



No Limits Kids

Parents Handbook

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1 About No Limits Kids

No Limits Kids is based in multiple locations across London offering holiday camps from 8.00am to 5.00pm, Sports Classes, One to One Coaching, Birthday Parties and Ad Hoc Sports sessions.

We are based at the following locations

- Ernest Bevin Academy, Tooting: Indoor and Outdoor Sports Facilities
- John Betts School, Hammersmith: Indoor and Outdoor Sports Facilities
- South Park, Fulham (rugby classes only): Outdoor Sports Field with Indoor toilet facilities.

1.1 Aims

At No Limits Kids we aim to provide a safe, secure and relaxed environment, offering a range of sports activities.

1.2 Sports included at Camp

Sports include but not limited to Athletics, Badminton, Cricket, Dance, Dodgeball, Football, Floor Gymnastics, Netball, Rounders, Tag / Touch Rugby, Tennis, Basketball and Ultimate Frisbee.

1.3 What we provide

No Limits Kids does not provide food to children in attendance and expects parents to provide sufficient lunch and snacks (nut free) for the child each day.

1.4 Staffing Ratios

We operate on ratios of a minimum of 1:8 for ages 4-5 years, 1:15 for ages 6-7 and 1:16 for ages 8+.

1.5 Key Staff

No Limits Kids Directors: Thoma Clark and Mike Myburgh.

If you have a query or concern at any time, please speak to a member of staff at No Limits Kids when you collect your child. If you prefer to arrange a more convenient time for a meeting please contact the Mike or Thoma (contact details are at the back of this Handbook).

1.6 Organisation

No Limits Kids is run as a private business.

1.7 Policies and procedures

No Limits Kids has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are available for parents to request at any time.

2 Terms and conditions

2.1 Admission

Our Club aims to be accessible to children and families from all sections of our local community. Places are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established, with siblings of the children already attending the camp or class being given priority.

See our **Admission and Fees Policy** for more details.

We require a completed set of registration forms for your child before they can attend No Limits Kids. This information will be treated as confidential and will be stored appropriately.

2.2 Fees

Details of fees are available on our website and may vary depending on the Camp / Class Type and / or Location.

Bookings are not confirmed until payment has been received.

2.3 Temporary changes

Please remember that we need to know if your child will not be attending No Limits Kids 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.

Contact details can be found at the end of this Handbook.

2.4 Induction

When children first join No Limits Kids they will be encouraged to settle in at their own pace supported by staff throughout the transition. The induction will include:

- The new child will be introduced to all members of staff.
- EYFS children will be introduced to their key workers and their parents provided with their child's key worker's name
- No Limits Kids activities, rules and routines, such as snacks breaks will be explained.
- The child will be shown around the premises and told where they can and cannot go.

- The fire evacuation procedure and the locations of all fire exits will be explained.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the environment.

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

2.5 Arrivals and departures

On arrival, our staff will greet each child warmly at No Limits Kids 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.

No Limits Kids camp finishes at 3:30pm or 5pm for Late Pick Up, if you are delayed for any reason please telephone No Limits Kids to let us know. A late payment fee of £5 per 15 minutes will be charged if you collect your child after their booked collection time.

If your child remains uncollected after 60 minutes after expected pick up time 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 Procedure included in our **Arrivals and Departures Policy** and contact the Social Care team.

2.6 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.

2.7 Equal opportunities

Our Club 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.

2.8 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 No Limits Kids' 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**.

3 General Information

3.1 Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the No Limits Kids. These are displayed at the camps for everyone to see.

We have a clear **Children's Behaviour Policy**, a copy of which is available upon request.

No Limits Kids 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

No Limits Kids 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 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 future camps or classes. See our **Suspensions and Exclusions Policy** for full details.

3.2 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 Club 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.

3.3 Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at on site, 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 No Limits Kids for 48 hours after the illness has ceased. See our **Children's Health Policy** for more details.

3.4 Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times, and No Limits Kids 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 **Children's Health Policy**.

3.5 Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at No Limits Kids you will need to complete a **Permission to administer medication form** in advance. See our **Children's Health Policy** for more details.

3.6 Complaints procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak 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.

3.7 Privacy Notice

At No Limits Kids we respect the privacy of the children attending 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 Club.

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 No Limits Kids and other relevant news, and also so that we can communicate with you regarding any outstanding payments.

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 a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
 - have obtained your prior permission (please see our full Privacy Policy on our website).

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).

Our full Privacy Policy can be found on our website.

** 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.*

4 Pledge to Parents

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

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Be available to discuss decisions about running of No Limits Kids.
- Listen to your views and concerns to ensure that we continue to meet your needs.

5 Contact Information

No Limits Kids
38 Childebert Road
London
SW17 8EX

Club mobile number: 07407 410738 (Please leave a voice message if there is no reply.)

Email:

General Enquiries:

booking@nolimitskids.co.uk

No Limits Kids Directors:

Thoma Clark: thoma@nolimitskids.co.uk

Mike Myburgh: mike@nolimitskids.co.uk

Ofsted

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