

# Southwark Food and Fun Programme

## Acceptable Use Policy

July 2025

# Introduction

The Southwark Food and Fun programme is funded by Department of Education and delivered by community organisations and schools.

This Acceptable Use policy applies to all children, parents and carers who wish to make use of a Southwark Food & Fun holiday club.

By registering your child and booking a place at a Southwark Food and Fun holiday club, you agree to abide by the following requirements.

## 1. Eligibility to participate

1.1 The Southwark Food & Fun programme is offered to children aged 5-16 years who attend a Southwark school and who are entitled to [benefits-related free school meals](#).

1.2 Children of asylum-seeking, refugee, and NRPF families may also be eligible.

1.3 Places are limited and are allocated on a first-come, first-served basis.

## 2. Booking a place

2.1 All participating children must be registered in advance on the EEUQ booking system by a parent or carer.

2.2 Parents and carers must provide full information on any relevant medical conditions, allergies, additional needs and/or dietary restrictions when registering your child. This is so holiday clubs can make the necessary arrangements to support your child, for example by ordering allergen free meals or by hiring additional support staff.

2.3 Food and Fun clubs will not take responsibility for any nondisclosure of medical conditions, allergies, additional needs and/or dietary restrictions and club managers reserve the right to cancel bookings due to nondisclosure.

## 3. Changes to bookings and non-attendance

3.1 Once booked, parents/carers must notify the Food and Fun holiday club of any cancellations or known absences at least 24 hours in advance.

3.2 Repeated cancellations and/or non-attendance may result in bookings temporarily or permanently being cancelled by the holiday club provider.

## 4. Arrival and Departure

4.1 All parents and carers must sign in their child/ren on arrival and sign them out on departure. This may be different in Teen-Only clubs and must be checked directly with the club.

4.2 Staff will not release children to a person unknown to them or unaccompanied. If alternative collection arrangements are to be made, this must be agreed in writing between the child's parent/carer and the holiday club directly.

4.3 If any children remain uncollected at the end of a session, the parent/carer or emergency contact will be contacted by telephone.

4.4 If a parent/carer cannot be reached and their child has not been collected within a suitable timeframe (e.g. one hour), then the holiday club will begin the suitable referral process and report the uncollected child to the Multi-Agency Safeguarding Hub (MASH)  
<https://www.southwark.gov.uk/children-and-families/childrens-social-care/children-risk/report-child-risk>.

## 5. Behaviour

5.1 **Respectful communication.** All parents, carers and children are expected to be polite and considerate in their interactions with staff and other children. This includes using appropriate language and tone.

5.2 **Bullying & harassment.** Bullying, aggressive behaviour, or repeated disruption by children or parents and carers may result in temporary or permanent removal from a holiday club(s).

5.3 **Following instructions.** All children must follow the instructions of club staff.

5.4 **Appropriate use of resources.** All children must use equipment and materials responsibly, adhering to any specific instructions or guidelines provided by club staff. All children must treat club facilities with care.

**5.5 Use of mobile phones.** The use of mobile phones may be restricted at some clubs for safeguarding reasons. Children, parents and carers must follow any instructions regarding mobile phone use while attending clubs.

**5.6 Wearing protective equipment.** Some activities may require participants to wear protective equipment, for example shin pads when playing football or arm bands whilst swimming. All children must wear this equipment as instructed by club staff.

## 6. Reporting concerns

6.1 Any concerns regarding club staff or child behaviour at a Food and Fun club must be raised and discussed with the Food and Fun club manager in the first instance. In most cases, a satisfactory resolution is likely to be found.

6.2 However, if you are dissatisfied, a complaint can be made by following the steps set out below.

## 7. Complaints

7.1 If you are unhappy with an aspect of the Southwark Food and Fun programme, a specific Food and Fun club, or you have a complaint about a staff member, you must speak to the manager or club leader in the first instance.

7.2 The club manager will work with you to find a resolution to your complaint. The manager will also inform the Council that a complaint has been made and how they intend to resolve it.

7.3 If the parent/carer remains unhappy with how the club manager has managed the complaint and the resolution that has been offered, they can put their complaint in writing to the Council's Holiday Activity and Food (HAF) Team at [HAF@southwark.gov.uk](mailto:HAF@southwark.gov.uk).

7.4 In most cases, complaints and issues will be resolved by the club and/or the HAF team. However, if you feel the complaint has not been resolved and would like to make a formal complaint to the council, please find more information <https://www.southwark.gov.uk/about-council/complaints-and-feedback>.

## 8. For general questions and more information

8.1 If you have any questions regarding specific Food and Fun clubs, these should be directed to the manager of that club.

8.2 For any other general queries, please email the Southwark Food and Fun programme team at [HAF@southwark.gov.uk](mailto:HAF@southwark.gov.uk).