

Extra Important information



Behaviour: Positive behaviour and good manners are important skills actively encouraged by the Activate 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 the club 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 can collect smilies. These are given for good behaviour, assisting the instructors, or for putting effort in to an activity. When the children collect them they can either win lollipops or save up for bigger awards.



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

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

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

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
- "Sending someone to Coventry"
- 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 Child Protection Policy

Leicester Outdoor Pursuits Centre recognizes the need to provide a safe environment for children, young people and vulnerable adults whilst in their care and to protect them from harm.

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

Procedures for dealing with allegations or suspicions

- Action is taken immediately, there is a 'duty of care' to report and concerns to the appropriate authority
- In the case of bullying, follow the procedure on the centre anti-bullying policy
- Report your concerns to the centre manager or club child protection officer

Medication, Illness and Emergency:

All staff are trained in first aid. Should an accident occur an accident report form will be completed and will need signing by 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 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.

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.

Termination of Contract

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

SAFETY

We are licensed by the Adventurous Activities Licensing Authority (AALA licence NO L6148/R0628) and are a British Canoe Union Approved Centre. We are also registered with Ofsted. A copy of our last report, a is available on www.ofsted.gov.uk

AALA inspects activity centres and other activity providers on behalf of the Department of Education and Skills (DfES). If the Licensing Authority is satisfied that the provider complies with national standards of good practice they issue a licence. The licensing scheme only applies to those who offer activities to young people under the age of 18 years and operate these activities in a commercial manner. Generally, licensing only applies to the activities when they are done in remote or isolated environments. For example, climbing on natural terrain requires a licence, climbing on a purpose built climbing wall does not.

The 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. As such LOPC is approved by the BCU to deliver:

- Kayaking up to Advanced Inland Waters.
- Canoeing up to Advanced Inland Waters

The 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 June 2004 for which LOPC received a "**good**" report. For further information and to view the LOPC inspection report please visit the 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 Golden Number: 08456 40 40 40

Equal Opportunities: The Centre promotes an equal opportunities policy. We wish to provide a welcoming environment for everyone regardless of race, gender, sexuality and disability and Equal Opportunities at the centre are reviewed regularly.