

Camp Activate



**CAMP
ACTIVATE**

Information for parents

www.wiltshire.gov.uk/leisure-camp-activate

Camp Activate



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Introduction

This leaflet aims to give customers information about the standards and quality of service that can be expected from the Camp Activate programme operating through the school holidays.

- Camp Activate is a multi-activity programme for children aged between 5 and 14 years that operates across all our Wiltshire Council sites. Please note, according to OFSTED regulations as of October 2016, five year olds can only attend Camp Activate from the September after their fifth birthday.
- Camp Activate is registered with OFSTED on the compulsory register. Please see www.ofsted.gov.uk for further information on the compulsory register.
- All other activities published in the Camp Activate programme are run within a Wiltshire Council Leisure Centre. Depending on the activity it will be staffed either with Wiltshire Council employees, coaches employed by Wiltshire Council or suitably qualified coaches/volunteers from local sports clubs.

What does Camp Activate aim to do for my child?

- The overall objective of camp activate is to provide an experience that will be fun, active, purposeful, safe and educational.
- When appropriate, learning objectives will be set that will develop skills and knowledge. These learning objectives will be discrete to the child ensuring the fun element of Camp Activate is always present.
- To enable children to experience something different, we will use 'skill spots' to allow all children the opportunity to try a new sport/activity. Any external coaches used will be subject to the Disclosure and Baring Service (DBS).

How do Wiltshire Council ensure all children enjoy the camp activate experience?

- The camp activate programme will strive to deliver a broad range of activities and experiences for your child. These activities will range from team games, arts workshops, skill spots, sports coaching through to fun swims.

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- All activities are adapted to cater for all skill levels ensuring everyone can join in equally regardless of ability. When necessary, children will be grouped according to age. Weather permitting, some activities may be outdoors.

What measures are taken to ensure the safety of children during Camp Activate?

- All Wiltshire Council employees working on the camp activate programme are carefully recruited with thorough checks by the Disclosure and Barring Service (DBS).
- Once employed, staff will receive training in a variety of activities, leading groups of children and safeguarding children. This ensures we provide a fun, educational, safe high quality camp activate programme.
- When an activity is provided by a club, Wiltshire Council acts only as the promoter. The club is responsible for the organisation and staffing of the activity. All clubs are required to have signed up to the Wiltshire Council child protection policy which states;
 - Staff/Volunteer recruitment procedures will include police or social services checks where possible, and should always include self-declaration and the use of references'
- Club coaches used during camp activate are, where possible, National Governing Body qualified.
- Staffing ratios comply with the OFSTED guidelines. For children under 8yrs old, the ratios are: 5-7yrs 1:8, children over 8yrs old: 1:14.
- All Leisure Centre based activities in the camp activate programme will comply with the Wiltshire Council Health & Safety Regulations.
- All Camp Activate activities will have a qualified First Aider on site at all times. In the event of an accident first aid will be administered and if necessary children will be taken to hospital. A consent form to authorise this action will be required as part of the registration process.
- Accidents will be reported to parents who will be required to sign the relevant accident reporting documents when collecting the children.

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- Security of belongings is the responsibility of customers. Please note that bringing valuables to camp activate is discouraged. Please note that money must be carried by children and will not be looked after by staff.
- As necessary, and in line with the Wiltshire Council Child Protection Policy, Social Services may be informed of any concerns staff may have over the welfare of any child.
- In the event that a child becomes lost and staff are unable to locate him/her, parents will be informed, followed by Police and Social Services.
- Parents are requested to collect their children promptly. If delays occur please notify the Leisure Centre immediately. Children will not be left unattended and will be kept at the Leisure Centre until collected. A charge may be levied (see late collection charge below).
- If children are not collected attempts will be made to contact Parents/Next of Kin. After a reasonable time, Police and Social Services will be contacted.
- Wiltshire Council will treat all children with equal concern and consideration regardless of cultural and religious backgrounds. Any comments of a discriminatory nature by any child directed at any other child will be dealt with promptly by staff.
- As necessary, and in line with the Wiltshire Council Child Protection Policy, Social Services may be informed of any concerns staff may have over the welfare of any child.

Late Collection Charge

- The Camp Activate play scheme operates 8.30am - 5pm, Monday-Friday. You are expected to collect your child/children from the leisure centre promptly at 5pm or not later than 5.30pm.
- If you are unable to collect your child at 5pm due to exceptional circumstances you will need to contact the centre immediately and speak to the Duty Manager to confirm you will be collecting the child/children late, and state what time you will be on site to collect. If you are unable to contact the site then your child will still be supervised until such a time you are on site.
 - The site will monitor the above and if this occurs more than twice in any one holiday period (or more than three times during the summer holiday), any successive occasions of being late in that holiday period, will be penalised as follows;

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- Parent/Guardian will be charged an additional £5 per 5 min after 5.30pm for each 5 minute period they are late, for example 5.35pm; £5 charged, 5.40pm; £10 charged, 5.45pm; £15 charged etc...
- If there is persistent late collections resulting in late payment fees any future child/children Camp Activate bookings could be cancelled

Behaviour and Discipline

- Activities are structured to provide maximum interest and motivation for all participants therefore keeping any behaviour problems to a minimum.
- In order to keep Camp Activate enjoyable for all, children are expected to be polite, courteous and co-operative to staff and other children. Distractions such as toys and personal belongings must not be brought to an activity.
- Items brought along to the activity that cause a distraction will be taken from the child and locked in the safe until the end of the day.
- In the unusual event of unacceptable behaviour the following actions will be taken:
 - Unacceptable behaviour will be dealt with fairly and with sensitivity.
 - Parents will be informed of bad behaviour when collecting children at the end of the activity.
 - Bullying or incidents involving harassment will not be tolerated and staff will act appropriately to deal with any incidents.
 - Children will be encouraged to talk to staff and inform on any incidents of bullying or harassment.
 - Persistent unacceptable behaviour may result in a child being removed from any activity. In extreme cases parents will be contacted to arrange immediate collection of the child. Children with persistent unacceptable behaviour may be excluded from future camp activate sessions.

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How do I book Camp Activate?

- Camp Activate timetables and booking details will be displayed on our website approximately four weeks before the start of each holiday period. We also have a Camp Activate timetable available online for download too.
- The timetable will provide a breakdown of each camp activate day including each activity and time it is running, types of arts and crafts, holiday theme, any events outside the Leisure Centre and detailed information about skill spots
- The website provides a general overview of Camp Activate including important information for you and your child, Camp Activate times and prices.

Bookings for camp activate

- You must have a Leisure Card to make a camp activate booking.
- Payment must be taken at time of booking.
- Spaces are sold on a first come first served basis. Spaces are limited and non-transferable.
- Spaces can be booked from the last day of the previous holiday period.
- If, after booking, special activities are subsequently planned to replace a camp activate day, customers will be notified and given the opportunity to cancel. There will be no charge to the customer for any cancellations
- Wiltshire Council reserves the right to amend/cancel activities
- Normal payment terms apply.
- Bookings can be made over the phone and in the centre.
- Payment can be made by cash, debit or credit card.
- You will be asked if your child is bringing medication to the centre.
- Some childcare vouchers can be used, please contact reception for further information.

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- If administration of medication is required your booking will be passed onto the Duty Officer before booking.

Refunds and cancellations

- Customers who need to make a cancellation will not be charged when 24 hours' notice is given. The customer will receive loyalty points as totalling the full price of the booking for Activate. Only in exceptional circumstances, where there is a clear medical reason for the cancellation, will a refund will be authorised.

Registration

- Parent/Carer must complete a registration form for each child once a year. If any personal or medical details change within that year a new form must be completed. This form will be kept for in a secure place for a minimum of two years at the site they attend Camp Activate.

Signing in and out

- The parent/carer must sign their child in and out of every session, write down who is collecting them, sign to say all personal and medical details are correct and photography is consented.
- At the signing in/out point there will be a notice board or displays in the windows with any relevant information and amendments referring to camp activate. Parents should make themselves aware of this board in order to be fully informed of all details and any changes.
- Parents must accompany children to and from registration.
- Children are not encouraged to make their own way home. Collection is strongly advised. If an older child is leaving the activity unaccompanied a letter of consent must be provided in advance and the child must notify staff when leaving.

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Information for Customers with Specific Needs

- Wiltshire Council is committed to increasing opportunities for all children to participate in the activities it offers. If your child requires 1:1 care we can offer Camp Activate Plus or requires administration of medication they must contact the Duty Officer responsible prior to any bookings made.
- A meeting will be set up with the Duty Officer at which an assessment will be made. A discussion about your child's needs, availability of resources to meet any special requirements before booking is agreed.
- Parents/carers will be required to complete detailed medicals information forms and appropriate consent forms prior to the meeting.

Administration of medication during Camp Activate

- A limited number of spaces will be available for children who require either routine or emergency administration of medication. Please see above for information.
- For all children who do not administer their own medication, this will be done by a trained member of Wiltshire Council staff. Bookings involving this service will be handled by a Duty Officer or Duty Supervisor only and some additional time in the initial meeting should be allowed when booking to discuss.
- Wiltshire Council staffs are not able to administer all forms of medication. For more details of what can be administered, please contact the Duty Officer at your Leisure Centre.
- In circumstances where in between booking and attendance a child develops a requirement for medication the parent/carer should notify the Duty Officer at the Leisure Centre as soon as possible when it will be determined as to whether the booking can still be accommodated.

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Illness

- Any child suffering from a contagious illness must not attend Camp Activate. No medication should be sent without the prior approval of a Duty Officer and the completion of the relevant forms must be filled out.
- Failure to comply may result in the child being refused admission and the parent/carer being contacted to collect the child immediately
- Parent/carer of children who become unwell during an activity will be contacted to arrange immediate collection. Refunds are not available when children are collected through illness.

Contacts

If, for any reason, you want to comment on any aspect of the Camp Activate programme please make this known to a member of staff who will be happy to respond or direct you to the appropriate person. In the first instance this will be a member of the duty management team and normal Wiltshire Council Procedures will be followed.

Amesbury Sports & Community Centre

Antrobus Road, Amesbury, SP4 7ND

Tel: 01980 622173

Email: amesburysportsandcommunitycentre@wiltshire.gov.uk

Ofsted Reg No: 436044



AmesburyLC



AmesburyLC

Devizes Leisure Centre

Southbroom Road, Devizes, SN10 5AB

Tel: 01380 734880

Email: devizes.leisurecentre@wiltshire.gov.uk

OFSTED Reg No 146026



DevizesLeisureCentre



DevizesLC

Five Rivers Health and Wellbeing Centre

Hulse Road, Salisbury, SP1 3NR

Tel: 01722 434760

Email: fiverivers@wiltshire.gov.uk

Ofsted Reg No: 293556



FiveRiversSalisbury



5RiversCentre

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Marlborough Leisure Centre

Barton Dene, Marlborough, SN8 1PB

Tel: 01672 513161

Email: marlborough.leisurecentre@wiltshire.gov.uk

OFSTED Reg No 146032



MarlboroughLC



MarlboroughLC

Tidworth Leisure Centre

Nadder Road, Tidworth, SP9 7QN

Tel: 01980 847140

Email: tidworth.leisurecentre@wiltshire.gov.uk

OFSTED Reg 161968



TidworthLeisureCentre



TidworthLC

Calne Leisure Centre

White Horse Way, Calne, SN11 0SP

Tel: 01249 706110

Email: calne.leisurecentre@wiltshire.gov.uk

OFSTED Reg EY536900



CalneLeisure



CalneLC

Springfield Community Campus

Beechfield Road, Corsham, SN13 9DN

Tel: 01249 468460

Email: springfieldcommunitycampus@wiltshire.gov.uk

OFSTED Reg EY448112



SpringfieldCorshamCampus



CorshamCampus

or visit our website at www.wiltshire.gov.uk/leisure-camp-activate

Office for Standards in Education (OFSTED)

www.ofsted.gov.uk