksfarm.org.uk) for all enquiries.
12. The Club registration form contains important information about GDPR and how the Farm shares, records and stores information. Please read through this and ask if you have any questions.
13. If you or your child wish to make a complaint please contact the Farm manager in the first instance at [manager@surreydocksfarm.org.uk](mailto:manager@surreydocksfarm.org.uk) who will follow up accordingly with you. The Farm's Complaints Procedure is here: <https://www.surreydocksfarm.org.uk/wp-content/uploads/2020/11/SDF-Complaints-Policy-11-11-2020.pdf>

## Youth Club FAQs

**What are the Club attendance rules?**

The Clubs run for 50 weeks of the year, with a 2 week break at the end of the calendar year. We understand that absences may occur and ask you to inform the Youth Manager of these at [lucy@surreydocksfarm.org.uk](mailto:lucy@surreydocksfarm.org.uk). A minimum 75% attendance is required. This is equivalent to having 12 approved weeks of absence out of the 50 weeks that the Club runs.

It is the responsibility of parents to ensure that absences do not exceed these 12 weeks as this will result in places being withdrawn and reallocated to those on our waiting list. We encourage parents to take time to consider these attendance criteria prior to accepting a place in the Club as it can be upsetting for children to lose their spaces.

Attendance registers are monitored by Farm staff throughout the year, and cannot be paused, unless prior arrangement has been reached with the Youth Manager in response to exceptional circumstances.

### **When do the sessions run?**

Your child will be enrolled into one session, either a Saturday or Sunday morning (10am – 12.30pm) or afternoon (2pm - 4.30pm). Sessions **continue throughout the year**, including during school holidays except for two weeks at the end of the calendar year when they close.

### **Do you provide food during the Club?**

We provided a simple snack at break time and drinks as often as required. Children are not to bring their own food as we work with children with severe allergies. If your child has specific dietary requirements, please inform us via the registration form, or as soon as they become known.

### **How will my child be kept safe at the Farm?**

Our youth staff and volunteers are DBS checked every three years. At recruitment, two personal references are also sought. Our Youth Manager is trained as a Designated Safeguarding Lead and there will always be a trained first aider working on site with the children.

When you register your child with us you will name individuals permitted to collect your child. If your child is to be collected by a different person, (relative, friend etc.), staff must be notified by writing in advance ([lucy@surreydocksfarm.org.uk](mailto:lucy@surreydocksfarm.org.uk)). We will not let a child leave the Farm with anyone who is not known to us, or authorised by the parent/carer.

At registration we will ask you of any medical issues you are aware of and will discuss necessary adjustments. We rely on being kept up to date with medical and support needs by parents/careers.

We have a minimum ratio of one staff member for 10 children aged 8 and over. Due to the nature of the Clubs we always endeavour to operate with a session leader and assistant with an adult to child ratio of 1:8 for KS2 and 1:10 for KS3.

The Farm's Safeguarding Policy is available in full on our website <https://www.surreydocksfarm.org.uk/clubs-young-people/> and parents/carers must familiarise themselves with the document at the end of the welcome pack which outlines the Farm's Safeguarding responsibilities.

Each activity the Young Farmers takes part in is thoroughly risk assessed, with updates and adjustments made yearly to these (or sooner if changes occur).

### **Is there a charge to take part?**

As a charity, the Farm is reliant upon grant funding in order to run activities for free. Should a charge be applicable for any sessions (trips, events or workshops) you will be made aware via email. Please inform us if paying the full price is not possible for you so that we can reach alternative arrangements and continue to offer an inclusive programme.

### **How do I contact my child during a Club session?**

Sessions are screen-free and we ask that your child leaves their devices and valuables at home. Should you need to contact your child during the session, please call the Farm on 0730 9730531 and a message will be relayed to the session leader.

**Can my child bring a friend or family member along to the Club sessions?**

Unfortunately, no. For insurance reasons only children who have been offered a place and completed the enrolment procedure can attend any of the clubs or associated activities, events, workshops, trips or visits. If a child you know wants to join the Club please advise their parent or guardian to visit <https://www.surreydocksfarm.org.uk/youthclubs/> for up to date information.

**My child is on the waiting list. How long can they expect to wait?**

Places on our weekly free Clubs are prioritised for children who are referred from other agencies working with vulnerable or disadvantaged children in Southwark.

When we open waiting lists to the public, parents/carers need to provide evidence that their child satisfies entry requirements.

The public waiting list is currently very lengthy (an average of 24 months).

Children who are not eligible to join our free services are encouraged to join our Holiday Club sessions during school holidays (check details at [www.surreydocksfarm.org.uk](http://www.surreydocksfarm.org.uk)) and to enjoy the Farm as a visitor for free.