



# Holiday Provision Family Contract

## Who are Unique Voice?

We are a creative community organisation and we provide much needed out-of-school provision to families in Bristol and South Gloucestershire. We enable learning and growth in all aspects of children and young people's educational and emotional development. We raise funds to make our free to access holiday provision happen for local communities and we are grateful for the support of organisations, individuals, businesses and local authorities who share our passion for the continued care and development of the young people in their communities.

**The purpose of the contract: Unique Voice policies reflect our commitment to the health, safety and well-being of the young people and the staff taking part in our holiday programmes. This contract highlights elements of those policies and sets out our commitment to you and your young people and what we require of you as their parents / carers.**

## OUR COMMITMENT

- To aim to provide fun, safe, age appropriate, engaging and creative holiday programmes for the young people in our care
- To ensure that our highly skilled staff are recruited in line with our Safer Recruitment Policy with an acceptable Enhanced DBS Certificate
- To ensure that any staff member carrying out First Aid is suitably qualified to do so
- To carry out risk assessment of all venues and issue guidance to staff and parents / carers
- To ensure that young people are at the heart of the service we provide by working in partnership with schools and partner agencies to help monitor and support children's wellbeing and development
- To ensure that our staff are trained in Unique Voice policies, including (but not limited to) Safeguarding, Child Protection, Absence, Behaviour Management, Missing and Uncollected Child, Equality, Diversity & Inclusion and First Aid. Copies of the policies are available
- To work with parents/carers to help narrate their young person's development with honesty, empathy and transparency - ensuring that observations are shared and families are well supported and signposted to additional help if required
- To provide nutritional pre-prepared lunches and snacks based on the information you have provided regarding dietary needs and allergies
- To provide you with a contact telephone number for the Unique Voice Programme Manager
- To take a register at the start of each morning and afternoon session

## About our holiday provision

- **Why has my child been selected?** Either your child's school or an organisation / professional that supports them has put their name forward as someone who is both eligible and they feel would benefit. We work with these referring agencies to learn more about why they feel your child would benefit and their hopes for them attending a Unique Voice run Holiday Programme
- **What will my child be doing?** We provide a variety of activities from games, arts and drama to help build on children's self esteem, confidence and teamwork
- **What should they wear?** Comfortable clothing is best. As we will be including outside activities within the programme, you MUST provide your child with suitable clothing for the weather e.g. coat, sun hat, winter hat &/ or gloves.
- **Is there anything I need to provide?** For all summer programmes, and at other times if the weather is suitable, you should apply sunscreen before your child attends each day (see below for specific requirements) and provide them with a labelled bottle of top-up sunscreen that can be applied at regular intervals.
- **What time are the programmes?** Every programme runs on the advertised days between 10.00am and 2.00pm.



# Holiday Provision Family Contract

- **Should they bring lunch?** As mentioned, lunch and a mid-morning snack is provided free of charge and your child will not be expected to leave the site during the lunch session. Whilst we operate a no nuts policy at every programme, we are unable to that ensure that the food provided at our programmes is free from traces of nuts. Please specify any dietary requirements in your registration form
- **What about medication?** We can only administer preventative medication (e.g. asthma pumps) which should be labelled with the child's name and sent with them every day. Any additional medication should be administered by you outside the programme hours.
- **Who do I contact if I need to talk to someone about my child attending?** If you need to speak with someone before the start of the programme, please call the Unique Voice Office on 01174 286 240. We really encourage you to do this if you have any questions and also if you have supporting information relating to your child's needs, history or pick up information. This really ensures that our staff are well-briefed and that they tailor their approach to your child. Once you have received the Programme Manager's contact number you can use this, or continue to call the office if you prefer.
- **What will happen if there are any unscheduled changes to the advertised programme times?** On the rare occasion that a programme is not able to go ahead as advertised (e.g. building closure or staff illness that cannot be covered) we will notify you and aim to give as much notice as possible.

## YOUR COMMITMENT

### Information

- I will provide Unique Voice with all information regarding my child's medical, dietary (allergies) and educational needs, including details of any issues which may affect their mental health, mood or behaviour. Please note, we will not have access to the records that you have given to their school and must be notified separately.

### Behaviour and Wellbeing

- Unique Voice seeks to create a positive atmosphere in which children feel safe, secure and happy and are given the maximum opportunity to play while developing self-discipline and respect for themselves, for others and for the environment.
- We are proud to work with all our families in a well communicated way. Please be aware that we keep an open dialogue with families to help monitor wellbeing, development and concerns. We will contact you to discuss these points and our managers are experienced and well-trained in delivering feedback either at pick up time or if necessary by phone contact
- Our work is trauma informed which means that all of our staff are trained in supporting and responding to behaviour in a calm, respectful and inclusive way. We may need to contact you if your child is displaying behaviour in which we need to consult with you to help determine a plan to best support everyone move forward. We may communicate either in person or over the telephone to discuss this, choosing the method which is least likely to cause concern to your child or affect other children attending or being collected from a venue
- We will advise parents/carers if behaviour is not safe for either the young person in their care, other attending young people or staff. In this case we may need to temporarily withdraw a young person from a setting and work together to determine how they may safely return, or, as a last resort, request that the young person does not attend the provision
- Unique Voice has a duty of care to ensure that staff deal with any safeguarding concerns and these will be reported using the appropriate channels.

### Absence

- I will notify the Programme Manager in advance of any planned absences e.g. for medical appointments or religious / cultural observance
- I will notify the Programme Manager **within one hour** of the start time if my child is not able to take part in the programme on a day they are due to attend (this should be done for each day your child is not able to attend)



# Holiday Provision Family Contract

- *Please note: If we are **not** notified by a parent/carer within the specified time that a child will be absent, we will put in place the procedures in our Absence Policy. There are circumstances, if we have not been able to establish the reason for absence where we may be left with no alternative but to report to external agencies. A copy of our Absence Policy is available on request.*

## **ILLNESS / SICKNESS**

- I understand that Unique Voice cannot accept any child who is unwell or who has a serious infectious illness and, that if staff do not consider my child to be well enough to attend when they arrive for the morning session, I / their parent/carer will be advised accordingly
- I am aware that if they become ill during the course of the session, you will notify me / their emergency contact and request that they are taken home and do not return until they are well enough. I will make emergency provision for this should I not be available
- I agree that if my child becomes seriously ill or is injured during the course of the programme, Unique Voice will follow its First Aid Policy and that medical attention may be sought
- I will not send my child to the programme if they have sickness and/or diarrhoea (or have suffered in the previous 48 hours) or are unable to eat
- I understand that Unique Voice can only administer preventative medicines (e.g. asthma inhalers) and if applicable this will be clearly labelled with my child's name
- I will notify the Programme Manager if my child develops any of the following within 48 hours of attending: Diarrhoea and/or vomiting; infectious diseases e.g. chicken pox / German measles or any disease which may have serious consequences to a pregnant staff member; a positive test or any symptoms associated with Covid-19

## **Sun Protection - applies to all summer programmes (and spring/autumn programmes where weather conditions apply)**

- I will apply sunscreen (minimum SPF 15+) to my child's face, arms, ears, neck, legs, backs of hands and tops of feet, before they arrive at the setting
- I will provide sunscreen (minimum SPF15+), labelled with my child's name, for staff to apply or oversee the application of, as required. I give my permission for this to take place
- I will provide a suitable sun hat for my child to wear at the programme

## **COLLECTING YOUR CHILD**

- **Collection on time:** You confirm that you or a named carer will collect your child at the agreed time at the end of the session. Unique Voice does not have access to the venue outside the advertised times and will be unable to keep a child on the premises outside those times.
- Please be aware that we take the release of children very seriously, both to ensure safety and to have an opportunity to interact around feedback for our families. Please be mindful that there may be a delay in release to ensure this happens. We will work as quickly as possible to ensure that there is minimum delay.
- **Named carer:** You should identify persons who may collect your child in your absence on your registration form. Programme staff will release your child/children into the care of those named on your registration form or to those with your express permission without obtaining any additional consent from you.

### **We will contact you if:**

A. A person that is not named on the registration form claims to have parental responsibility for your child and wishes to collect them from the programme.

*IMPORTANT NOTE: Staff members will attempt to delay a child leaving but unless you have provided us with a Court Order to the contrary, Unique Voice is not legally allowed to deny access to anyone with parental responsibility. Please ensure that you make us aware of any issues of this nature which may arise and confirm that you have discussed this with others named on your registration form.*



# Holiday Provision Family Contract

B. A person not named on the registration form (and does not have parental responsibility) says they have been asked to collect your child/children. In this situation, your child will not be released into their care without your permission.

- **Unfit State:** I am aware that Unique Voice staff will not release my child/ren into the care of any individual (including those with parental control) if they consider them to be under the influence of drugs, alcohol or illegal substance, or believe them to be a danger to the child. If such a situation arises and no alternative person is available to collect the child, the Local Authority and/or Police will be informed.

## Mobile Phones, Social Media & Online Safety

- I am aware that children will not be allowed access to mobile phones during the course of the session and will be asked to leave them in their bags (at their own risk).
- I and my children will comply with Unique Voices's mobile phones and online safety rules and not take or share images of the setting or of children participating in the setting. I will inform any persons collecting my child/ren of the requirement. Full policy details available on request.

## Possessions

- I understand that neither the venue nor any Unique Voice staff can accept responsibility for my child's possessions or valuables whilst attending the setting.

## Respect for All

- Unique Voice expects all people attending the setting, for whatever reason, to behave in a calm, respectful manner towards each other.
- Intimidating, harassing, discriminatory, offensive, bullying or violent behaviour towards staff or visitors, other parents/carers or other attending young people will not be tolerated and you may be asked to leave the premises and, if appropriate not to attend the premises for the remainder of your child's time at the programme. You may be asked to remove your child from the programme if, as a result of your behaviour, it is considered unsafe (for either themselves or other users) for them to remain.
- Every effort will be made to ensure that young people do not witness any behaviour as outlined above and they will be moved away from the scene and every effort will be made to keep them calm. If the behaviour escalates or a person does not leave the premises when requested, the Police will be called.

## Comments/Feedback and Complaints

- Unique Voice aims to provide a high quality, efficient and accessible service to everyone using our Holiday Programmes including parents/carers and staff. In addition to daily debrief sessions whilst the Holiday Programmes are ongoing, the management team holds meetings throughout the year to discuss possible improvements to the way our services are run. We value your comments and feedback about you and your child's experiences as a user of our Holiday Programmes as well as suggestions of improvements we could make in future.
- If you have any concern regarding your child's attendance at a programme, please bring this to our attention straight away and then we will do our best to address this. Our managers are there for you to discuss any concerns you might have either at drop off/pick up or through the contact phone number.
- If you still feel that your concern has not been satisfactorily addressed or your concern is regarding the Programme Manager, Unique Voice does have a formal complaints policy in which you can escalate your concern to the Community Manager who oversees all Holiday Programmes. The Community Manager may deal with your complaint themselves or call a meeting with relevant staff/managers and yourself in attendance. Please ask your Programme Manager for the contact details of the Community Manager who will provide a copy of our Complaints Policy and take up your complaint, or if you prefer, telephone the Unique Voice Office on 01174 286 240. Our policy outlines further steps you can take if you have still not received a satisfactory resolution.



# Holiday Provision Family Contract

## Acceptance

You confirm that you have read, understood and accept all of the above requirements of the Holiday Programme:

Parent / Carer Name: \_\_\_\_\_ Date:

Parent / Carer Signature: \_\_\_\_\_

SIGNED FOR UNIQUE VOICE: Krystal Keeley (Director)

A handwritten signature in black ink, appearing to be "K. Keeley", written over a horizontal line.

## Unique Voice CIC

St Bonaventure's Business Centre  
Friary Road  
Bishopston  
Bristol  
Tel: 0117 4286240  
Email: [theoffice@uniquevoice.org](mailto:theoffice@uniquevoice.org)