



DERBY CITY COUNCIL

b-active Xperience

Parents/Carers Information

Venue: Springwood Leisure Centre, Springwood Drive, Oakwood, Derby DE21 2RQ
Telephone: 01332 664433, Minicom 01332 663809

The venue to bring and collect your child will be Springwood Leisure Centre.

Hours of operation

This b-active Xperience activity scheme will run from 9am to 3pm each day.

Food and drink

Having fun and being active will make your child hungry and thirsty. Breaks will take place as part of the activity. You should provide your own packed lunches and drinks. They need to be labelled with your child's name. Ice packs should be put in lunch boxes. Yoghurts and other dairy products should be given to a member of staff to put in the main fridge.

Prices

All prices are for each day for each child attending the activity scheme.

Standard: £11.75

Junior Passport to Leisure: £10.60

Junior Recreation Passport to Leisure: £9.40

Sickness

Children will not be accepted at the beginning of the day if they are unwell. If they become ill during the day, arrangements must be made for the child to be collected as soon as possible by the parent or carer. Children will not be accepted onto the activity scheme for five days once diagnosed with Chicken Pox. If children are well enough after five days, they can return onto the scheme.

Age of admittance

The activity scheme is registered for children from five to 15 years of age. Each day 24 places are available for five to eight year olds.

Image recording equipment policy

Children are not allowed to use cameras, video recorders and mobile phones during the activity scheme sessions. Children's mobile phones will need to be switched off at all times during the activity scheme sessions. If a child needs to use their mobile phone it will be supervised by a member of staff.

Personal belongings

Please label all belongings as Springwood Leisure Centre will not accept liability for any losses. Lockers are available at the centre. A £1 coin is required which is refundable.

Child protection

We are responsible for the care and protection of your child whilst on the activity scheme, which is registered by OFSTED under the Regulations of the Children's Act 1989. The scheme is inspected every summer. If an emergency occurs you will be contacted immediately. With minor incidents we will send a note with your child giving details. If your child arrives at the centre with an injury, then it is expected that you will tell us about it. Childhood injuries are a normal part of growing up and it is important that you and the activity scheme supervisor communicate openly. If the duty manager feels a child is at immediate risk, Rosehill Children's Social Care team will be notified. If the duty manager feels that a child is not at immediate risk the departmental child protection officer will be notified.

Medication

Please ensure that your child brings any essential medication with them and tells their activity coach if and when they need to take it. Activity scheme staff cannot give medication to children.

Behaviour of children

Children will be expected to take part in all activities they are booked on to. If your child misbehaves we will ask you to collect them and our exclusion policy may apply. You can get a copy of our exclusion policy from reception. We would consult with you before excluding your child from the activity scheme.

Weather

Some of our activities take place outdoors so we strongly recommend that your child brings some warm clothing, a hat and sun cream. Please label the sun cream with your child's name. Children will only be kept outside for short periods at a time. Drinking water is available at the centre.

Early Years procedure

Derby City Council have an Early Years procedure. Copies of this procedure are available at the centre.

Programmed activities

We may occasionally have to alter the published programme of activities due to unforeseen circumstances. Advanced notice will be given, when possible, of any alterations.

Cancellation and refund policy

We may need to close the centre or part of it for repair and maintenance or if it is damaged and is unfit or unsafe to use. In these circumstances we will refund a proportionate amount to reflect your losses when we need to close any facility for longer than a week.

If for any reason your child cannot attend the activity scheme please contact Springwood Leisure Centre as soon as possible. Requests for a refund must be made in writing to the Centre Manager enclosing your receipt. No refunds will be given unless your child's place is re-sold to another customer.

Activities will only take place if a minimum number of children are booked onto an activity. If Springwood Leisure Centre cancels the activity for any reason, any payment you have made for the activity scheme will be refunded in full.

Child drop off and collection

All children must be dropped off and collected at the advertised start and finish times.

Children over eight may leave the centre unaccompanied but please ensure that you have given your permission on the activity scheme booking form. If not, a written instruction, signed by a parent or carer must be received in advance by the centre manager at Springwood Leisure Centre. If this instruction has not been received no child will be allowed to arrive or depart the activity scheme unless collected by a parent or carer.

Should another nominated person be collecting your child at the end of the scheme, you must inform the activity scheme staff at the time of registration. Proof of identification will also be required from the person collecting your child.

Our coaching and supervisory staff

The activity scheme is supervised and run by enthusiastic, skilled and qualified staff who have all been Criminal Record Bureau checked and have received child protection awareness and procedures training.

Your feedback and comments

You will be given a feedback form to complete so you can let us know what you and your child think about the activity scheme. We would be very grateful if you could take the time to fill in the feedback form and return it to us as your comments help us to improve and develop future activities.

You can also make a comment, suggestion or complaint by:

- asking to speak to the duty manager
- filling in a Have Your Say form available from the centre reception
- contacting OFSTED, telephone: 08456 404040.

Photography

To help with the production of future promotional material Derby City Council may arrange to photograph activities taking place as part of the activity scheme. Please complete the photograph consent form together with the activity scheme booking form.

Further information

If you require any further information about the b-active Xperience activity scheme at Springwood Leisure Centre please contact: Springwood Leisure Centre, telephone 01332 664433, Minicom 01332 663809
email: springwood.sports@derby.gov.uk

Springwood Leisure Centre b-active Xperience activity scheme Agreement

We will do our very best to:

- treat your child fairly, care for them and ensure their happiness and safety
- provide a safe and secure environment for them to be active
- provide a varied and interesting timetable of activities
- ensure that your child is not bullied or treated unfairly by other children on the scheme
- keep you informed about any issues that affect your child
- only release your child to a 'named person'.

b-active Xperience Activity Scheme Co-ordinator.