



PlayScheme

Information leaflet & FAQs

threerivers.gov.uk
01923 776611

 THREE RIVERS
DISTRICT COUNCIL

Getting ready for playscheme

What you need to know:

- Playscheme runs 8.30am - 5pm.
- Registration is between 8.30am - 9.15am as activities will start at 9.30am prompt.
- Registration will take place on the playground/at reception with the site leader, prior to entering your teams allocated classroom.
- If you need to bring a toddler or younger sibling to playscheme during drop off and pick up, this is ok, but please always keep them with you.
- If you need to bring a dog for drop off and pick up, they must be kept by the gate and not walk around the site.
- Registration and collection times can be very busy. Please allow enough time to sign your child in and out, and enough time to speak with staff.
- If you need another adult to collect your child you will need to inform a staff member prior to this happening for safeguarding reasons.
- Staff are easily identifiable, they will be wearing green t-shirts with Three Rivers District Council logo on them and their ID badge. They are available if you wish to discuss anything with them. If you require a quiet room to do this, please raise this with the staff member at the time.

What do I need to bring?

- A named plastic bag with a

change of clothes (please make sure everything is named).

- Named sun cream.
- Named sun hat.
- Raincoat – as we will be outside.
- Appropriate clothing and footwear for all weather and messy activities.
- Healthy packed lunch in a named plastic lunch box, with an ice cooler to keep food cool in warm weather, along with a healthy snack for the morning and afternoon – please remember we have a 'no nut' policy.
- Named water bottle.
- Named prescribed medication (if applicable).

What can I not bring to playscheme?

Please do not bring any of the following to playscheme:

- Any personal items, including mobile phones, toys etc.
- Bikes and scooters will not be permitted for use during Playscheme.

What to do on the day:

- Follow the signs to the playscheme registration area with the Site Leader on the playground.
- Register between 8.30am – 9.15am, activities will start after 9.30am.
- Staff will direct you and your child to where they need to go.
- Inform staff of any information about your child - please raise any queries at this point.

- Medication – prescribed medicine from a doctor with dosage information, will only be administered.

Please confirm if it needs to be kept in the fridge.

NEVER leave medication with your child!

Parking:

Due to health and safety reasons, our Playscheme site has a strict 'no parking on site' policy. Please allow enough time to park considerably nearby and walk your child in.

Please email leisure@threerivers.gov.uk prior to arriving if you have a Blue Badge.

Late arrival / can no longer attend:

Please contact Three Rivers District Council offices on 01923 776611 to inform us of the following:

- If you are going to arrive later than 9.30am.
- If your child can no longer attend the date you have booked. Please see our cancellations and refunds policy.

Late collection:

- Please contact 01923 776611 if you are running late and we will pass the message on to the playscheme.
- If your child remains on site after 5pm the parent/carer will be charged £30 for every 30 minutes they are late.
- This is the cost to the council for providing two members of staff to remain on site with your child. Any additional costs incurred by the

council will be charged to the parent/carer.

- If you do not arrive on site by 6pm and we have not received a call from you, staff will inform the Leisure Department who will then implement the Safeguarding Policy.

Absences, cancellations, and refunds:

- If you would like to change your booking to an alternative date (non-transferable between holidays), we will do our best to accommodate your request. Bookings cannot be changed between children or families.
- You can cancel your booking by logging in to your Playwaze online account. This will NOT give you a refund.
- Refunds will only be given on medical grounds, supported by a letter from the Doctor; these will be reviewed on a case-by-case basis and will only be for sessions missed.
- If playscheme is cancelled for any unforeseen reason, you will be entitled to a full refund.
- Cancellations by email to leisure@threerivers.gov.uk

How do I get to playscheme?

- Where possible, please walk or cycle to playscheme – bikes can be stored at bike racks on site at your own risk (they will not be used during the day).
- The car parks to the

school sites will be closed as usual, therefore please park responsibly in public car parks or side roads.

Can I book a single day?

- Yes, you can book a single day.

Will I be refunded if my child is unwell?

Refunds will only be given on medical grounds, supported by a letter from your Doctor; these will be reviewed on a case-by-case basis and will only be for sessions missed.

What is Three Rivers ACE?



Three Rivers ACE helps families with the cost of holiday play provisions within the Three Rivers area. You may be able to

access a number of playschemes in Three Rivers at a reduced rate (including Yorke Mead playscheme). Please visit our Three Rivers ACE page for more information - Playscheme | Three Rivers District Council.

Will the children be in groups?

The children will all be allocated a team. There will be four teams - Green, Red, Blue and Yellow. The children will be grouped primarily by age. Teams will each have their own space, and this is where they will start and end their day at playscheme.

Throughout the day groups will be

able to mix with each other. This means children will still get to play with friends and siblings from other groups.

Can another adult bring my child/ collect them?

If you need another adult to collect your child, you will need to inform a staff member prior to this happening for safeguarding reasons.

At the time of collection, staff will ask the collector for your child's password and the collector's name, this will be checked along with your arrangements and your child's records. Your child will only leave with this person if all information is correct and staff feel it is safe to do so. Your child's password will be on their booking details from when you booked and visible in your Playwaze account.

Can I be in the same group as my friends?

Teams will be allocated based on age and schools. Where possible we will do our best to group children with their friends but cannot guarantee they will be with all of them together.

In order for us to consider this and do our best, please list the names of friends who are attending by:

- Sending an email to leisure@threerivers.gov.uk
- The dates your child is attending
- The names of friends attending

Please note: Teams will be allowed to mix throughout the day at playscheme so siblings and friends from different groups will be able to play together.

Behaviour Management Policy:

Please ensure that your children understand the following at all times:

- The importance of behaving appropriately at Playschemes, for the safety and enjoyment of everyone involved.
- Unacceptable behaviour will not be tolerated and can lead to exclusion from the service if not improve.
- The safety of all children is paramount, therefore Playschemes will do what they can to ensure all children feel safe, secure and enjoy their time.

Extreme weather:

Please be aware, that on rare cases where the weather could disrupt a service, we may call parents to collect children on the day. We have an Extreme Weathers risk assessment in place and will follow this in extreme circumstances.

We are OFSTED registered

- Ofsted provide us with a comprehensive set of standards that we work towards, which enables us to offer the best possible experience for all children.
- Our Ofsted registration number is: Yorke Mead 130624.

One to one's

- We do our best to accommodate various needs and provide support where we can.

- If your child has been scheduled for one to one support (prior arrangements), please report to the one to one key worker at the Playscheme.

- Staff will communicate with parents on a daily basis.
- If staff feel that they cannot meet a child's needs through one to one support, the parent will be informed and a refund of unused dates will be issued.

Bookings:

- Visit threerivers.gov.uk or call our Customer Service Centre on 01923 776611.
- We use an online booking system called Playwaze. You will need to register in the Play Community first.
- Please read our cancellation and refunds policy if you wish to change or cancel a booking.

Customer feedback

- If you would like to give us feedback on the playscheme, call 01923 776611 or email leisure@threerivers.gov.uk
- We aim to continue delivering a great service and want to hear your views and opinions; we therefore appreciate any feedback, suggestions or ideas for the future.

Policies and procedures

- If you wish to see any of our policies and procedures, please visit our website or ask a staff member at the playscheme and they will be happy to assist you.

We hope your child has a great time at our playscheme!

