



At



HOLIDAY SCHEMES INFORMATION BOOKLET 2016/2017



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

Tel: 0116 268 1426

holiday@lopc.co.uk

www.lopc.co.uk



Registered Charity Number 1074671
Ofsted Number 226869

Introduction to the Centre and its Activities:

Leicester Outdoor Pursuits Centre (LOPC) has existed in various formats for more than 50 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. In March 2008 a new high ropes complex with climbing and abseiling towers was completed and shortly after that the building of outside ranges for archery and air rifles was finished.

Other land based activities on offer include fencing, orienteering, bushcraft, trebuchet building and team building. The River Soar allows for canoeing, kayaking, bell boating, stand up paddleboarding and raft building to take place.

The LOPC Holiday Schemes aim 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, helping to minimise any feelings of apprehension, therefore allowing children to feel comfortable in this new environment. The vast range of activities means that each child will find at least one activity they enjoy and excel at.



At LOPC we take childcare very seriously, and understand the trust you place with us when you choose us to look after and care for your children. All of our staff are subject to an Enhanced DBS Check and undergo regular training in Safeguarding, childcare and activity delivery matters.

Children attending should feel confident within the setting to enable them to develop physically, emotionally and socially whilst having the opportunity to explore, discover and be creative. We believe that children should be allowed to play freely both indoors and outdoors, most of all we encourage the children to have fun!

What our Parents think about us:

It's an absolute joy for me to drop my children off at LOPC because I know they are going to have fun, make new friends and have a great time. Thank you so much and I am so glad this place exists in Leicester.

My son attended the Holiday Scheme and had the most brilliant time. He came home every evening full of excitement and enthusiasm – I don't think I've ever seen him so animated. He thoroughly enjoyed all the activities, each day being even better than the last.

You always manage to positively encourage S to move out of his comfort zone so that he is able to experience new and exciting adventures (it really boosts his confidence and self-esteem).

THANK YOU!!! I have nothing but praise for the service you provide, all of the staff I have encountered face to face or over the phone have been exceptional.

The Holiday Schemes:

The 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 8.30am and 9.30am, however, if you require an earlier drop off time, we also provide a Breakfast Club from 8.00am. Throughout the day the children take part in 4 x 90 minute activity sessions. Collection is between 5.00pm and 6.00pm. During the summer holiday there are also opportunities to take part in Specialist Weeks, including Sailing, Caving, Gorge Scrambling and a host of other exciting activities and sports.

If you are a member of our After School Club you get a 10% discount, please ask at the reception desk or contact Aimee at holiday@lopc.co.uk

Holiday Scheme Timetable:

Breakfast Club	8.00am – 9.00am
Arrival	8.30am – 9.30am
Session 1	9.45am – 11.15am
Morning Break	11.15am – 11.25am
Session 2	11.25am – 12.50pm
Lunch Break	12.50pm – 1.50pm
Session 3	2.00pm – 3.20pm
Afternoon Break	3.20pm – 3.30pm
Session 4	3.30pm – 5.00pm
Collection	5.00pm – 6.00pm

Breakfast Club:

Runs from 8.00am - 9.00am and costs £3.00. Children may be dropped off early at the Centre, they will be provided with breakfast consisting of cereal, toast and drinks.

Arrival:

All parents / carers should sign in their children at the office on arrival at the Centre. 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.

Collection:

At collection time parents / carers should report to the office, they will be directed from there. Only persons named on the Registration 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:

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.

The After School Club:

LOPC also runs an After School Club that 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 3 or 4 activities each time they attend (Note: under 8s 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 pick-ups:

Pick-ups for the After School Club are made from Belgrave St Peters, Mellor, Woodstock and Wolsey House Schools on foot. We have a bus that picks up from 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 DBS checked).

Kit List:

- Activity Clothes
- Trainers (not open toe or sandals)
- Long sleeves and trousers are required for some activities
- Packed lunch, snacks and drinks
- Any medication that might be needed
- Complete change of clothes
- Change of footwear
- Waterproofs
- 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.

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 away 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, electronic games, jewelry and non water-resistant wrist watches are brought to the Centre.

Terms and Conditions:

Our full Terms and Conditions for the Holiday Schemes will be sent to you separately and can be found here:

www.lopc.co.uk/about/boring-stuff/terms-and-conditions/holiday-schemes/

Payment Procedures:

A non-refundable deposit of 50% is required when any booking is made. The remaining balance is due on the first day of attendance. Changing dates requires an additional booking and therefore will require full payment on top of the deposit for the original dates booked.

If you do not turn up on booked days, you will still be required to pay the full amount.

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

Booking via our website is necessary for all bookings. PayPal are the payment provider meaning you can use your debit or credit card or your PayPal account if you prefer. (Please note: a PayPal account is not required to make a payment.)

Methods of Payment:

Credit or debit card Please call (0116) 2681426 or call in to reception to pay with any major credit or debit card.

Please note there are no charges for using credit or debit cards with the exception of American Express where a 10% surcharge is applied.

Cash Please pay cash at our reception desk only.

Bank transfer Account name: Leicester Outdoor Pursuits Centre
Bank: NatWest
Sort code: 606006
Account number: 46446931

Childcare Vouchers To use your preferred childcare voucher provider please contact us on (0116) 2681426 for the specific information required to set this up.

Cheque We are sorry but we no longer accept personal cheques.

Non Payment of Bills:

If, following previous letters and phone calls LOPC has not received an outstanding payment for 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.

Tax credits:

As part of the Working Tax Credit scheme most working parents qualify for extra help towards the costs of childcare. If you do qualify, the total amount of help you receive will depend on your income but can be as much as 80%. www.gov.uk/claim-tax-credits for more details and eligibility. If you require any paperwork filling in please discuss this with the Holiday Scheme Coordinator.

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 Registration 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 the Holiday Scheme 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 behavioral 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 implementing reward systems. These rewards can be earned by good behaviour, assisting the Instructors, or for putting exceptional effort into an activity. Good behaviour does not go unnoticed as it encourages new or younger children to behave in the same manner.

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.

Additional Needs Statement:

We wish to make all children and parents feel welcome and happy. All children will be respected and their individuality and potential recognised, valued and nurtured. We aim to support children with additional needs and work with parents, health care professionals and other agencies to ensure this.

Inclusion Policy:

LOPC aims to be fully inclusive and adhere fully to current guidelines and legislation. If a child has additional needs then those needs will be discussed with parent(s) and appropriate steps put in place. This will include staff training needs, strategies to be put in place and any additional support needed from the local authority, school or other agencies.

Confidentiality:

Information on an individual child will be kept securely in the office. The After School Club Coordinator will share information with the parent and then appropriate information with childcare professionals and LOPC staff as appropriate.

In an extreme case the key person can share information with an appropriate agency or childcare professional e.g. safeguarding children.

Staff will not discuss matters of a confidential nature outside of the Holiday Scheme and only amongst themselves if absolutely necessary. Private lives of parents and staff should be kept private.

Sun policy - outside activities during warm/sunny weather:

During warm weather please send your child with a hat.

Children will have access to drinking water at all times.

Your child should bring suitable sun screen that can be applied to exposed skin prior to activities outside. If this is not provided then LOPC staff will provide sun screen from a recognised manufacturer. You must state on the Registration Form if there are any types of sun screen that cannot be used. Sun screen will be reapplied at suitable intervals according to manufacturer's guidelines.

Pictures and Social Media:

Pictures of your child(ren) taking part in activities are taken on a regular basis and used for internal displays and marketing.

No pictures will be given to any third party.

If you do not want your child to have their picture taken or used for promotional/social media the please indicate this on the Registration Form.

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.

Safeguarding Children:

Summary of LOPC Bullying Policy:

Bullying will not be tolerated at Leicester Outdoor Pursuits Centre!

At LOPC, bullying is defined as intimidation, humiliation or abuse of an individual by one or more other people. Bullying may be verbal, physical or mental. It can take the form of:

- Name calling
- Teasing
- Physical assault
- Spreading of rumours
- Taking someone's money or property
- Harassment
- Ignoring someone on purpose
- Forcing someone to do something 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, 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

LOPC accepts the moral and legal responsibility to implement procedures to provide a duty of care for all children and young people, to safeguard their well-being and protect them from abuse. In order to ensure that this responsibility is fulfilled the following will be undertaken:

- Respect and promote the rights, wishes, cultural beliefs and feelings of everyone.
- Recruit, train and supervise its employees to adopt best practice to safeguard and protect people from abuse and themselves from false accusations.
- Respond to any allegations appropriately and implement the appropriate disciplinary and appeals procedures.
- Provide support to staff to whom situations and allegations are disclosed.

LOPC will abide by the following principles:

- Everyone has equal rights to protection from harm.
- Everyone should be encouraged to fulfil their potential and inequalities should be challenged.
- Everybody has a responsibility to support the care and protection of people.
- It is the responsibility of child protection agencies to determine whether or not abuse has taken place, but it is everyone's responsibility to report any concerns.

The full Safeguarding People Policy can be found here:

www.lopc.co.uk/about/boring-stuff/policies/

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 Canoeing Quality Mark for paddlesport activities.
- Adventure Activities Licensing Authority (AALA) License for Climbing, Trekking and Watersports.
- Learning Outside the Classroom Quality Badge.
- Adventuremark Accreditation.

British Canoeing Quality Mark:

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

All Centres promoted by British Canoeing undergo a rigorous approval process and are awarded the Activity Quality Mark. The Centres provide the highest standards in safety, coaching and activities. Centres employ professional qualified staff and provide a structured way to get started through beginner courses and starter sessions.

Adventure Activities License:

The aim of adventure activities licensing is to provide assurances to the public about the safety of those activity providers who have been granted a license. In this way it is expected that young people will be able to continue to enjoy exciting and stimulating activities outdoors without being exposed to avoidable risks of death or disabling injury.

A license indicates that the provider has been inspected by the Adventure Activities Licensing Service on behalf of the Adventure Activities Licensing Authority, with particular attention being paid to their safety management systems with young people, and has been able to demonstrate compliance with nationally accepted standards of good practice in the delivery of adventure activities to young people, with due regard to the benefits and risks of the activity.

Learning Outside the Classroom 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:

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.

AAIAC has appointed Adventure Activity Associates Ltd. to operate Adventuremark on its behalf.

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 registered on the Ofsted Childcare Register for 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 July 2015 and confirmed that LOPC was “compliant”. For further information please visit: www.ofsted.gov.uk/parents

Summary:

What you can expect from us:

We will...

- Provide families with a quality service.
- Provide your child(ren) a stimulating and caring environment.
- Supply quality staff that are trained above national requirements and are positive role models for children.
- Provide a varied, exciting and challenging activity programme to aid the development of your child(ren).
- Keep families informed of their child’s development.
- Always treat families with respect and without prejudice.
- Always listen to your comments and concerns and deal with any issues promptly.
- Uphold consistent and simple rules and promote positive behaviour.
- Discuss any issues with parents to try and form a joint approach to any problem.
- Maintain confidentiality at all times.
- Inform families of any illnesses children may have come into contact with at the setting or injuries they may have sustained.

What we expect from you:

Please...

- Inform us of any change in circumstances, in particular addresses and telephone numbers.
- Support us with regard to behavioural problems so that situations can be improved.
- Do not smoke or swear whilst on our premises.
- Pick children up at the agreed time.

- Inform us of any changes in hours or cancellations as soon as possible.
- Make your payments on time.
- Always treat staff with respect and direct any comments/complaints at the appropriate people i.e. supervisors or managers.
- Inform us of any illnesses etc. your child has that may be contagious.

Feedback Procedure:

To help us maintain the highest quality of care we welcome genuine feedback: Is our childcare good? How can we make it better? Do you have any concerns?

If we do not meet your expectations then 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:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Ofsted phone number: 0300 123 1231

How to Contact Us:

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

Aimee Busko

Leicester Outdoor Pursuits Centre,

Loughborough Road,

Leicester,

LE4 5PN

Tel: 0116 2681426

Email: holiday@lopc.co.uk

www.lopc.co.uk