



Tuesday Toddle Welcome Pack

About Tuesday Toddle

The Tuesday Toddle sessions are run approximately every fortnight throughout the year, with a break during the school summer holiday period. The Toddles are an opportunity for parents with pre-school children to enjoy a guided walk in the park and garden areas surrounding Hylands House along with other parents with children of a similar age. The routes chosen for the walk on the whole take into account those with pushchairs although a short detour maybe necessary from time to time to avoid steps etc.

The walk is followed by a craft activity which takes place in the workshop in the basement of Hylands House.

Educational Benefits

The Tuesday Toddle is designed to offer educational benefits by fostering an appreciation of the natural environment and the seasonal changes. The sessions therefore take place even if the weather is less favourable! It is important that both children and parents are dressed appropriately for the weather conditions including suitable footwear so that children learn that the outdoors is a fun place to be. Remember sun hats and sun creams when the sun is out too.

Other benefits include the opportunity for toddlers to socialise with young people whilst still in the company of their parent/carer. During the craft activity the children are also starting to experience a learning environment similar to which they will meet when they start school. Your help in encouraging sharing, good behaviour and consideration for others is important to ensure everyone enjoys the sessions. Children will be having fun and will be nurturing the right feelings to help prepare them for times when they will have to deal with group situations on their own.

There are the obvious benefits for parents too of meeting with others who have children the same age and you can always arrange to meet up at other times for a walk and talk in the Park.

Safeguarding Children

As part of Chelmsford City Council we work with children, parents and the community to ensure the safety of children and to give them the very best start in life. Further information is available in Chelmsford City Council's 'Combined Safeguarding Policy for Children, Young People and Vulnerable Adults'.

Equality and Diversity

We aim to provide crafts and activities so that every child feels included as part of the group. Please let us know of any special needs to ensure your child fully benefits from the sessions. We also aim to provide an environment which promotes dignity and respect for all; please speak with the Hylands Education Officer if you have any concerns in this respect.

Sick Children

Whilst we love to share, we do not want to share unwanted germs! If your child has been unwell and has vomited or had diarrhoea within the last 48 hours please do not bring your child to the Toddle session.

Nappy Changing

Nappy changing facilities are available in the disabled toilet located in the basement of Hylands House.

Times

The times for Tuesday Toddle are from 10.00am to 11.30am. The session is planned so that those with older children can easily fit the visit to Hylands within the school day. If parents arrive late they will find that the activity has already started – please therefore arrive on time!

In order that the sessions can run punctually please arrive 5 minutes early if this is your first Toddle along with completed copies of the Chelmsford City Council image consent form, emergency contact details and diversity monitoring forms.

- **Image Consent Form**

During the sessions there are often wonderful opportunities to take photographs of the children which we then use for marketing purposes. Children's names are never publicised and if you are happy for us to take photographs we ask that you complete an image consent form.

- **Emergency Contact Details**

In the event that something were to happen to the parent /carer during the Tuesday Toddle we ask you to provide us with emergency details of a person who would be able to come immediately to care for your child. Any personal information will be held according to the Data Protection Act and will only be available to those responsible for the Tuesday Toddle group or to external authorities in the case of an emergency.

- **Equal Opportunities Information**

Chelmsford City Council aims to integrate equality and diversity into everything it does to ensure equality of service to all members of the community. To help monitor the effectiveness of our equality and diversity policies we would like you to complete a Diversity Monitoring questionnaire.

Health and Safety

There are of course health and safety risks whenever you are out and about with young people. Toddlers in particular will be unaware of the risks and so you need to be aware that **you have to take responsibility for your own children** during the session's activities. We will take bookings for one parent with up to a maximum of 3 children.

Some of the main risks which you should be aware of:

Outside in the garden areas

- Traffic in the car parking areas and approaches to the House
- Deep water in the pond areas in the Pleasure Gardens
- Children wandering away from the main party
- Dogs off lead in the park – a small child could be knocked down by an enthusiastic animal and we do not encourage anyone to touch strange dogs
- Collecting materials - sticks, leaves. Child may put dirty hands in mouth – please use wet wipes etc.

NB. Dogs are not permitted on the Tuesday Toddle, except for guide dogs.

Indoors in the workshop

- Fire risk – ensure you make yourself aware of the fire exits.
- Limited space in the education room – for this reason we have to limit numbers.

- Please help us by keeping access routes clear (tuck bags etc. under tables)
- Pushchairs can block access – only bring a pushchair if absolutely necessary.
- Use of art materials – risks of spillages; health risks associated with consuming food during craft activities (we do not encourage food during the craft session).
- Hot drinks - could spill and scald children – no hot drinks are permitted

Evacuation Procedure from the workshop in Hylands House:

If you discover a fire:

- ✓ Tell a member of staff
- ✓ Operate the nearest fire alarm point
- ✓ Call the fire service on 999
- ✓ Leave the building and go to the nearest assembly point

On hearing the fire alarm:

- ✓ Leave the building by the nearest available exit
- ✓ Report to the assembly point

The assembly point is situated on the back lawn (by the path to the gardens)

- Do not re-enter the building unless authorised to do so
- Do not use the lift

Smoking Policy

We operate a No Smoking policy throughout the Tuesday Toddle.

Pre- Booking for Tuesday Toddle

As places for these sessions are popular and space is limited we have to ask people to book in advance.

You can book online at www.chelmsford.gov.uk/hylandsbookings

We regret that we cannot refund in the event that you are unable to attend the session.

Comments, Compliments and Complaints

We hope that you and your child/children enjoy the Toddle and we welcome your feedback. If you have a suggestion or there is something with which you are less than satisfied please speak in the first instance with the Hylands Events & New Business Coordinator (tel. 01245 605504 or email michelle.marwood@chelmsford.gov.uk) who will try to take the appropriate action. If this does not resolve the situation the procedure for comments, compliments and complaints can be found at: <https://www.chelmsford.gov.uk/your-council/have-your-say/make-a-complaint/how-we-deal-with-your-complaint/>

Thank you.

Donna Bennett (Freelance Tutor)



Emergency Contact Details

There may be occasions when we need to make contact with either yourself or with someone who would be able to look after your child in the event that something were to happen to you during the Tuesday Toddle session.

Please ensure that the emergency contact would be available at the time of the Tuesday Toddle sessions.

Please complete the details below:

Name of child	
Date of Birth	
Details of any known allergies	
Name of parent/carer	
Address	
Post code	
Telephone number	
Mobile	
e-mail (Please write very clearly!)	
Emergency contact name	
Emergency contact telephone number (s)	

It is most important that you keep us updated of any changes in your emergency contact details.

We would like to keep you informed of other events which take place at Hylands.

If you would prefer us not to include you on our mailing list please tick here

I have read and understood the information in the Tuesday Toddle Welcome Pack.

Signature..... Name.....

Image Consent Form

Our Policy

Chelmsford City Council takes the issue of data protection very seriously so we want to use only images of you with your prior consent. We promise we will not use your image for anything that may be used as negative in tone or that may cause offence, embarrassment or distress. If you have any questions please call the Corporate Communications Team, Chelmsford City Council, 01245 606459. This does not affect your rights under the Data Protection Act and Freedom of Information Act.

- I understand that the image will only be used for the following purposes:
Electronic and printed information, displays and exhibitions relating to the activity shown in the picture or any similar campaign or related area.
- I understand that this image will NOT be used for anything which may be used as negative in tone or that may cause offence, embarrassment or distress.

I give permission to Chelmsford City Council to use my image in printed and electronic material.

Your name.....

Signature.....Date.....
(or the signature of your parent/guardian if under 18)

Your address (optional).....

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.....Post code.....

Tel: email.....



Your Feedback

We are continually looking at ways to improve our Tuesday Toddle sessions and would like you to complete the feedback form after you have attended one of the sessions. Many thanks for your time.

Q1 Is this your first visit to a Tuesday Toddle Session ?

Yes
No

Q2 How would you rate the following:

	Excellent	Good	Fair	Below Average	Poor
Quality of session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of tutor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Would you consider coming to another Tuesday Toddle session?

Yes
No

Q4 What other children's activities would you like to see at the Stable Visitor Centre?

Q5 Any other feedback:

Thank you for taking the time to complete this feedback form and for your help in providing diversity monitoring information. Your comments are important in helping us to improve. If you would like us to send you information about future events and workshops, please call the office on 01245 605500 or email us at michelle.marwood@chelmsford.gov.uk