

# *Cambridge Joint Playschemes Activity Clubs*

## Parent's Handbook What you need to know



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## Introduction

This guide is intended to give parents and carers's information about Cambridge Joint Activity clubs; its aims, who the activity clubs are designed for, the way the clubs are run, and the administration and the day-to-day procedures of the activity clubs.

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## Background of Cambridge Joint Activity clubs

Cambridge Joint Activity clubs (CJP) was set up in 1993 and became a registered charity in 1995. It was founded by parents and professionals involved in the care of children with severe learning disabilities, who recognised that, both the children and their families would benefit from specialist holiday activities. There were originally three separate charities, CHAS, Childpslay and Kaleidoscope each with its own committee. There has always been close co operation between the schemes and over the years the three became one charity.

Over the years CJP has expanded and we now run activity clubs on Saturday's during term time and holiday playschemes- at Easter and the summer. 105 children attended our schemes in 2006 and our activity clubs were consistently over-subscribed. CJP runs smaller groups now of approximately 20 children/young people..

CJP has two aims: Firstly, to give children with severe to moderate learning disabilities the chance to join in stimulating activities and to socialise in a safe, caring environment. Secondly, to give their parents respite from caring, and the chance to do things with their other children that they may not otherwise be able to do.

As a Registered Charity CJP is run by a Management Committee. There are six trustees at present. Many of these have children who have attended or attend the schemes. They also have a wide variety of professional experience in relevant fields. The day-to-day work is undertaken by the Activity club/Playscheme Manager.

CJP is committed to running quality activity clubs, which children enjoy, and which parents can trust. We have high staff: child ratios and ensure that our staff receive training in the necessary areas, for example, Child Protection, Health and Safety, First Aid, Autism.

A large proportion of our time is spent raising the funding for the clubs to operate. Meeting the demand for places is expensive and parental contributions only go a very short way towards the costs.. Therefore, we have to rely on grants and donations from a variety of sources to cover the rest of the cost of running the schemes and to update our equipment so that we can expand the choice of activities on offer.



## Our Activity clubs

All of our clubs are for small groups of children usually no more than 15 at any given time, to replicate the small classes at the Special Schools.



### Applications for places

There are limitations on resources and places available, and an ever-increasing demand, means that we may not be able to offer places to all those who apply. We therefore need to ensure that only those who meet our criteria are offered places.

If your child is at mainstream school or home schooled you will be asked why you believe a specialist scheme is right for your child. Fuller details are on page 7.

All applications for places on the clubs are dealt with on a first come first served basis, which we believe is the fairest way of dealing with the applications. However, to ensure that no one misses out we do ask families who have particular problems with reading and writing or the English Language to let us know so that we can look at other ways of communicating and make sure that they get the information they need.

If there are any last-minute cancellations the place will be offered to the child whose form was received first.

With all of our clubs it is also important to point out that we can only run them according to the availability of funding and staff members. If funding or staff members are in short supply, then we may have to make difficult decisions and cancel certain schemes.

## Criteria

CJP's activity clubs are only for children with severe or moderate learning disabilities, some of whom may also have physical disabilities or medical needs. We cater for children from 8- 19 years of age. Children must have reached the minimum age by the time the scheme starts.

Our catchment area is Cambridge City, South Cambridgeshire and that part of East Cambridgeshire, which includes Burwell and villages to the south of Burwell. North Essex and Suffolk Cambridgeshire OCYPS do run activity clubs for children living in the North of the County.

We are not unfortunately able to cater for children who have Attention Deficit (Hyperactivity) Disorder, unless they also have Severe Learning Disabilities. We are also not able to offer places to children who have Aspergers Syndrome, emotional or behavioural problems only, have learning difficulties or a specific learning disability, e.g. Dyslexia or mild learning difficulties.

If you are unclear if your child meets our criteria please contact the office to discuss the matter.



## **New Children**

If a child has not attended before, a referral application form will be sent out for you to complete. The Activity Club/Playscheme Manager may visit to meet the child talk about your child's needs. We will then let you know if we can think your child meets our criteria.

Even if your child meets all our criteria, it is possible that because of existing demand your child's name may be placed on a waiting list. In this case you will only be sent details of the activity clubs if and when a vacancy arises. All places are offered on a trial basis and are subject to review to ensure that the club is suitable for the needs of your child.

If your child is allocated a place on an activity club, you will be sent a form asking for detailed information about your child. This should be completed in as much detail as possible so that we can best meet your child's needs.

### **Details about your child**

We ask all parents/carers to complete a detailed form telling us about their son or daughter. We ask about medical information, allergies, medication required, diet, likes and dislikes, behaviour etc. Although the form may seem long the information helps our staff to get to know your child.

We may also ask for copies of any Behaviour plans or Healthcare plans that a school may have. The more we know about your child the better able we are to meet their needs and ensure they have a good time whilst they are with us and that the experience is positive for all concerned. We do ask for the forms to be renewed every year as the children do change.

Whilst on the activity club each child has a member of staff assigned to them who will discuss any concerns they may have with the Co-ordinator and or Activity Club Manager and maybe required to complete a child report at the conclusion of the activity club noting what they have observed about your child. All this information builds up to give us a picture of your child and helps us to understand him or her better.

We will need your consent to undertake emergency first aid or obtain emergency treatment and for various other things.

Any information you give us is only shared with those who need to know. We do ask your permission to talk to any professionals involved with your child, again so that we can all best understand you child's particular needs.

## **Contact with Parents**

We ask parents for contact details for the names and telephone numbers of people we should contact in the event of an emergency or if we should need to contact you throughout the activity club period because your child is unwell or give us cause for concern.

We ask for mobile telephone numbers as well as landlines. It is important that you leave your mobile phone switched on. It is unlikely we need to contact you but if we do it is for a good reason and if your child has an accident and we need to take them to hospital, I am sure you would want to be told so that you can get to the hospital to be with your child.

If you usually collect your child yourself but for some reason cannot do so and have arranged for someone else to collect them it is important that you let us know in advance otherwise, we will not release your child to them. Please ring the Activity Club/Playscheme Manager or Co-ordinator who will arrange for a password which the person collecting your child must give before your son or daughter will be released to them. This also applies if your child is usually on transport but you want someone to collect them.

It is also important that you let us know if there is someone who is definitely NOT allowed to collect them ie the other parent. We are not trying to be awkward but merely keep your child safe.

We will provide you with the contact number for the Activity Club/Playscheme Manager

We update our web site and facebook pages on a regular basis

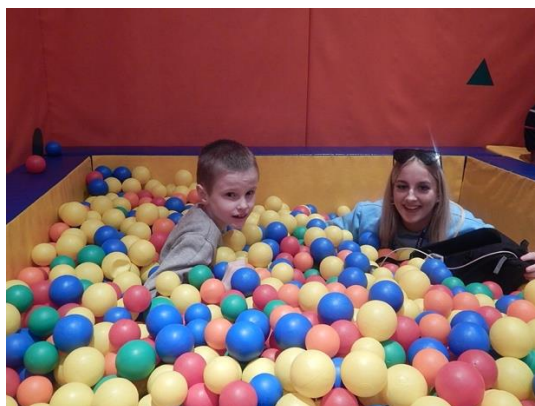
If you have any queries do give the Activity Club/Playscheme Manager a call.

## **Fees**

The current fees (2023) for a place on activity clubs are £60 per session and £100 per day for playscheme. You will be invoiced for fees. If you cancel your child's place at short notice ie less than 48 hours beforehand then you will still be charged, except in exceptional circumstances.

Unfortunately, the Charity does not have the funds to help with meeting the cost of fees. If you have difficulty paying the fees then may we suggest that you contact your Social Worker to see if Social Services can help, or local charities, who have some grants and may be able to help. We would also suggest that you check that you are getting all the benefits that you and your child are entitled to. We will consider subsidising the fee dependent upon circumstances.





## **Transport**

We recognise that getting to and from the activity clubs can be a problem for some parents and therefore we can usually provide transport. On most activity clubs we pick up the children from 4 of the park and ride sites in and around Cambridge. Please note that we have to cover a large area and transport is very expensive to provide. Therefore, it may not be always possible to offer transport to and from a particular area in a particular week if it means that we would need to provide an extra bus.

We collect children from a very wide area and routes are arranged to be as cost effective as possible so it is necessary for the buses to cover different areas, which means more miles to cover with an earlier start or a later start than you may want. The only alternative is to bring your child in yourself.

You will be given a time when we expect the minibus to pick up your child but these can only be a rough guide. We cannot guarantee exact timings as we have to take into account traffic delays, diversions etc. and there may be other good reasons why the bus doesn't arrive exactly on time.

Please have your child at the park and ride venue on time so as not to delay the bus and the pickup of other children. Please also be at the park and ride venue on time to collect your child.

Although we do understand that many parents have other commitments to fulfil, if you are not there when the bus arrives and have not let us know, the drivers have instructions to wait 3 minutes and then phone Social Services, this is in line with local School Transport policy. You may also be charged for any delay.

The drivers on the buses are not trained to give Stesolid/Midazolam. In the event of your child having a seizure the staff will call 999. If you wish to use transport then you and your Doctor will need to agree to a First Fit Procedure. We will also need full details of the medical need for the emergency services.

Please request your child's chair straps from their school driver if they use a wheelchair, as they will need the straps whilst they are using transport.

If your child uses a carseat/booster cushion on school transport please request them from the driver, as we will need them when we go out in our minibuses during the day. It is now illegal for us to carry children below 12 years of age or 135 cm in height if they do not use a car/booster seat.

If your child is ill or unable to attend the activity clubs please phone the Activity club/Playscheme Manager.

Our Transport Providers are currently Star Travel

All drivers and escorts have been CRB Checked and hold the relevant licences.

They have buses, which have ramps, or tail lifts and all buses have seat belts. All the buses have a member of staff on board.



## Medical

### Sickness or illness

If your child is not well, please keep them at home. We do not have facilities for caring for children who are not well. If your child has sickness or diarrhoea please ensure that they are free from symptoms for **three clear days** before they return to the activity club, otherwise it tends to spread and we end up with lots of staff, as well as other children, off sick. If your child has any infectious/communicable disease including Covid 19 they cannot attend until a Doctor has deemed them to be fit and well. If your child becomes unwell whilst they are with us we will ring you to collect them.

### Medication / Medical Issues:

If your child requires any form of medication during the activity club, including the possible use of an inhaler, you must obtain a form the Activity club/Playscheme Manager for an Administration of

Drugs form. The form tells us what medication your child needs, how much and when. The drugs or medicine must be prescribed by a Doctor and in the original container they were dispensed in.

If we do not receive the completed signed form then the Activity Club/Playscheme Manager or Co-ordinator will **not** administer the medication. We do record details of to whom, dosage, when and who administered medication.

We do have a policy for children who have epilepsy and who may require the administration of stesolid/Midazolam and we must be provided with all of relevant information.

If your child is prescribed emergency medication in the event of a seizure then we need to ensure that we have someone who has done the appropriate training. If this applies to your child it is necessary that you send in a copy of their protocol, which is signed and dated for the current year.

If your child's Consultant or GP feels that a "First Fit" procedure is acceptable whilst they attend our schemes then we will need them to sign a form to this effect. First fit means that in the event of your child having a seizure we will dial 999 rather than having a trained person on the scheme.

For any of our children if we are at all concerned about their health we will ring you. You will be expected to take your child home if necessary.

In the event of a medical emergency we will either call 999 or take them to hospital as appropriate. Again we will ring you and we will expect you to meet us at the hospital.

## **What your child needs to bring**

### **Food.**

#### **Do not provide any meals or snacks that contain nuts**

We do not provide lunch therefore your child will need to bring a packed lunch if requested, in a named container, and anything they may require if they have special dietary needs. You may like to put a small freezer block in the lunch box.

Lunch usually takes place about midday. There will be staff sitting with the children during lunch to encourage, open packets etc.

We will provide sugar free drinks , water and snacks of fresh fruit and rice cakes for break times, but if your child is unable to eat biscuits, or has specific dietary needs please provide a substitute so that they don't feel left out. We do encourage healthy eating.

We will be doing some cooking at the activity clubs so please ensure that we know of **anything** that your child isn't allowed to eat so that we can provide alternatives.

### **Swimming things/clothes.**

Please ensure that your child has appropriate swimwear and a towel and ensure that all items are labelled with your child's name and that your child's rucksack is named also.

Clothes are likely to get dirty even though we do provide aprons for messy play so please don't send your child in their best clothes.

Please remember that the weather can change over the day so send in a jumper, raincoat and in summer a sunhat and sun cream with their name on.

### **Incontinence Pads.**

If your child uses incontinence pads please send a supply into the scheme, as we do not have a supply.



### **The Activity club/Playscheme Day**

Our staff arrive before the children to set up and discuss the morning ahead. The children arrive at 10:00am and are met by their key workers who will help them.

As each child arrives they are marked off in a register at the door by the Activity club/ Playscheme Manager and or Co-ordinator as we like to greet all the children as they arrive.

The staff will always try to adapt activities to suit the needs of your child; they are there to enable the children to take part. We ask the playworkers to be enthusiastic and pro-active in helping children to enjoy themselves, but also to recognise when a child may need some quiet time to relax. There is a break for a snack at 10.45am and lunch is between 12 and 1pm.

Activities include art, craft, cooking, face painting, games, music and swimming. We also have visits to local parks and other facilities, for example soft play, bowling, zoos, fire station, etc.

Please do not arrange for other professionals to visit your child at the activity club unless you have cleared it with Carol Brown, the Activity club /Playscheme Manager. An unscheduled visit may also delay activities for all the other children on that scheme. They may also be refused entrance if we they turn up without identification. We are more than happy to try and help but please give us the courtesy of asking if a visit is convenient.



## Food

Food and cookery is an important part of activity club. Children develop their skills in the kitchen, experiment with new foods, learn about food from different countries and cultures, learn to follow a recipe. When cooking we like to enable the children to experience many types of foods. We regularly cook bread and pizzas, cakes and make smoothies, and fruit salads but we have also cooked stuffed peppers, ratatouille a vegetable stew, spring rolls, stir fry and samosas. We try to make the food healthy and interesting

The children/young people also make decisions about what they want to cook and can request ingredients for specific recipes.

At break times we supply fruit, raisins, carrot and celery sticks, rice cakes and plain biscuits. At break times and throughout out the day we supply water, sugar free fruit juice.

We do ask you for information regarding your child's diet so that we can ensure that children do not have anything to eat or drink that they are allergic to such as nuts. We also like to know if they are following a special diet such as the gluten, diary free diet that some Autistic children have.

We are trying to follow the Government guidelines about healthy eating and would ask that you consider perhaps making your child's lunch box more healthy by including more fruit and vegetable sticks rather than crisps and chocolate. This may be difficult, especially as some of the children/young people have very specific food issues and dietary preferences, but perhaps we can try together to make their food more healthy.

Can we also suggest that you buy a small freezer block to put in your child's lunch box as we do not have sufficient space in our fridges to take the children's lunch boxes and your child's food may need to be kept cool.



## **Behaviour**

Cambridge Joint Activity clubs (CJP) aims to treat all children and staff with equal concern and make them feel welcome. However, it is necessary to recognise that reasonable and appropriate limits help manage the behaviour of children in our care. These limits will encourage them to develop social skills to help them be accepted and welcome in society,

The limits that we set will be appropriate to the age and functioning level of the child.

Positive discipline will be the most effective way of setting limits.

Children will be encouraged to adopt more suitable behaviours.

Children will be given praise for positive behaviour rather than giving attention to negative behaviour.

Our Staff are expected to set a good example to the children

Our staff will aim to have a consistent approach and adopt methods used at home or school if appropriate. Staff will use directing and re-directing techniques. Advice will be sought from parents or professionals if behaviour continues to cause upset and distress to others.

At no time will any member of staff of Cambridge Joint Activity clubs administer physical punishment or any punishment with the intention of causing pain or discomfort to any child in our care.

Staff will only physically intervene in order to prevent serious injury or damage to a child or any other child or staff member.

### **More than usually difficult behaviour**

#### **Challenging behaviour**

Although our activity clubs cater for children with severe learning disabilities and occasionally with severe challenging behaviours, it is important to note that we may be not be able to offer places to children. If their potential behaviour could cause difficulties such that we cannot guarantee either their safety or the safety of other children or staff, they may not be able to attend even if they have attended before. This may be because we do not have staff available who have the expertise necessary to properly support the child and give them the specific help they need. Please note that we cannot provide a 2 staff to one child ratio.

We are aware that children with severe learning disabilities can display disruptive or challenging behaviour but there will be times when the techniques described above have not worked and the

aggressive behaviour of a child gives cause for concern ie biting, hitting, kicking, attacking other children or staff and we feel that our duty of care to other children and staff is compromised.

In all cases where there is an incident involving behaviour by a child which causes concern an Incident Report will be completed by the staff member involved and a copy of that report will be sent to the child's parents asking them to return the form signed by them to state that they have read the incident form detailing with the behaviour of their child.

In the first instance of difficult behaviour, if necessary, consider a change of keyworker and make sure that we are following the advice that we have obtained from you or professionals working with the child. We will also seek advice from you and any professionals involved.

However, there may be times when this strategy alone is insufficient to cope with the situation and it is we feel it necessary to take further steps. CJP does reserve the right to move a child to another more suitable scheme if it is deemed necessary or to exclude a child, in the event of persistent or irresolvable challenging behaviour which is likely to be harmful to staff or other children.

In all cases there is a procedure that will be followed. The various stages will normally be worked through but at times it may be necessary to jump a stage because of the degree of challenging behaviour that is being experienced.

If a child's behaviour were giving rise to concern, then the usual procedure would be to

- Step 1      Seek advice from parents and professionals involved with the child ie school, the Cambsmh Learning Disabilities Team and implement any advice given
- Step 2      Give 1:1 support
- Step 3      As a last resort Exclude

At each stage the Risk Assessment on your child will be renewed as necessary and your child's behaviour monitored.

It may be that your child has been given 1:1, or moved to another scheme but the aggressive/self harming behaviour increases in intensity or frequency to such a level that staff and other children are at risk of real harm then it may be necessary for the committee to consider exclusion. Exclusion will be a last resort.

Parents will be informed of the difficulties that we experience on the schemes and the course of action that has been recommended.



## Stages to exclusion

Before we take the step of excluding a child we go through various steps and various people are involved.

People who are involved in the various stages of Exclusion

- 1) Playworker informs co-ordinator there are difficulties
- 2) Co-ordinator informs Activity club/Playscheme Manager
- 3) Activity club/Playscheme Manager investigates and seeks information from any professionals involved. Investigation will also include seeking information from the past Incident Reports and End of Scheme Child Reports that are held by the Charity.
- 4) Parents will be informed of the difficulties we are experiencing
- 5) Activity club /Playscheme Manager reports to the Child Sub Committee
- 6) Sub Committee makes recommendation to Main Committee
- 7) Main Committee to make decision/ratify decision of sub group as to what action to take
- 8) Parents informed and action taken.

At all stages the Activity club /Playscheme Manager will talk to the staff involved to ascertain the specific circumstances around any incident.

At every stage the Activity club Manager will check:

- Incidents forms from previous activity clubs to see what progress or deterioration has been made.
- End of Scheme reports on the child
- The Risk Assessment to ensure it is up to date

It may be that the aggressive behaviour of a child means that we have to temporarily exclude in order to safeguard other children and staff. We will then work through the steps so that a decision can be made as soon as possible as to whether we can continue to offer a place to a specific child.

## Evaluation and Monitoring

All of our clubs are monitored and evaluated as we wish to ensure that problems are rectified as soon as possible, improvements can be made to the service we provide and that we are continuing to meet the needs of the children who attend.

Feedback forms are sent to children, parents, and staff on a regular basis. This is your chance to tell us what you think of the schemes, good and bad. The replies are collated and then discussed by the Committee. Any changes we undertake are often based on the feedback we receive.

In addition the Activity club/Playscheme Manager can be contacted and any issues discussed. The Committee will discuss the findings and make changes as necessary.



## Staffing

All the activity clubs have a high staff/child ratio, at least 1 Playworker to 2 children, with a Co-ordinator and Deputy as extra

All the clubs run with a key worker system for each child. The worker usually stays with the child for the session but occasionally it may be necessary for this to change, ie staff member absent or the needs of the group as a whole. As many of our staff return to the schemes for several years there is the opportunity for your child to build up a consistent relationship with staff. However, we cannot provide the same keyworker every club.

All staff undergo an Enhanced Disclosure CRB check through the appropriate registering body for out of school clubs and childcare. We take up references and interview all staff members whatever their grade or experience.

Our staff team is mainly made up of teaching assistants from Special Schools and university students but there is also a wide range of experience within the staff group. Many are training for relevant professions, work in special schools or have a relative or friend with disabilities. All are enthusiastic and dedicated and many return for several years.

Staff attend training prior to starting work on the clubs to ensure that they are equipped to provide an excellent standard of care. The training covers topics such as: Safe caring; understanding autism; epilepsy awareness; moving and handling; basic first aid; personal care; managing challenging behaviour.

Co-ordinators are given copies of the information sheets filled in by parents/carers. They are expected to become familiar with the needs of the individual children and to pass on these details to the relevant Playworkers.

You will be able to talk to activity club staff if you drop off/pick up your child, or the Activity club/Playscheme Manager.

### **Child's Own Carer**

Please note that our insurance does not allow parents or their own designated carer to accompany their child into the scheme as an activity club /playscheme worker.



## **Child Protection**

CJP has guidelines and procedures for dealing with potential child protection issues, as we believe that every child has a right to be safe. We also have a duty to report to the Authorities any concerns about a child in our care.

In order to ensure the safety of the children all of our staff and the Managers and the Trustees are CRB checked through the enhanced disclosure system.

Our policy is that any Playworker who has knowledge or suspicion that a child is suffering harm or is at risk of suffering harm has a duty to tell their Co-ordinator who will then inform the Activity club/Playscheme Manager. The Child Protection officer at the Children's Additional Needs Team of Cambridgeshire County Council will be contacted for advice.

A factual written record of any suspicion and relevant conversations will be made and the facts reported to OCYPS (Office of Children and Young People). This does not mean that any reported incident or issue will result in an investigation, but we must do written reports and we must inform the relevant authorities. It is the Statutory Authority who decides on the action to take.

If a member of our staff is suspected of abusing a child whilst they are in our care they will be suspended from work and an investigation started. They will not be allowed back to work until the investigation is complete. If the matter is serious, they will then be dismissed for gross negligence and misconduct.

If a child protection issue does arise, the parent/carer of the child will be informed.

We will provide Child Protection Training for our staff, and they will be expected to attend. We will also provide training on safe caring and how to ensure that children are treated with dignity and respect if and when it is necessary for staff to undertake personal care.

The Activity club/Playscheme Manager is the Designated Person for Child Protection issues as well as a nominated Trustee of the Charity.

It may be helpful for you to know that the law (Care Standards Act) requires that we pass on information which gives rise to concern about a child's welfare, including risk from non accidental injury, neglect, emotional or sexual abuse. We are encouraged to take the attitude that where there are grounds for concern, we should be very cautious and seek advice from OCYPS. Occasionally this may mean that a concern is passed on which is later shown to be unfounded. It is hoped that you will appreciate how difficult it is to carry out this delicate responsibility and accept that we were acting in good faith and in the best interests of all children.

This is a brief summary of our Child Protection Policy and Procedures. A full copy of our guidelines for dealing with Child Protection issues can be obtained from the office

## **Other Policies**

### **Equal Opportunities Policy**

CJP is committed to equal opportunities and believes that different racial and cultural backgrounds should be recognised and respected. Our aim is provide a safe and enjoyable environment for children irrespective of race, gender, religion or disability. Our activities and resources reflect these aims.

Activity clubs and playscheme staff are employed and trained following the guidelines in our equal opportunities policy. A full copy of our equal opportunities policy can be obtained from the Activity Club/Playscheme Manager.

If English is not your child's first language please let us know. It is also important that we know of your racial, cultural or religious background so that we can respect your wishes regarding the rules, practices or customs, which may govern what your child should follow even when they are at activity club. For example, diet, what part of the body should be covered, your views on certain outings etc. Please let us know. We can't respect your wishes if we don't know what they are

### **Health and Safety**

In order to ensure that children are safe when in our care each scheme co-ordinator will do risk assessments on the children, the activities and the places we visit. We cannot eliminate all risks but hope we can minimise to an acceptable level the chances of anybody being hurt whilst they are on the activity clubs.

We provide our staff with training and guidance on health and safety.

### **Missing Children**

In the unlikely event of a child going missing, we will search the premises, local area, phone you and the police.

### **Other policies and procedures**

We do have a number of other policies. If you would like a list or a copy of any particular policy then do please ask the Activity Club/Playscheme Manager.

### **How to make comments and complaints about the service offered by Cambridge Joint Playscheme Activity Clubs.**

CJP is keen to provide you with a high-quality service, responsive to your needs, within the limitations of our resources. We do our best to consider the views and wishes of those who use our service. We welcome every opportunity to monitor and improve our activity clubs and having a comments and complaints procedure is one way of doing this.

If you have a comment about the activity clubs, whether it is good or not so good, we would be pleased to hear from you as soon as possible. We will send out feedback forms for you and your child to complete on an annual basis, but please feel free to comment at any time.

### **Who can comment or complain?**

Any of Cambridge Joint Activity club's users, parents / carers, people who are waiting to be offered a place or who may have been refused a place, statutory services and other voluntary bodies may use this procedure. There is a separate complaints procedure for staff.

All comments and complaints will be recorded to allow us to monitor the quality and effectiveness of our schemes and our response to problems.

## **What can you do?**

If you have a comment or complaint whilst your child is on the scheme, please raise it with the Co-ordinator or the Activity club/Playscheme Manager either in person, by phone (mobile) or in writing via email. If the activity club is not actually running at the time, please contact the Activity club /Playscheme Manager. Your query will normally be acknowledged within 5 working days hours and will then be responded to within 10 working days.

We hope that the vast majority of queries or complaints can be sorted out right away with the Co-ordinator or Activity club/Playscheme Manager, who will listen carefully to what you have to say and take action where possible. If they are not able to take action to change things they will explain why this is not possible.

If your complaint involves the Co-ordinator and you feel unable to discuss it with her/him, please speak to the Activity club/Playscheme Manager. If your complaint involves the Activity club/Playscheme Manager and you feel unable to discuss it with them, or if you feel that the matter has not been successfully resolved by either the Co-ordinator or Activity club/Playscheme Manager, please put your complaint/concerns in writing via email to the Chairperson of the Trustees. The email should be marked 'personal and confidential'. The Chairperson will acknowledge it within 5 working days and respond in writing within 28 days. If the Chairperson is absent, the correspondence will be forwarded to a nominated member of the committee.

Your complaint will be dealt with in the strictest confidence. However, if your complaint concerns a member of staff, the person concerned will normally be informed unless you specifically request otherwise. If you do not want us to inform the person concerned this may limit the extent of further investigation. We will do our utmost to ensure that your complaint is dealt with as fully as possible.

If you are still not satisfied you can ask the Chairperson for your complaint to be considered again by a small review panel, which will meet within 28 days.

You will be notified in writing about the time and place of the meeting at least 10 days beforehand so that you may attend, accompanied by a friend or relative if you wish.

The review panel will let you know its recommendation and the reason for it within 7 days. The Management Committee will then consider the recommendation and let you know their decision in writing within 28 days.



If you want copies of any of our policies or have any queries or comments about our schemes or this booklet please contact:

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Activity Club/Playscheme Manager

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