

Terms and Conditions

London Borough Sutton

Early Years and Childcare Resource Centre

(New Location) Sutton Library, Level 1A (opposite The Children's Library)
St Nicolas Way, Sutton, SM1 1EA.

Website www.sutton.gov.uk/resourcecentre Email Jackie.gibbins@sutton.gov.uk.

The Resource Centre is a free service open to childcare and education providers from all settings throughout the Borough and to parents/carers of children with additional needs. Our aim is to provide a loan service to enable providers and families to borrow good quality toys, educational equipment and training resources on a regular basis.

How do I join?

Please read the following conditions and fill in the application form. Return the form to the centre in person during opening hours, with proof of identity, e.g. childminder's registration certificate, setting registration and address, driving licence, utility bill etc.

How do I borrow resources/toys/equipment?

You will be issued with a membership card and you can visit the Centre during its advertised opening times to collect resources.

How many items can I borrow?

An individual member can borrow up to 6 items. Group members can borrow up to 12 items. If you have children with additional needs in your setting you can speak to the Manager and arrange to borrow extra items.

How long can we keep the toys/equipment?

You can keep the items for up to 6 weeks. Items can be returned before the end of the loan period but not on a regular basis. Items that have not already been reserved by another member can be renewed for an additional 6 week period and then they must be returned.

What happens if I am late or forget to return an item?

You need to contact the Resource Centre. Borrowed items can be renewed once by email jackie.gibbins@sutton.gov.uk or over the telephone (020-8770 6713) providing that they have not already been reserved by another member.

What are my responsibilities?

You are expected to take care of the items and to ensure their safe storage. You are responsible for returning the items on or before the due-back date. You need to make sure that the toys are in a **clean condition** and check that they are complete.

N.B. For Health and Safety reasons batteries **MUST** be removed before items are returned.

What if something gets lost or broken?

You must let us know when you return the items. We understand there will be wear and tear, but if you lose/damage a toy or part of a toy you will be asked to replace or donate towards the cost of repairing or replacing the item.

What if something is returned unclean?

You may be asked to clean the item or for a donation to get it cleaned.

Please note that this is a free service and relies on your good will to ensure the toys are in a clean condition for the next person.

What happens if resources are not returned?

Reminders will be sent to you, but if we do not hear from you an invoice will be issued to you for the full value of the items, so that they can be replaced. Failure to pay will result in legal proceedings to recover the money.

Can other members of family/staff from the same setting borrow toys?

Yes a representative may return collect items for you, but the responsibility remains with the named/nominated member. We can only issue one membership card to each family/setting, but other people who wish to use the service can be listed on the application form with your consent.

Can I bring children with me?

Yes, but carers are responsible for their safety and behaviour. **Please note that this is NOT a play facility and for Health and safety reasons carers must supervise their children closely at all times.** You may find it easier to visit alone or with a responsible adult, who may wish to take children to The Children's Library opposite.

Please see <http://www.sutton.gov.uk/index.aspx?articleid=2120> for details of activities/story times.

Where can I park?

You can park free of charge in Civic Car Park, drive to the barrier and advise security that you are visiting the Resource Centre. Please note the car park is monitored and parking is restricted to the time you are actually visiting the Resource Centre i.e. to view, pick up or drop off equipment and must not be used for other reasons. Sutton Holiday Inn and Gibson Road car parks are next door - parking charges @ £1.20 an hour apply.

You may use the library loading bay off Gibson Road to drop off or collect bulky /heavy items. Just turn up during opening hours and phone Jackie 07590 807981 or 020 8770 6713 when you arrive. N.B. you must stay with your car in the loading bay.

Wheelchair Access?

There is a lift and assistance is available on request – please telephone prior to visit.

Large Outdoor Items / Bikes

It is not possible to store large outdoor items / bikes at the Resource Centre. Please contact the Resource Centre (020 8770 6713 or jackie.gibbins@sutton.gov.uk) to check availability and location of these items.

Confidentiality?

All individual/setting-based information given to the Resource Centre is confidential and will not be divulged to a third party. We will use statistical data from the membership database to produce reports and inform future planning and direction of the services offered.

Please note

The Resource Centre strives to give all its members the best choice of toys/resources and therefore relies on members to return items on time and in a suitable condition to re-loan.

The London Borough of Sutton reserves the right to withdraw membership if these terms and conditions are not met.

The London Borough of Sutton does not accept responsibility for any injuries occurring from the use of borrowed items outside of the Resource Centre.

Opening hours:-

Tuesday 9.30am – 3.30pm, Wednesday 9.30am – 2pm, Thursday 12 noon – 5.30pm.

Please check website for dates that the centre is closed, stock lists, map, membership forms, terms and conditions etc.

www.sutton.gov.uk/resourcecentre or telephone 020 8770 6713.