

The Garage Youth Centre

Totton & Eling Town Council, Civic Centre, Totton, Hampshire, SO40 3AP



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A Totton & Eling
Town Council Facility



IMPORTANT INFORMATION FOR PARENTS & CARERS

January 2020

All Children need to be registered as members in person by their parents or carers, or by the person with parental responsibility.

There is a contribution of £1 per child per session to be made upon arrival at the centre. This contribution helps to cover the cost of resources for activities and equipment and other essentials such as biscuits, juice and donuts on a Monday... Concessions are negotiable.

We offer a structured environment for young people aged from 9 years living in the local Area. Our team of dedicated Youth Workers aim to provide a relaxed, supportive and safe space for your child to socialise with the opportunity to develop personal and social skills to enable them to achieve and enhance their own lives and the lives of others in our local community. We are passionate about kindness, consideration, empathy and making happy and positive childhood memories.

We ask that all parents and carers come with their child to register them so we can answer your questions and so that you can meet the youth work team and see what your child will be up to during their time with us. We hope we can build equally trusting relationships with you as parents as we build with your child. Many parents have found this support very helpful especially when their child reaches their more independent teenage years.

We also offer support with everyday issues for young people, parents and carers. We're here to support you all as a family and can work with you through times of difficulty for both you and your child. If for any reason we cannot help here at the centre, we can put you in touch with other trusted organisations to make sure you get the support you need.

Please find enclosed your Membership Registration form. It is essential that this form is completed in full by the person with parental responsibility. If we do not have this written consent your child cannot become a member and they will be unable to stay at the youth centre facility. We will have to send them home as we are unable to take responsibility for them. We need your contact details and other information to enable us to keep your child safe at all times and to be able to offer our full range of services to them. Please pay attention to the **YES / NO** consent options which need to be deleted appropriately.

These records are kept as original paper copies, secure and confidential until members reach 18 years of age for the purpose of safeguarding your child's wellbeing. GDPR and Child protection policies are available on request.

Please turn over.

During term time the Youth club is open Monday from 6pm to 8.00pm and Wednesday and Thursday from 4pm to 8.00pm. During School Holidays we open during the day from 2pm to 8pm Monday, Wednesday & Thursday. We also open occasional Saturdays throughout the year for workshops.

If you want any further information, please do not hesitate to contact me on 07884153275 during office hours from 2pm to 4pm Monday Wednesday and Thursday. We can always arrange a visit at an agreed time when you will have our full attention and we can answer all your questions.

During all our club hours, we follow safeguarding procedures and policies to keep both our members and the youth work team safe in this environment. Just like a school we do not allow unrelated persons onto the premises without prior agreements and safeguarding checks. In the event of a query or emergency during our open hours, we ask that you contact the Youth Centre on **02380669908** and ask for the Youth Leader. We are unable to answer Mobile Phone Calls during Club sessions. (It's often just too noisy to hear them!)

Please be aware that as the centre is voluntarily accessed by your child. We are unable to prevent them from leaving at any time therefore boundaries must be set by you if you do not wish your child to leave our supervision.

We do our best to discourage them from leaving but sometimes the pull of the sweet shop proves too much and we will need to sign them out of our care. You are always welcome to call the landline on **02380669908** to check your child is with us. We have had some members who sign in, pay a £1 and then sign out only to return near closing time to be collected by parents. If situations like this become apparent, we will contact you by telephone to advise you of our concerns.

It is a good idea to store our contact numbers on your telephone devices where possible so that should we need to get in touch, you will know who's calling and our details are at hand if you need to get in touch to ensure the wellbeing of your child. Please use our landline number **02380669908** during club hours and **07884153275** out of hours.

If you are collecting your child from the centre please introduce yourself to a member of staff when entering the building and collect your child a few minutes before the end of session to ensure that they are not left waiting alone (this is no fun for our members as they usually end up getting a 'cleaning' job to help us out...). Please understand that our closing times are prompt and our responsibility for your child ends at this time. We also really like to see you and its an excellent opportunity for a catch up and a cuppa if you have time.

Throughout the year we close at intervals for well-deserved team breaks and we may also close at short notice (usually flooding as the roof has a leak). You can keep up to date with us on the **Facebook page**. Search 'the garage ufi' and 'like' the page. We do not accept friend requests although you can use Messenger or WhatsApp and you are welcome to email thegarageufi.cr@live.co.uk with enquiries. Young people can keep in touch with us through **Instagram** by following 'thegarageufi'

Our Facebook page enables you to see what your child has been up when they are with us and keeps you up to date with events, activities and opening times. We welcome your comments but please keep them positive. If you have any concerns about any aspect of our service, please call Claire on **07884153275** or **02380669908** to voice them to me personally. The team are just ordinary people who are dedicated to the wellbeing of our members and work very hard to make ufi a positive place and can't help but take negative comments personally. Looking forward to meeting you.

Kind Regards

Claire Richardson – Youth Community Leader for Totton & Eling Town Council