

PARENT GUIDE - OUR POLICIES



STAFF TRAINING

Many of our venues are on the Ofsted Voluntary Register. Part of our staff training is in the 'common core skills', identified by Ofsted. The common core skills can be found at www.ofsted.gov.uk

In addition to following common core skills, our staff also receives comprehensive training that include:

- Supervision of children
- Child protection
- First aid
- Fire procedures
- Equipment safety

This is all covered in our risk management document, which each member of staff is taken through in detail during the induction.

RECRUITMENT

All staff must:

- Attend an interview
- Complete our online training programme
- Provide professional and personal references
- Be registered/cleared carrying out an ENHANCED DISCLOSURE
- Hold the necessary qualifications for the sport or activity they are instructing
- Have signed a health disclosure clause in their contract

No person applying for the position available will be treated less favourably than any other person on the grounds of their race, colour, religion, language, culture, gender, appearance, disability, marital status, class, personality or lifestyle.

INSURANCE

Activate Sport are comprehensively insured. A copy of our certificate can be found at every venue that we operate in.

UNDER 5'S

For legal reasons we can only accept children on the camp who are in compulsory full time education. This does not include nursery, kindergarten or pre-prep school children.

CHILD SECURITY

Activate Sport operates a reference number security system. When booking your child you will be issued with a unique code number, this will be the reference number for every camp that your child attends. You need to quote this number when collecting your child each day from camp. If someone else is collecting your child other than yourself you must pass this code onto them and inform our office or the Camp Manager on site. No children will be released without this reference number.

Our security emergency action plans will be included within the risk assessment documents for each venue. Activate staff are given guidance over our security procedures during their staff training at an induction.

LOST PROPERTY

At the end of the week lost property will be displayed at the parent/guardian pick up point. We cannot guarantee the return of all lost property and we do send this on to charity shops 2 weeks after a camp has finished.

PACKED LUNCH

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We do not provide packed lunches for children. You must send children with a packed lunch but please note that we do not always get access to refrigeration facilities, though all lunches will be stored in a cool dry place.

Activate Sport will provide snacks and drinks throughout the day.

ACCIDENT REPORTING

Any incidents, e.g. administering first aid, that need to be documented shall be by the camp manager and parents will be made aware of the incident that occurred to their child. It is essential that parents sign all incident report forms so that they are immediately and fully aware of anything that may have occurred to their child that day. Our accident emergency plans will be within the risk assessment documents for each of our venues.

If a serious accident takes place during the camp you will be contacted as soon as possible. In this instance our staff will have had guidance over the RIDDOR regulations, which they may be reportable under.

FIRE SAFETY

Fire safety procedures are written and include guidance for staff on the safe evacuation of the buildings being used at the venue. This is linked directly to the venues existing procedures. Our fire emergency action plans are included within our risk assessment documents for each venue.

We will carry out a fire drill on the first morning of every weeklong camp in line with existing procedures. This drill will be logged by the camp manager and kept on record at our head office.

Staff are provided with training in their responsibilities in respect of fire safety at the venue.

ADVERSE WEATHER

If weather is cold, too hot or wet, children will take part in indoor activities.

We advise you to send children to our camps with plenty of sunscreen.

Activate Sport members of staff cannot administer this but our staff will encourage children to put this on at regular intervals throughout the day.

Activate Sport will provide drinks for children throughout the day.

HYGIENE POLICY

Activate Sport is committed to maintaining high standards of health and hygiene throughout its camps.

We will maintain the cleanliness of facilities and equipment, and give our staff guidance on maintaining a healthy environment and good hygiene practice.

BULLYING

Bullying is not tolerated on any Activate Sport camp. If a child feels that they are being bullied then they are encouraged to report this to their Group Instructor. Group Instructors will pass this information on to the Camp Manager immediately who should then discuss the matter with the child and with their Instructor.

A member of staff in any bullying incident will complete a behaviour report. It is worth bearing in mind that the bully may have problems of their own which are resulting in this behaviour and need to be dealt with sensitively and fairly. There may be reasons for their bullying but there are no excuses for such behaviour. If we are convinced that bullying has taken place then we will decide what action is appropriate. If the bullying is of a serious nature we will inform the relevant parent/guardian. In serious cases we may need to consider the removal of the bully from the camp.

BEHAVIOUR POLICY

Our staff are trained to treat all children fairly and recognise that each is an individual. We aim to provide a challenging, fun learning experience for each child. Our staff continuously encourages positive and good behaviour from every child at a camp through recognising and rewarding such behaviour.

Challenging/Inappropriate behaviour management procedure

1. Initially the Group Instructor will try to deal with the situation.

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2. If unsuccessful: Manager will try to deal with the situation, removing the child/children from the group having a witness present.
3. If unsuccessful: Parent/Guardian will be involved. In some cases the parent/guardian will be asked to collect the child/children during camp time. We will endeavour to involve a parent/guardian at the end of the camp whenever possible.
4. Suspending a child will only be considered after consultation with head office.
5. A member of staff in a behaviour report will record any poor behaviour. Reports will be shared with parents when necessary.

CONCERNS AND COMPLAINTS PROCEDURE

Should you choose to make a complaint or you have any concerns about the camp, you should first contact the camp manager. At every camp our camp manager will have complaints forms in order to log any complaints or concerns anyone may have. The camp manager will then pass this information onto head office. If this route of communication is not appropriate then please contact us at our head office either by phone or email. Our staff team are trained to process your comments, passing them on to the appropriate department and management level.

If a complaint is received at Head Office we will always respond within 24 hours. Complaints against a venue or school must be directed through Activate Sport staff rather than direct to the venue. A record is always made on our database recording full details including any subsequent details, action taken and whether the complaint is complete. If necessary the complaint will be investigated and a written report will be returned to the complainant within 7 days.

UNCOLLECTED/LOST CHILD POLICY

At least two adults will remain with the child until collected. We will not allow the child to return home alone or with an unauthorised adult unless we have your permission. If this occurs more than once for the same child Head Office will be informed. If after two hours no one arrives to collect the child and we have been unable to contact anyone by telephone, we will call the local social services department who will make arrangements for a social worker to collect the child.

We also have procedures if a child is lost on the camp so please contact us should you require a copy of this policy.

CONTACTING PARENTS/GUARDIAN

Parents will be contacted in the event of serious injuries such as:

- A broken or suspicion of broken bone.
- If the child is unable to participate due to serious illness.
- If a child is seriously unhappy about being on the camp.
- Bang to head that may result in concussion.
- Any situation resulting in a hospital visit (we will endeavour to contact you before any hospital visit).
- Serious behaviour problem.

SICK CHILD POLICY

Every child attending an Activate Sport camp must be rid of any sickness/illness 48 hours prior to the camp commencing. Parents that would like to discuss their child's case individually are more than welcome to contact us.

MEDICATION

We will only administer prescribed medication to a child, e.g. inhaler or antibiotics. To do this we will need written and verbal consent from the parent, signing a medication form at the start of a camp can do this. The camp manager will document the administering of medication, as well as the dropping off and collection of the medication itself.

Children will be asked to administer their own sunscreen at an Activate Sport camp.

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EMERGENCY MEDICAL ADVICE

We seek written permission from every parent that we can call on emergency medical advice, e.g. call an ambulance, if required. This requirement will be placed on our terms of agreement on our application form that parents sign.

If a child suffers from **anaphylaxis** (primarily nut allergy) we must be informed of this on the child's application form. In this case we will ask for written consent from the parent allowing us to administer emergency treatment if needed. It is essential that either the parent or someone with the correct medical background give adequate training in how to administer the injection

HIV AND AIDS CONFIDENTIALITY

There is no obligation to disclose information about an individual regarding HIV to our members. Disclosure of information is not permissible without the consent of the individual or their parent/guardian.

SPECIAL NEEDS POLICY

Activate Sport welcomes children of all ability, from the most able to those with very special needs. We want all children to discover and improve the talents they possess and we hope to be a partner in developing your child's confidence and self-esteem. It would help the instructors at Activate Sport if the parents of children with particular needs could explain and discuss those requirements when applying for a camp. There is space on the camp application form for this information, or you could contact 'Jude Sutton' the Special Needs Coordinator by phone, email or letter at the Activate Sport head office. Jude will ensure that your child's needs are made known to all the relevant Activate Sport staff and she will help those staff adapt the camp experience to help your child be challenged, be safe and succeed.

It is worth noting that we assess each case individually and will only allow children with special needs to attend if we have the appropriately qualified staff on that particular camp providing the necessary care and attention required for that child.

EQUAL OPPORTUNITIES POLICY

We welcome children of all races, religious beliefs, cultures, languages, gender, health and character to attend and enjoy our camps. Each child is of equal value to us and we re-emphasise this in the structure of each session we run during a day at an Activate Sport camp.

Our staff demonstrate a positive attitude towards the children, and we believe in fostering and promoting a similar positive attitude between the children themselves. Any sort of discriminating behaviour whether from attendees, staff or parents is unacceptable at Activate Sport. This sort of behaviour would be challenged and dealt with immediately.

We believe our camps are another step in educating children against inequalities and discrimination in our society.

Our equal opportunities policy is based on and reflects the following acts: Sex Discrimination Act (SDA) 1975; Race Relations Act (RRA) 1976; Race Relations (Amendment) Act 2000; Disability Discrimination Act 1995; Rehabilitation of Offenders Act 1974; Equal Pay Act 1970 (amended 1983).

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SWIMMING POLICY

The ability level of each child taking part in a swimming session will be assessed by a qualified lifeguard / swimming coach. This will determine which zone a child is allowed to swim in. Ability levels of each child are recorded and held by the camp manager.

1. Provision of poolside staff

The table below illustrates the minimum staffing levels during swimming at Activate Sport camps. Also worth noting is that all swimming is non-programmed or unstructured.

Pool design/type	No. of Bathers	Quiet Use	Busy Use
Small < 20m	30-81	1	1
Medium 20-25m	Max 125	1	2
Large > 25m	Max 208	2	3
Leisure Pools	Max 208	2	4

2. Staff Qualifications & Training

The minimum qualification for an Activate Sport lifeguard is a current RLSS UK National Pool Lifeguard Qualification, and the lifeguard will have to show proof of this prior to any work on a camp. Each lifeguard is also required to hold a current certificate in Emergency First Aid. Activate Sport undertakes to always adhere to all procedures followed by the pool's venue operators. This includes the 'Normal Operating Procedures' (NOP's), the 'Emergency Action Plans' (EAP's) and the 'Spinal Injury Procedures' (SIP's) of each venue. All our lifeguards will receive training on all of these procedures during an Activate Sport induction day. They will also participate in a review of resuscitation and emergency first aid. All of this training will be recorded and filed by Activate Sport. The camp manager at each venue will carry a record of the training and qualifications of each lifeguard at that camp.

3. Systems of Work and Supervision

The maximum period over which a lifeguard will continuously supervise a swimming pool will be no more than 90 minutes and will normally be 60 minutes. At the end of a period of poolside supervision a lifeguard will be given a break from poolside for not less than 15 minutes during which other duties may be undertaken. Lifeguards must operate a mobile patrol poolside or be stationed in a raised observation point for no longer than 15 minutes.

4. Pool rules and regulations

Normal pool rules and regulations will apply to various activities. No running, pushing, ducking or bombing will be allowed.

Activate Sport recognises that diving is a hazardous activity and therefore has strict controls under which diving will be permitted –

1. Diving will not be permitted to take place in water less than 1.5m in depth.
2. Where diving is allowed, only shallow dives will be permitted. These areas will be marked with signs that comply with the Health and Safety (Safety Signs and Signals) Regulations 1996.

5. General Conditions for Admission

Activate Sport has the right to refuse admission to and may ask to leave the premises; any person who it is felt may present a safety hazard to him or herself, or to other users.

For children between the age of 4 and 8 years old there will be a parent or guardian (over 16 years old) in attendance for every 2 children.

Activate Sport requires that parents with children with serious medical conditions (diabetes, epilepsy and heart conditions) seek medical guidance from a doctor for the suitability of swimming. This

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guidance must then be relayed to the main office at Activate Sport prior to the commencement of a camp.

Risk Assessment Documents

Activate Sport will produce an individual risk assessment document for each venue of swimming. This will tackle every physical hazard at each venue, including gutters, steps, drains, and the position of the changing room entrance onto the poolside in relation to the depth of the pool. This document will be in line with the venue's NOP's, EAP's and SIP's. The camp manager will have all of this information available at all times during a camp.

SAFEGUARDING CHILDREN & CHILD PROTECTION

Activate Sport Ltd fully recognises its responsibilities for child protection.

Our policy applies to all Activate Sport staff members. There are five main elements to our policy:

- Ensuring we practice safe recruitment in checking the suitability of staff to work with children.
- Raising the awareness of our staff of child protection issues at our Activate Sport induction days and equipping children with the skills needed to keep them safe.
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse.
- Establishing a safe environment in which children can learn and develop.
- We recognise that because of the day-to-day contact our staff has with children at our camps they are well placed to observe the outward signs of abuse. Activate Sport will therefore:
- Establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to.
- Ensure children know that there are staff members whom they can approach if they are worried.
- We will follow the procedures set out for schools by the Area Child Protection Committee or Local Safeguarding Children Board and take account of guidance issued by the Department for Education and Skills to:
- Ensure we have a designated senior member of staff for child protection who has received appropriate training and support for this role. It will almost always be the camp manager.
- Ensure we have a nominated director of the company responsible for child protection that the designated senior member of staff can report to.
- Ensure every member of staff knows the name of the designated senior member of staff responsible for child protection and their role.
- Ensure all staff understands their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated senior member of staff responsible for child protection.
- Ensure that parents have an understanding of the responsibility placed on Activate Sport and its staff for child protection by making this policy available to parents at any time.
- Develop effective links with relevant agencies and co-operate as required with their enquiries regarding child protection matters.
- Keep written records of concerns about children, even where there is no need to refer the matter immediately.
- Ensure all records are kept securely and in locked locations.
- Develop and then follow procedures where an allegation is made against a member of staff.
- Ensure safe recruitment practices are always followed.
- We recognise that children who are abused or witness violence may find it difficult to develop a sense of self worth. They may feel helplessness, humiliation and some sense of blame. An Activate Sport camp may provide some stability and security in the lives of children at risk. Their behaviour at a camp may be challenging and defiant or they may be withdrawn. Activate Sport will endeavour to support children through:
- The content of our curriculums.

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- The company ethos, which promotes a positive, supportive and secure environment and gives children a sense of being valued.
- The company behaviour policy, which is aimed at supporting vulnerable children. Activate Sport staff will ensure that children know that some behaviour is unacceptable but they are valued and not to be blamed for any abuse which has occurred.
- Liaison with other agencies that support the children such as social services, Child and Adult Mental Health Service, education welfare service and educational psychology service.
- The actual procedure that our staff will be trained in and follow at Activate Sport camps in order to ensure child protection will always be available to parents. They can read it on our website or ask for it in writing from our head office. Our camp manager at each venue will also have a copy of this procedure. The procedure is as follows –
- If a camp instructor suspects that a child is suffering from any type of abuse they will immediately report their concerns to the camp manager.
- The camp manager will document these concerns and add any input he or she may have on the matter.
- The matter will then directly be reported to head office.
- The camp manager will talk to the parents at the end of the day regarding the concerns **unless** there is a suspicion of sexual abuse, in which case the matter will not be brought up with the parents.
- If there is a suspicion of sexual abuse then the social services and the police will be contacted immediately. The matter will then be passed over to these relevant authorities.
- If there is a suspicion of physical abuse then, as already mentioned, the matter will be brought up with the parents. If, after that consultation, the camp manager is satisfied the matter needs to be taken no further then it will be left there, although the entire process will be kept on record at Activate Sport head office. If, however, the camp manager is not satisfied after that consultation then the social services and police will be contacted immediately. Again the matter will then be passed onto those relevant authorities.

Learning Outside the Classroom Manifesto

The Learning Outside the Classroom Manifesto partnership was launched by the Secretary of State for Education and Skills on 28th November 2006. The Manifesto is a 'movement' or joint undertaking that many different stakeholders have helped to create and to which anyone can sign up. Its aim is to ensure that all young people have a variety of high quality learning experiences outside the classroom environment.

The Manifesto is a short publication with a vision statement and high level aims. Government departments (including DfES, Defra and DCMS), LOtC providers, local authorities, schools, youth groups and many other supporters are in the process of signing up to or 'endorsing' these common aims and making 'pledges' of practical action to support them. There is a Manifesto website with further details (where a copy of the Manifesto can be ordered or downloaded).

www.teachernet.gov.uk/learningoutsidetheclassroom

Activate Sport Ltd support the Manifesto because we believe that by working together we can provide many more opportunities for children and young people to experience the world beyond the classroom as an essential part of their learning and development. We recognise that, quality learning experiences in 'real' situations can raise achievement across a range of subjects and develop better personal and social skills. When these experiences are well planned, safely managed and personalised to meet the needs of every child they can:

- Improve academic achievement
- Provide a bridge to higher order learning

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- Develop skills and independence in a widening range of environments
- Make learning more engaging and relevant to young people
- Develop active citizens and stewards of the environment
- Nurture creativity
- Provide opportunities for informal learning through play
- Reduce behaviour problems and improve attendance
- Stimulate, inspire and improve motivation
- Develop the ability to deal with uncertainty
- Provide challenge and the opportunity to take acceptable levels of risk
- Improve young people's attitudes to learning.

As the role of the Manifesto is to make a difference, Activate Sport Ltd has also pledged our support by making public the actions we are taking or intend to take to deliver high quality learning outside the classroom.

We will therefore be working with schools, local authorities, parents, carers and the many other organisations committed to providing an exciting range of teaching and learning opportunities outside the classroom.

Consultation and research has identified key barriers to learning outside the classroom. These include: time and cost considerations; fears about pupils being injured and schools/teachers facing legal action; bureaucracy; low awareness of the benefits and the opportunities available; and a lack of confidence and training for teachers. The Manifesto's proposals, together with its pledges from partners, are designed to tackle these barriers. Supporters of the Manifesto have agreed to work collectively to:

1. Provide all young people with a wide range of experiences outside the classroom, including extended school activities and one or more residential visits
2. Make a strong case for learning outside the classroom, so there is widespread appreciation of the unique contribution these experiences make to young people's lives.
3. Offer learning experiences of agreed high quality.
4. Improve training and professional development opportunities for schools and the wider workforce.
5. Better enable schools, local authorities and other key organisations to manage visits safely and efficiently.
6. Provide easy access to information, knowledge, expertise, guidance and resources.
7. Identify ways of engaging parents, carers and the wider community in learning outside the classroom.

Only then will the Manifesto 'make a difference' to the amount and quality of learning outside the classroom.

Other key proposed measures of the Manifesto include:

1. The creation of a new, independent **Learning Outside the Classroom Council** to bring together providers from the public, private and voluntary sectors, in order to take ownership of and achieve the aims of the Manifesto.
2. The development of an **Out and About package** to support schools and others with guidance on planning and funding; staff training and development; and risk management including a new family of 'safety badges'.
3. Learning outside the classroom will also be part of the **revised School Self-Evaluation Form** or SEF, which is due to be published very soon. The revised SEF should therefore encourage schools

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to evaluate and develop their current activities and show how they contribute to learners' enjoyment and achievement.

Activate Sport Ltd is therefore looking forward to working with schools, local authorities, the Learning Outside the Classroom Council and all of the many organisations who have endorsed the Manifesto, to ensure that all children and young people have a chance to develop their learning in exciting and fulfilling ways outside the classroom.