



# Pendle Leisure Trust



# Parents Information Booklet

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## **Pendle Leisure Trust DATABASE**

The Pendle Leisure Trust team are able to send you holiday scheme application forms by e-mail, rather than letter. We can also send you other information regarding sports opportunities more frequently by e-mail (new junior leagues, after school activities and coaching programmes as well as other relevant information).

If you don't have an email address we will still send out application forms and letters to you in the post.

Application forms will always be sent to a designated person (parent / guardian) of the family /household. For children whose parents do not live at the same address, we would be grateful if you used a consistent address each time you apply. Thus we do not have to keep updating contact details for children each time you apply. Only one address can be used on the system per family.

The e-mail address submitted should be accessible by you all the time. i.e. If you give a work e-mail please make sure you can access it when you are away from work, information to that address ONLY.

## **DATA PROTECTION**

Due to data protection, no information regarding another child or family will be released from our records. This includes asking whether a child is on a scheme that their best friend wants to go on. Due to the changes in the UK data privacy law, this came into effect on the 25th May 2018. The General Data Protection Regulation, also known as GDPR, means that you'll have more control over how your data is used. And it ensures that organizations protect your personal data better. To reflect these changes and new obligations, we've updated our privacy notice which now tells you what we do with your personal data, how it's used and your rights as an individual under the new law. <https://www.pendleleisuretrust.co.uk/privacynotice>, or you can contact us after that date and we'll send you a copy of it.

## **COMPLETING APPLICATION FORMS**

- It is MANDATORY that you include your POSTCODE on the application form.
- Application forms are only to be completed for those children who reside at the address given. IT WILL NOT BE POSSIBLE TO INCLUDE DETAILS OF FRIENDS ON THE SAME FORM. Each child's parent/guardian must sign and complete the details at the bottom of each form.
- It is imperative that the parent / guardian prints their name at the top of the application form,
- In order that your application form can be processed, please ensure that you have completed it in full before posting. We regularly receive incomplete application forms with one or some of the following missing:
  1. Boxes not ticked to specify the schemes you want your child to attend.
  2. No signature on the application form.
  3. The wrong amount of money sent in (where you have either under or over paid).
  4. Essential information missing such as Date of Birth and emergency contact numbers.
  5. Medical, Behavioural Condition information.

Where any of the above is missing, we will not process your application form. It will be returned to you to re-complete. This will delay your form from being processed and may mean that your child does not get a place on one or more of the activities which you have applied for.

## **ADDITIONAL BOOKINGS**

Should you wish to book your child(ren) onto additional scheme(s) at a time after you have sent in the application form, you will be required to complete another form with the extra schemes you wish your child(ren) to attend.

## **CANCELLATIONS and POSTPONEMENTS**

Schemes will not generally be cancelled due to wet weather. But very occasionally, it may be necessary to cancel or postpone a scheme due to extreme weather conditions which put the safety of children at risk. Examples of this include persistent rain prior to or during a cycling scheme, or ice conditions for outdoor schemes. We will make a decision 30 minutes before

the start time of the event and attempt to contact you if a scheme has been cancelled. We will issue you with a credit voucher for the cost of the activity which can be used on any Leisure Trust Holiday scheme in the future.

### **BOOKINGS and ADMINISTRATION**

All applications for sports schemes are dealt with on a first come, first served basis. We do not operate a waiting system. Applicants will be put on schemes when the application form is received and processed. So to avoid disappointment apply early.

To ensure that we comply with child protection and health and safety, numbers on all activities are limited. It is not uncommon to receive in excess of 100 applications per day, especially in the first few days once the application forms have been sent out. All post is opened and stamped in date order and put in a pile for processing (earliest first and so on). Where your form sits in each day's pile of post is out of our control. It is possible that your envelope may be opened first and is done almost immediately, or it may be opened last and is therefore at the bottom of the pile.

Post can be left at reception at Pendle Leisure Centre, Colne for completed application forms. This is emptied each working day (Monday - Friday) and included with any post that has been sent in that day. We cannot be responsible for cash left at the reception.

For anybody wishing to return forms by hand at our office at Pendle Leisure Centre, please note that, your form will be put at the bottom of the pile of that days post.

Bookings can be taken over the phone but not via an e-mail or fax machine. However it is strongly advised that to avoid any problems a completed application forms with the appropriate payment attached is sent in.

### **CREDITS and REFUNDS**

If you are unsuccessful in applying for schemes, then one of the following will occur:

- Where you have been successful for most schemes, but unsuccessful with one or two (where the value is £12.00 or less), we will process your payment and issue you with an automated credit voucher.

This voucher can be used for any future Leisure Trust Holiday Schemes (It cannot be used for other sessions at our centres, such as swimming or fitness classes.)

- Where cash is sent with an application form and you have been unsuccessful, a credit voucher will be issued. We do not send cash back in the post.

Please note: We only issue a refund or credit voucher with our discrepantly for any children who do not turn up for a scheme that they have registered for. No credit or refund shall be given if you contact us the day of the scheme, cancelling the place, due to being unable to attending and holidays. The only occasion a credit or refund voucher will be issued the day of is for injury or sickness and will be given ONLY on receipt of a Doctor's note (it is better to ask for a note when attending the Doctors as they will charge for them if you go back afterwards to try and get a note!!)

### **MULTI-SPORT ACTIVITIES: CONTENT OF ACTIVITY, Reception to Year 2**

It has become apparent following feedback that there is some uncertainty regarding the content of the Multi – Sport activities, in particular the 5 – 7 year olds category. It is the intention of Pendle Leisure Trust that once the children arrive for the activity that THEY can choose the sport(s) that they wish to do, from a range on offer. The sports on offer will depend on venue and equipment available.

If they wish, they can take part in the same activity for the duration of the session. Alternatively, they may wish to try a number of different sports during the session (2, 3 or 4). Our policy will be CHILD CENTRED and the sessions will be flexible, so your son/daughter can ultimately decide what activity(s) they want to do.

### **SCHEMES and ACTIVITIES for CHILDREN with DISABILITIES**

The Pendle Leisure Trust team offer specific sporting activities for children who may have a physical, learning or sensory impairment. These sessions are exclusively for those children who have a disability and thus, our coaching ratios are much higher. We ask that you provide us with as much information as possible with regard to your child's disability in order that our coaches can provide all children with a safe and positive experience.

As well as the exclusive activities mentioned above, Pendle Leisure Trust are also keen to promote inclusive activities and therefore encourage children with a disability to attend other

activities advertised on the application forms. Where possible, the team will endeavour to provide additional coaching staff to ensure that your child can enjoy a positive and safe experience in an inclusive environment. Please ensure that you provide us with as much information as possible on the application forms and in particular, any strategies that our coaches should be made aware of that will enhance your child's experience.

If you would like any further information or an informal chat regarding any of the activities please contact the Pendle Leisure Trust on 01282 661225.

### **APPROPRIATE DRESS**

Please ensure that your child is appropriately dressed for the sports activities that they are attending. For indoor schemes it is advisable to have shorts/t-shirt and non-marking trainers. Pumps, heeled shoes, boots and slip-on shoes are not acceptable footwear. Shoes should be worn at all times unless permission has been given by an instructor/coach.

For outdoor schemes, there is no such thing as bad weather – just inappropriate clothing!! In most circumstances our outdoor activities will always take place, regardless of the weather (unless it is unsafe). We advise that any children attending an outdoor scheme, bring with them the necessary clothing to cover every eventuality. A waterproof jacket and tracksuit bottoms are a necessity. For schemes between October and May, we also recommend that children have with them warm clothing, a hat and gloves in addition to the above.

During summer, it has been known to be hot and sunny, Therefore please ensure that your son / daughter has a cap or hat and sun cream / block, as well as lots of drinks. Please note children will need to apply the sunblock themselves. Coaches will not apply any creams.

### **ADDITIONAL EQUIPMENT**

In some instances we recommend or require children to wear / have with them additional items to ensure their safety on the schemes. Please make note of the following list:

1. Cycling / Mountain Biking Helmets are mandatory and your child can bring their own suitable and rideable bike. Coaches will check the bikes for safety. If they deem the bike to be unsafe, your child will not be allowed to take part. There are bikes available for the sessions however they vary in style, size and gender.
2. Football / Hockey / Rugby; Shin pads are recommended.
3. Outdoor Contact Rugby; Gum Shields are mandatory.
4. Activities on Astro-pitches, Trainers or Astro trainers only.
5. NO Football Boots (studs / blades) will be allowed on the Astro.
6. Indoor (Sports Hall) Activities Non-marking trainers.

### **LUNCH TIME and RE-HYDRATION**

It is essential that you provide your child with a packed lunch if he / she are attending a full day activity. As they are likely to be active for in excess of 4 hours, please ensure that you provide your son / daughter with food that replenishes their energy system which has healthy and nutritional value.

Children will not be permitted to go off site to buy lunch from the shop or café during this lunch break. Equally, if not more important, is regular re-hydration when active for any long periods of time. Our coaches schedule regular drinks breaks throughout the sessions to prevent dehydration, therefore please ensure that your child has plenty of fluids and / or a refillable drinks bottle with them on the scheme.

Please note, The Pendle Leisure Trust Team will be unable to provide your child with any food or drink during any activities.

### **MEDICAL CONDITIONS and BEHAVIOURAL PROBLEMS**

Children suffering from medical conditions and / or behavioural problems are becoming more and more common. The Pendle Leisure Trust policy is inclusion rather than exclusion. However, we need you to provide us with as much information as possible beforehand regarding any of these issues. It should be noted that our coaches are not trained in dealing with children who have behavioural problems. Where a child is causing a danger to themselves, a coach, or indeed the rest of the group, then they may be taken out of the session and we will contact you to discuss the way forward. It is essential that any child who relies upon medication (to control Asthma, Diabetes, Allergies etc) has it with them at all times for the duration of any of our schemes.

A Disability Enrolment Form needs to be completed as required. Can you please complete or update this form as often as you need to. It is there to help us maintain the welfare of your child whilst they are on our Schemes. The forms are available from the Leisure Trust office at Pendle Leisure Centre, Colne.

### **VALUABLES**

Your child(ren) are permitted to bring with them money, mobile phones and any hand held computer games, to use during the day, however please note that in no way can Pendle Leisure Trust be held responsible for any damage, loss or even stolen valuables. At certain venues there are vending machines and caf  where your child(ren) can spend any money they bring or even get lunch, and also lockers that charge 50p to  1 (this is refundable, once emptied) can be used at certain venues for your child's belongings.

### **DROP OFF and PICK UP TIMES**

The Pendle Leisure Trust Team can only supervise and be responsible for children on sports schemes within the stated time on the application form.

Please be aware that should you drop your child off at an earlier time, they will be unsupervised until the activity commences.

Likewise at the end of any sports scheme, our coaches will not be able to "look after" children until they are collected. Our coaches are contracted to work a set number of hours per day according to the start and finish times of the schemes.

Please ensure you arrive prior to the finishing time stated on the application form to collect your son / daughter.

If you make alternative arrangements for the pick-up times you need to inform the coach in charge of the session of these arrangements when you drop off your child.

Our coaches will note down the name of any children who are collected late on a de-brief form.

### **UNEXPECTED PICK UP**

In certain circumstances, i.e. your child is ill or does not wish to stay, or for discipline reasons, you will be contacted and asked to collect your child from the scheme. You will be informed of the reasons for the early pick up. It would be helpful to everyone concerned if you could pick your child up as soon as possible.

### **DE-REGISTRATION PROCEDURE**

In order to comply with our Child Protection Policy, all parents / guardians will be required to de-register their children at the end of the sports scheme.

You will need to go to the facility (Sports Hall / Astro pitch etc) at the end of the session and inform the coach that you have collected your child.

Please note: If an adult other than the child's parent de-registers a child (friend's parent, other relative etc.), then they must give their name to the Coach in charge. If a child is making their own way home and are not being picked up, they must inform the Coach at the end of the session and de-register themselves.

The Leisure Trust Team recommends that any child under the age of 8 years or any child with any additional requirements is collected by a parent or a responsible adult.

### **DISCIPLINE POLICY**

In the event that your child does not abide by the code of conduct, the following will apply:

Any child who breaches the code of conduct will have their name recorded on our coaches de-brief sheet, detailing the nature of inappropriate behaviour.

1. The child will be informed that their name has been written in this box and that the Leisure Trust Team will keep a record of all children who break the code of conduct.
2. If your child's name is reported on three separate occasions, then a letter will be sent home informing you that should any of our coaches report your child again, you will be asked to attend a meeting to discuss the way forward. Failure to attend this meeting will result in your child being unable to attend any future Pendle Leisure Trust activities until further notice.
3. Should your child behave in a manner that is deemed unsatisfactory after this time, they will be suspended for a period of 6 months.

4. There may be an incident which is deemed by the Leisure Trust Team to merit automatic parental involvement. Examples of this may include assault on a Coach or another participant, or similar offences that are serious enough to compromise the safety of themselves and / or the rest of the group. Pendle Leisure Trust, in his instance will decide how the matter should be progressed and the penalties incurred.

### **PARTICIPANTS CODE OF CONDUCT**

In order that every child and young person who participates in our activities has a positive and fun experience, please ensure that your son/daughter understands that they must abide by our code of conduct, which is as follows:

1. Show good sportsmanship and fair play.
2. Play within the rules, as set out by the coaches.
3. Respect others and encourage and support all participants.
4. Never use foul or abusive language.
5. Do not partake in rough play and cheating.
6. Respect the equipment, facilities and venue. If you do not it spoils the enjoyment of future schemes.
7. Listen to the coaches - they are there to ensure you learn and improve!

Pendle Leisure Trust operates a ZERO TOLERANCE policy on BULLYING, whether it be verbal or physical. If any child is found to be involved in bullying on any of our schemes, they will be excluded from attending any future activities.

### **CONCERNS**

If you feel that on any given occasion our service falls below your expectations, then you can register your concern in one of the following ways:

By letter to: Vanessa Kelly, No 1 Market Street, Nelson, Lancashire, BB9 7LJ

By email to: [info@pendleleisuretrust.co.uk](mailto:info@pendleleisuretrust.co.uk) By telephone: 01282 661228

You can be assured that our team will take the necessary steps in dealing with any concerns that you may have.

### **FEEDBACK and CONTINUOUS IMPROVEMENT**

As we strive to constantly improve the service we offer, we will on occasions ask you for feedback. On some sports schemes children will be asked to complete a basic feedback form before they go home so we can frequently check that they are happy with the sporting activities we provide. In addition, once each year we will ask that you complete and return a questionnaire to ensure we maintain our high standards. We have made several changes to our already popular programme based on parental feedback during the last year. We will continue to do so, as long as the changes are in the best interests of the service we offer. If you have any questions regarding Customer Care, contact our team on 01282 661228 or [info@pendleleisuretrust.co.uk](mailto:info@pendleleisuretrust.co.uk)

### **LOST PROPERTY**

Unfortunately on nearly all the activities that we provide, at least one person leaves something behind. Our coaches will endeavour to collect any clothing that is left by children (where visible). If our coaches do not find your lost property, it may have been picked up by the venue staff later. So it is worthwhile checking the venue as well. However to save yourself the inconvenience (and cost), it is good practice to check that your child has all the clothing that they brought with them before you de-register and return home. If they are missing something, our coaches will be happy to help your son / daughter try to locate it before leaving. It is better to have the Clothing clearly labelled to help in finding it again!

If you need to report something that you have lost, and/or check to see if it has been handed in, please ring 01282 661228

All lost property is only kept for 2 weeks after the scheme.

### **WHAT YOU CAN EXPECT FROM US:**

#### **OUR SERVICE STANDARDS.**

When you leave your son / daughter at one of our sports schemes, you can be assured that everything we do is centred around the safety and enjoyment of their experience. Our coaches will endeavour to provide them with a positive learning experience, a fun and

enjoyable day, and of course motivate them into wanting to continue playing sport. Sport is proven to develop self esteem, confidence and social interaction. In addition, frequently playing sport at a young age will improve motor skill learning, balance and co-ordination, all essential skills for a child to grow and develop. Regular exercise and activity can also aid the reduction and / or prevention of obesity in a child, which is growing at an alarming rate.

Getting involved in any sporting activity on a regular basis is important for young people. With this in mind, you can be assured that:

1. All our coaches have at least a Level 1 Governing Body Qualification or equivalent
2. All our coaches are subject to a satisfactory DBS check.
3. All our coaches have had Child Protection Awareness training.
4. All our Coaches will have an Emergency Aid qualification.
5. All our coaches have been through a full induction and training programme, to effectively deliver our sports activity programme.
6. All our coaches will abide by our Code of Conduct.
7. All of our coaches will undergo regular assessment of their performance and be offered areas for improvement to aid their on-going development.