

Sopwell & Verulam Children's Centre Customer/Visitor Usage Policy (Customer Charter)

Customers/visitors using the building are asked to read and adhere to the following information:

The Children's Centre is used by a wide range of service providers, with differing requirements and needs. The following information and guidance has been devised to ensure that all users have equitable access to quality premises, no matter when they use the centre.

Any visitors (customers, clients or patients) who cannot comply with the terms and conditions of use of this centre, as set out below in this *Customer Charter/Policy*, may be asked to leave. If you have any queries with regards to this policy, please speak to the Children's Centre Manager.

1. A happy, friendly and welcoming environment:

All users and visitors are expected to respect the premises and each other. This includes the varying services provided by different users in the centre, their views and their equipment. Please read the Sopwell & Verulam Children's Centre Welcoming Policy, provided on the reverse of every registration form (see also Appendix 1).

2. There may be other groups using the centre at the same time as you, or immediately after or before you. Please respect all users of the centre.

Breastfeeding is welcome at the Children's Centre. Parents who breastfeed will not be asked to leave. If the breastfeeding mother, however, would prefer to breastfeed in private, then they should ask a member of the Children's Centre staff who will do their best to find a suitable safe private space for them to do so.

3. Health & Safety: For the safety and security of all visitors:

- a. Visitors are encouraged and advised to read the Children's Centre Health & Safety documents displayed. Further Health & Safety information can be found in the Health & Safety file located in the reception/office and is available upon request from the Children's Centre Manager. This includes the Children's Centre generic risk assessment document and emergency evacuation procedure;

- b. Please ensure that you are aware of the fire evacuation procedures and where all the conveniences are. If in doubt, please ask;
- c. Do not block any fire exits. They must be kept clear at ALL times;
- d. All visitors must sign in and out of the building, in the book at the main reception, in addition to any register provided by your service provider, unless your service provider / group organiser provides this information to the Children's Centre Manager. You will be advised which register/s to complete by your service provider;
- e. The front doors must remain closed at all times, to ensure the safety of all people in the building, and also to maximise security of personal and Children's Centre equipment. The buzzer system must be used to allow customers to gain entry;
- f. For security, please do not allow entry to any visitors other than yourselves. Refer any other visitors to the Children's Centre staff. If none are available, then the visitor must return when the centre is open to the public. This includes any visitors who may attend to conduct maintenance, etc..
- g. Windows must be closed after use, and all fire doors must remain shut at all times;
- h. If any communal toys or other items are damaged, please remove these items from children's access, and notify a member of staff immediately. If staff are not available, please leave a note on the item, and also for the staff to see (on the office door);

4. Please be environmentally friendly:

- a. Please dispose of all rubbish and waste in the appropriate way. This includes sanitary and nappy disposal. Please use the bins provided and use nappy sacks before you put your soiled disposable nappy in the nappy bin;
- b. If you find that stocks (toilet roll, hand soap, paper towels, etc...) are depleted or are in need of repair, please let the Children's Centre staff know immediately and we will replenish/repair these items.
- c. Respect for others' equipment is expected.

5. Refreshments:

- a. Cold drinking water is available in the lobby area for everyone's use;
 - b. Hot drinks may be available. Service users will be required to risk assess the provision of hot drinks with regard to their service provision/activity. Services run directly by the Children's Centre will require that any hot drinks be consumed away from any babies or children present (eg. in the play and activity rooms) for health and safety reasons;
 - c. The Children's Centre cannot be responsible for any items left in the fridges or other communal areas;
 - d. Any out of date items will be thrown away.
6. Parking: There is no parking on the school premises. All providers and visitors are asked to park considerately and respect local residents when parking their vehicles.
7. Buggy store: The buggy store is used at the buggy owners own risk. The Children's Centre cannot accept any responsibility for items lost from the buggy store. Padlocks can be borrowed from the main reception, when staffed, on receipt of a deposit item on a daily basis (to be returned to the user when the padlock and chain are returned to the Children's Centre after use). If you want to enquire whether this service will be available during your visit, please check with the Children's Centre staff prior to the session commencing;
8. Security: Every attempt will be made to keep the building secure, however the Children's Centre cannot accept any responsibility for items lost in the Centre. Items left in communal areas (coats, bags, etc..) are left at the owners' own risk.