



JUMP STARTERS

BOUNCING INTO EXCELLENCE

Parents' Handbook



ABOUT JUMP STARTERS CAMPS

Jump Starters is registered with Ofsted (Registration No 2500537) and is based in Brent. The Camp is open from 8.00am until 5.30pm weekdays, during all holidays excluding Christmas break.

We are based at Harlesden Primary School, Action lane, NW108UT

Aims

At Jump Starters we aim to provide a safe, secure, relaxed and nurturing environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our camp follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, physical play, cookery, and reading.

What we provide

At Jump Starters, your child will participate in developmentally-appropriate sports & activities throughout the day, such as: Football, Street Dance, Multi-Sports, Rounder's, Trampoline, Birthday Celebrations, Prizes, Basketball, Drama, Tumbling, Back to School Booster, and Much More.

The food we provide at the Camp is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food be consumed whilst sitting at the snack table.

Staffing

Our Camp is staffed by 2 managers, 4 Coaches, 1 Class room Teacher and Sports leaders. In addition, we have our friendly administrative staff, Site Manager/First Aider, Chef as well as volunteer staff. Our aim is to provide a smooth transition between school and camp.

All of our staff have significant experience of working with children and undertake professional development training. All staff members have appropriate DBS checks. We maintain a staff/child ratio of 1:8 for children under the age 4, and a ratio of 1:15 for children 5 and over. .

Staff also have designated roles:

Akeem Edwards: Director, Manager, Key Person, Special Education Needs Coordinator, Equalities and Inclusion Co-ordinator

Suzan Beyene: EYFS Lead, Manager

Jason Badu: Director, Health and Safety Officer, Child Protection Officer, Data Protection Lead, On call person, Manager

Gavin Austin: Camp Manager, Fire Safety Officer

Janet Edwards: First Aid Coordinator, Facilities Manager

Natasha Lucien: Director (Maternity Leave)

If you have a query or concern at any time, please speak to a member of staff at the camp when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the manager (contact details are at the back of this Handbook).

Organisation

Jump Starters is run as a private business, employing 19 staff members. We enjoy a close working relationship with Brent in order to ensure continuity of care, and to maintain good communication links.

Policies and procedures

The Camp has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies can be found at the end of the online booklet as well as a printed copy which is kept at the Camp and is available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

Our Camp aims to be accessible to children and families from all sections of our local community. Admission to the Camp is via our online registering system “Active Network” and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed set of online registration forms for your child before they can attend the Camp. This information will be treated as confidential and will be stored appropriately.

Payment of fees

The current fees are **£75** per child per week session, **£30 per single day if required**. Fees are payable in advance by cash or cheque, bank transfer, Tax-Free Childcare, childcare voucher or most preferred via our online booking system “Active Network”

Cheques should be made payable to “ Jump Starters TC Ltd.”

The price per week per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

Please ensure that fees are paid promptly. Non-payment may result in your place being terminated. If you are having difficulty paying fees, please speak in confidence to the Manager.

Uniform/ Suitable Clothing

Jump Starters has had a uniform policy in place. This policy states that all children attending camp **MUST** wear a Jump Starters T-shirt. Although we do understand unexpected circumstances may occur, these are our rules and they must be followed.

T-shirts and Hoodies will be able to be purchased at reception during our camps.

Although hoodies will be available for purchase, your child/ren must also have a Jump Starters t-shirt underneath.

All children are also required to wear Black Bottoms and suitable footwear. Find a list of clothing and footwear allowed/ not allowed at camp below:

Allowed:

- Black Tracksuit bottoms
- Black Sports shorts
- Black leggings
- Trainers

Not allowed:

- Denim
- Jeans/Jeggings
- Skirts/Dresses
- Sandals
- Boots
- High Platform shoes

Any child that comes to camp without a Jump starters T-shirt or clothing listed in the 'Not allowed' list above, may be refused entry into camp. Any child attending camp not wearing a Jump Starters T-shirt, will be given a t-shirt and their parent or carer will need to make payment at the end of the day upon pick up.

Changes to days and cancelling your place

You must give us one month's notice of termination, or of changes in attendance. If you need to change the days that your child attends, please contact the Manager. We try to accommodate such changes wherever possible.

Temporary changes

Please remember that we need to know if your child will not be attending camp for any reason. If your child doesn't attend a booked session, we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, please try to let the Manager know by THURSDAY at the latest. In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this Handbook.

Induction

During your child's first session time will be set aside for an induction. The induction will include running through Camp's rules and routines (including meal times, collection, children's meetings), and introducing your child to the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

See our **Child Induction Policy** for more details.

Arrivals and departures

Our staff will greet each child warmly on their arrival at the Camp and will record the child's attendance in the daily register straightaway, including the time of arrival.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our **Arrivals and Departures Policy** for more details.

The Camp finishes at 5:30pm, if you are delayed for any reason please telephone the Camp to let us know. A late payment fee of £5.00 per 5 minutes will be charged if you collect

your child after the Camp has closed. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

If your child remains uncollected after 6.00pm [30 minutes after your Camp closes] and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our **Uncollected Children Policy** and contact the Social Care team.

Child protection

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Equal opportunities

Our Camp provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices.
- We will not tolerate any form of racial harassment.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Camp's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with special needs.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Camp. These are displayed at the Camp for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Camp promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

The Camp has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Camp immediately. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Camp. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Camp is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Camp we will contact you and ask you to make arrangements for them to be collected.

Please inform the Manager of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to the Camp for 48 hours after the illness has ceased. See our **Illness and Accidents Policy** for more details.

Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and the Camp is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Camp you will need to complete a **Permission to administer medication form** in advance. See our **Administering Medication Policy** for more details.

Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to your child's key person, the Manager, or any other member of staff.

Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our **Complaints Policy** is available on request.

Privacy Notice

At **Jump Starters** we respect the privacy of the children attending the Camp and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Camp.

We will use the contact details you give us to contact you via phone, email, social media and post, so that we can send you information about your child, our Camp and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage with our data supplier to process data on our behalf after having obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

PLEDGE TO PARENTS

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the Camp.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

CONTACT INFORMATION

Jump Starters TC Ltd.
Harlesden Primary School
Acton Lane
NW108UT

Camp mobile number:
07525495181 (Please leave a voice message if there is no reply.)

Ofsted Registration No: 2500538

Correspondence Address:

42 Unity Close
Willesden,
London,
NW102HR

Camp Management

Manager:	Akeem Edwards
Manager:	Gavin Austin
EYFS Lead:	Suzan Beyene
DSL:	Jason Badu

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