



**At**



**INFORMATION  
BOOKLET  
With Terms & Conditions  
2011**

Tel: 0116 268 1426  
activate@lopc.co.uk  
www.lopc.co.uk

Registered Charity Number 1074671

Ofsted No. 226869



Approved Centre for Climbing, Trekking  
and Watersports No. L9068/R0628



## Introduction to the Centre and its Activities

Leicester Outdoor Pursuits Centre (LOPC) has existed in various formats for some 40 years. Originally LOPC was part of Leicestershire County Council Youth Services, and then Leicester City Council Arts and Leisure Department. It was finally due to be closed down in 1993 when the City Council withdrew funding; however a group of users and coaches banded together with the aim of keeping it open. Over the years more activities have been added resulting in a self sufficient centre with a current capacity of 200 people.

The LOPC Activate After School Club and Holiday Scheme aims to help children develop skills and confidence and introduce them to activities they may never have tried before. All our staff are experienced at making young people feel at home. If they are a little apprehensive at first they soon become confident and happy. The vast range of activities means that each child will find at least one activity they enjoy and excel at.



## **Activate After School Club**

The Activate After School Club is open to anyone from school Year 1 to Year 11. Arrival is from 3.30pm or via our school pick up service (where arranged), a snack is provided on arrival. Each child gets a choice from 2 or 3 activities each time they attend (Note under 8's are restricted on some activities). Activity sessions are from 4.30pm until 5.30pm and collection is between 5.30pm and 6.00pm. At the beginning of each month a newsletter and timetable of activities is published to keep you in touch with what is happening at the Centre and enable you to see what activities the children will be doing.

### **School Collections**

Collections are made from Belgrave St Peters, Mellor and Wolsey House Schools on foot. We have a bus that picks up from Humberstone Infant and Junior, Kestrels' Field, Bishop Ellis and Hope Hamilton Schools. Transport is provided by Eleet Travel and a member of LOPC staff accompanies the driver (drivers are CRB checked).

### **After School Club Timetable**

Collection from Schools, Arrival at Centre from 3.30pm onwards, snack and drink provided, Free play time for the children	3.00pm– 4.10pm
Group Time (notices given, Birthdays etc. Plus group activity choices)	4.10pm – 4.25pm
Activity Sessions	4.30pm – 5.30pm
Collection	5.30pm – 6.00pm

At collection time parents / carers should report to the office, they will be directed from there. Only persons named on the consent form will be able to collect children. **Changes to this must be notified to us in writing.** Only children aged 14 or over will be allowed to make their own way home, provided written permission is given by their parents / carers and specific times of departure and arrival are stated.

### **Overdue Collection**

As stated above, collection of children should be made between 5.30 – 6.00pm. If a child has not been collected by 6.00pm then a charge is incurred, this will be at a cost of £5 per child, per 15 minutes, or part thereof, that the child remains in our care.

### **Termination of Contract**

If you wish to terminate the agreement for After School attendance you will need to notify LOPC in writing giving 4 weeks notice.

## Activate Holiday Schemes

The Activate Holiday Schemes are run on a full time basis during school holidays and are open to anyone in school Year 1 to Year 11. Arrival is between 9.00am and 9.30am. Throughout the day the children take part in 4 x 90 minute activity sessions. Collection is between 4.45pm and 5:30pm. During the summer holiday there are also opportunities to take part in Award weeks.

### **Holiday Scheme Timetable**

Breakfast Club	8.00am – 9.00am
Arrival	9.00am – 9.30am
Session 1	9.45am – 11.15am
Session 2	11.30am – 1.00pm
Session 3	1.30pm – 3.00pm
Session 4	3.15pm – 4.45pm
Departure	4.45pm – 5.30pm
Late Collection	5.30pm – 6.00pm

All parents / carers should sign in their children at the office on arrival at the Centre. Only persons named on the consent form will be able to collect them. **Changes to this must be notified to us in writing.** Children aged 14+ may sign themselves in and out once written parental permission has been received by LOPC.

We do not permit adults to accompany children on activity days, but will be happy to provide an escorted appointment if you wish to observe any part of the day.

**Breakfast Club is from 8.00am-9.00am:** At a charge of £5.00 children may be dropped off early at the centre, they will be provided with a breakfast consisting of cereal, toast and drinks.

**Late collection is from 5.30pm-6.00pm:** Late collection during the holiday scheme is available at a charge of £2.50. If late collection is not booked and the child is picked up between 5.30pm and 6.00pm then a £2.50 cost will be incurred.

### **Overdue collection**

Any collections after 6.00pm will be charged at a rate of £5.00 per 15 minutes, or part thereof, that the child remains in our care.

## Kit Lists

### **After School Club Kit List**

- A change of clothes, you might get wet or muddy
- Change of Shoes
- Warm clothes for outside during the cold weather
- Towel and change of underwear (for water activities)
- Any medication you might need

### **Holiday Scheme Kit List**

- Activity Clothes
- Trainers (not open toe or sandals)
- Long sleeves and trousers are required for some activities
- Packed lunch and drinks
- Any medication you might need
- Complete change of clothes
- Change of footwear
- Water proofs
- Towel and soap
- Plastic bag for wet clothes
- Sun cream & sun hat (sunny weather) / hat, scarf and gloves for cold weather
- Money for vending machine

### **Personal Property**

All of your personal belongings are your responsibility at all times; LOPC takes no responsibility for any loss or damage. Unfortunately we cannot provide locker space for bags or jackets. There is a valuables box which is located in the office for small items when participating in water activities. Spending money may be left in a named envelope in the office.

### **Lost Property**

Any lost property is located under the A Frame stairs in tubs. LOPC stores lost property for 2 weeks and any unclaimed lost property is then sent to Environ for recycling. Please ensure your child's property is clearly named and check that they have all their property before they leave the centre.

### **Do Not Bring**

LOPC will not be responsible for any loss or damage that occurs to personal property. We ask that no Mobile phones, MP3 Players, personal stereos, electronic games, jewellery and non water-resistant wrist watches are brought to the Centre.

## **Payment Procedures**

### **After School Club**

LOPC accepts payment on a daily, weekly or monthly basis. A bill is issued at the beginning of the month outlining your child's predicted attendance. Payment will be expected for all absences unless we are informed in advance by no less than 48 hours.

If a child is unable to attend on a specific day they may be able to transfer their session to another day within the same month providing there are spaces available. Payment for additional sessions must be made prior to attendance.

### **Holiday Scheme Payments**

A non refundable deposit of 50% is required when any booking is made. The remaining balance is due on the first day of attendance.

Payments can also be made by installments provided that payment has been made in full before your child attends.

### **Methods of Payment**

Payment can be made either over the phone or in person by credit or debit card, bank transfer or cash. Unfortunately we do not accept American Express cards.

Should you wish to make a bank transfer our details are as follows;

Bank Name: Natwest

Sort Code: 60 60 06

Account Number: 46446931

Because we are an Ofsted registered group we also accept childcare vouchers. Our Ofsted number is 226869, should you require our child care voucher account information you should contact the Activate Coordinator.

### **Non Payment of Bills**

Any bill that is not paid by the end of the month and requires a reminder to be sent, will incur an admin charge of £10 for each reminder. If, following previous letters and phone calls LOPC has not received the outstanding payment for the After School Club or the Holiday Scheme, then the debt will be passed to a suitable debt recovery organisation who will arrange for the recovery of the debt. There will be additional charges of a minimum of £30 added to the bill in addition to any other fees and statutory daily interest as imposed by the Court.

## **Medication, Illness and Emergency**

All LOPC staff are trained in first aid. Should an accident occur an accident report form will be completed and will need signing by a parent / carer. If necessary it will be investigated further in order to prevent any further accidents. If hospital treatment is required the person with legal parental responsibility (as written on the registration form) will be contacted. It is understood that you have given consent to any medical or emergency treatment on your child's consent form.

Should your child require medication while at the centre, it must be handed in to the office. An Administer of Medication form will then be completed and the medication will be administered at the agreed time. No medication should be left in your child's bag or lunchbox in case it is misplaced.

**Anyone with suspected or diagnosed contagious illness should not attend  
Activate until all symptoms have completely disappeared. Please inform LOPC  
at the earliest opportunity should this be the case.**

## **Behaviour**

Positive behaviour and good manners are important skills actively encouraged by LOPC staff. Any children behaving in an unacceptable manner will be reported to their parents / carers. If behavioural problems arise then parent / carer support will be sought and expected throughout. Should unacceptable behaviour continue LOPC reserves the right to exclude the child concerned.

We try to encourage good behaviour by having an "Activate Smilies scheme". Children who attend the After School Club and Summer Holiday Scheme can collect smilies. These are given for good behaviour, assisting the Instructors, or for putting exceptional effort into an activity. These are then collected up and exchanged for rewards.

Good behaviour is also required from parents / carers. This includes

- No smoking on site,
- No swearing and inappropriate behaviour towards staff, children and other parents / carers.

Should anyone experience any problems regarding an adult's behaviour then please inform the office immediately.

## **Safeguarding Children**

### **Summary of LOPC Bullying Policy**

At LOPC, bullying is defined as the repeated intimidation, humiliation and abuse of an individual by one or more other people.

Bullying may be physical, verbal or psychological. It can take the form of:

- Physical assault.
- Mental cruelty.
- Name calling.
- Taunting remarks and behaviour.
- Malicious gossip.
- Harassment.
- Extortion of money or property.
- Forcing people to do things against their will.

LOPC will not tolerate bullying in any form and will support anyone who is subjected to it. LOPC Staff will inform people who do the bullying and their parents / carers, and will expect these people to modify their behaviour. If they do not improve their behaviour, then they will be excluded from LOPC.

### **Summary of LOPC Safeguarding Children Policy**

Leicester Outdoor Pursuits Centre recognises the need to provide a safe environment for children and young people whilst in their care and to protect them from harm. All our staff undergo rigorous pre-employment vetting checks and regular Safeguarding training is delivered to all staff.

#### **Types of Abuse:**

- Physical
- Sexual
- Emotional
- Neglect

#### **Indicators of Abuse:**

- Unexplained or suspicious injuries (particularly on parts of the body not normally prone to injury).
- Injury where the explanation seems inconsistent.
- Someone else expresses concern about the welfare of an individual.
- The person describes what appears to be an abusive act involving themselves.
- Unexplained changes in behaviour.
- Loss of weight for no apparent reason.
- An individual becomes increasingly dirty or unkempt.

## **Safety, Licensing & Accreditation**

LOPC has been inspected to ensure that our work is meeting recognised national standards for safety and quality. We are pleased to announce that we passed all these inspections with glowing reports and have the following accreditations:

- British Canoe Union (BCU) Approved Centre for Paddlesport activities.
- Adventure Activities Licensing Authority (AALA) License for Climbing, Trekking and Watersports.
- Learning Outside the Classroom Quality Badge.
- Adventuremark Accreditation.

### **BCU**

LOPC is annually inspected by the BCU on aspects of health and safety and management of equipment and activities. LOPC can deliver BCU coach education course and paddler personal development courses.

### **Adventure Activities Licensing**

Adventure Activities Licensing ensures that activity providers follow good safety management practices in Climbing, Trekking and Watersports. These should allow young people to experience exciting and stimulating activities outdoors without being exposed to avoidable risks. AALA inspects activity Centres and other activity providers on behalf of the Health and Safety Executive.

### **Quality Badge**

LOPC has been awarded the Quality Badge by the Council for Learning Outside the Classroom (LOtC) for the standard of activity provision delivered to school groups. The LOtC Quality Badge is intended to assist schools in identifying external LOtC providers who deliver good quality teaching and learning experiences and manage risk effectively.

### **Adventuremark (AAIAC)**

Adventuremark is a non-statutory safety accreditation scheme devised by the Adventure Activity Industry Advisory Committee (AAIAC) for providers of adventurous activities that are outside the scope of the Adventure Activity Licensing regulations.

The Adventuremark accreditation allows LOPC to demonstrate to our customers that the potential risks of adventure activities have been inspected and found to meet the AAIAC Provider Accreditation standards which define “good practice” in the adventure activity industry.

### **Ofsted**

LOPC is inspected by **Ofsted** for the Out of School Day Care provision for children aged between 5 years to 8 years. As such LOPC conforms with the 14 national standards for child care as set by Ofsted. The last inspection by Ofsted was in October

2007 for which LOPC received a **"good"** report. For further information and to view the LOPC inspection report please visit: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Feedback Procedure**

To help us maintain the high quality care we welcome genuine feedback. Complaints should be made to the Centre Manager who will endeavour to deal with your complaints efficiently and effectively in accordance with our complaint procedure.

All matters will be dealt with in the strictest confidence. Complaints can also be sent directly to Ofsted at:

Early Years Ofsted,  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

Ofsted phone number: 08456 40 40 40

**Equal Opportunities:** The Centre promotes equality of opportunity. We wish to provide a welcoming environment for everyone regardless of race, gender, sexuality and disability. Equal Opportunities at the Centre are reviewed regularly.

### **How to Contact Us**

If you have any queries or would like more information, please do not hesitate to contact the Activate Coordinator:

Clair Mitchell  
Leicester Outdoor Pursuits Centre,  
Loughborough Road,  
Leicester,  
LE4 5PN  
Tel: 0116 2681426  
Email: [activate@lopc.co.uk](mailto:activate@lopc.co.uk)  
**[www.lopc.co.uk](http://www.lopc.co.uk)**





# Leicester Outdoor Pursuits Centre

Leicester Outdoor Pursuits Centre is set on a 15 acre site next to the River Soar, making it the perfect place for a wide range of exciting activities available for all abilities and experience levels. All activities are run by fully qualified Instructors.

Our site is as accessible as possible and we have a hoist to enable people with reduced mobility to take part in water activities. We endeavour to be as flexible as possible to ensure your visit is highly enjoyable, and you want to come back again and again!

## How to find us:

### From City Centre

Follow signs for the A6 Loughborough.  
Where the A6 meets the ring road A563  
take the exit onto A6030  
Loughborough Rd.  
LOPC is the first turning on the left.

### From the North

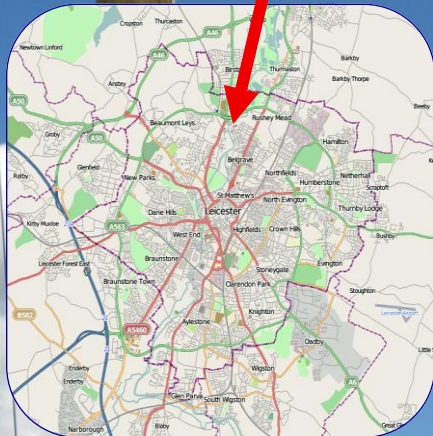
Follow A6 Signposted City Centre.  
Where the A6 meets the ring road A563  
take the exit off the roundabout onto  
A6030 Loughborough Rd.  
LOPC is the first turning on the left.

### From the West, East & South

Join the ring road A563 until it meets the  
junction with the A6 Leicester /  
Loughborough Rd.  
Take the exit off the roundabout onto  
A6030 Loughborough Rd.  
LOPC is the first turning on the left.

### By Bus

Leicester Outdoor Pursuits Centre is  
served by two buses, the 126 & 127.  
Both stop just 100 metres away from  
the Centre.



**SAT NAV: LE4 5PN**

Leicester Outdoor Pursuits Centre, Loughborough Road, Leicester, LE4 5PN

Tel: 0116 268 1426 Email: [info@lopc.co.uk](mailto:info@lopc.co.uk) Website: [www.lopc.co.uk](http://www.lopc.co.uk)