

**little
space**

PARENT POLICIES

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WELCOME TO LITTLE SPACE

Little Space parent & carer information

At Little Space we want to ensure that you and your child/ren really enjoy using the club and make the most of the facilities that we have available.

Please take some time to read what hopefully will be a useful and practical set of principles and guidelines, which will enable you to get the most out of visiting Little Space, as well as to help avoid any misunderstanding or confusion with regards to your child's wellbeing at Little Space.

We work to a comprehensive guide that forms part of the club's full policies and procedures to ensure we are protecting and keeping your children safe, whilst they are exercising and having fun at Little Space.

If you would like to understand the policies in more detail please speak to the Family Activity Manager who will be happy to help you.

Quite naturally, here at Little Space we place absolute priority on everyone's safety and security, so with this in mind, please be aware and observe the following guidelines when visiting the club:

- Your child/ren under 12 must be supervised at all times whilst at the club by someone who is over 18, unless attending an organised club activity.
- For all junior members under the age of 18 you will be required to be in the club at all times whilst they are in the club too.
- When your child/ren are participating in a programmed activity, in any area, always ensure the coach has booked in your child/ren to the class and ensure that the child/ren are collected after the session and booked out before leaving.
- When you are collecting your child please be aware that only those members listed on your membership as being authorised to collect them will be able to collect your child/ren and coaches are not authorised to release your child to any person who does not have the correct authorisation, which will be supplied by you on the Children's Registration Form we have on site relating to your child.
- If you wish for someone not listed on your child/ren's record, you will need to arrange pre-authorisation for them to collect your child from the Family Activity Manager who is the designated Safeguarding Officer at Little Space.
- It is important to remind you that your child/ren should be supervised at all times, when not in our supervised activities, this is particularly relevant in the lounge area, changing rooms, toilets, corridors and entrance areas of the club. Our Little Space team will remind parents of this if they believe a child is putting itself, or others at risk to ensure all members can enjoy a relaxed and positive environment when visiting the club.

Information we need from you

On joining the club, all children must be registered with the club's Membership Department.

You will be asked to complete a Children's Registration form for every child listed on your membership, this will either be when joining the club or prior to your child attending their first class. The information on the form is required to be updated on an annual basis or if your child's health or circumstances changes, in which case it is your responsibility to inform us and update your child's information sooner.

Disclosure and reference checks

At Little Space we ensure that all team members have reference checks and are cleared with Disclosures before supervising children.

Team members awaiting a check are never left unaccompanied with children.

All our Little Space team have experience and qualifications relevant to the activities they are leading with your children and have regular training to ensure the experiences your child/ren have are the very best for them.

Settling your child into activity/coaching sessions

At Little Space we understand that when your child joins the Club or changes from one age group to another they may take some time to settle in.

Our team will make the settling in process as smooth as possible by involving you, incorporating familiar routines and where appropriate finding your child a 'buddy' to help them learn the ropes and gain confidence within the group.

To discuss settling your child/ren in please speak to a Little Space Team member for guidance.

Suitable clothing

Due to the varied activity programme that we offer at Little Space, you are advised that your child/ren should be dressed suitably for the activity they are participating in and ensure they do not wear impractical and unsuitable clothing as this may stop them participating fully and hinder their safety. Please ensure that children do not take or wear pens, buckles, jewellery, watches or other sharp objects in the Little or Tiny Rig.

BOOKINGS

All programmed weekly classes can be booked 48 hours in advance and can be booked via our online/app booking system or with our concierge team. When you join we will show you how to book the classes, if you have any queries please just ask the team.

When you book via the concierge, the team will ask you for your child's full name and/or membership number.

On arrival at the club, on the day of your child's booking, please ensure you report to the class with your child/ren and book them into the session with the activity coach.

Please note your child/ren must be booked into the class by you or any other adult member listed on your membership, your child cannot book themselves into the class on their own.

For further information on bookings, please visit <https://www.thirdspace.london/booking-rules/>

Courses and special events

When booking a course, you will need to book in advance to ensure you secure the right session for your child's age and ability.

Please refer to the club programme or the Little Space Team for booking commencement dates for the required course for your child/ren.

All sports and swim courses are required to be paid in advance and refunds cannot be given for children who do not attend their sessions.

When a course session has the need to be cancelled we will do everything to ensure an alternative option is available and if not a credit will be arranged for the next course.

Cancelling an activity booking

If you wish to cancel a pre-booked place in any Little Space class, please ensure that you inform Little Space or cancel via the booking App at least 4 hours prior to the start of the class. This is to ensure we are able to allocate the space where possible to another family.

To ensure the best access to the activities we will be operating a no-show policy, which if invoked will mean that you may lose booking rights for classes for a period of time. The no-show policy is in place for all activities in the club – adult and junior.

SECURITY OF YOUR CHILDREN

Signing your child/ren in and out of care

The adult who brings the child to their activity/coaching session must be the person who collects them, or must be listed on the membership as authorised to collect your child/ren.

The Little Space Team will only release your child/ren to another adult if they have received pre-authorisation from the Family Activity Manager.

Visiting the toilet before activity/coaching sessions

When your child/ren are taking part in an activity, it is helpful for the continuity of the class and the enjoyment of the activity for all the children if visits to the toilet are kept to a minimum. With strict ratios, a visit to the toilet can often disrupt the class for all the participants.

To help us ensure the experience for the children is maximised, can you please ensure that you visit the toilet with your child/ren before the activity/coaching session commences.

All children attending activities aged 3 and above, will need to be fully toilet trained and able to do this task alone. Staff will not be permitted to assist children when going to the toilet.

Leaving your children at the club

Please be aware that you must remain in the club at all times if you have children under the age of 18 in the club.

SAFEGUARDING YOUR CHILDREN

Evacuation procedure

When hearing the fire alarm, all parents must evacuate via the nearest fire exit with any children who are not in a supervised activity.

If your child/ren are in a supervised session, the Little Space Team will evacuate your child/ren to safety following the stringent procedures that Little Space have in place.

The Little Space Team will not release any child to parents during an evacuation unless the building is unsafe to re-enter and in these circumstances a safety checkpoint will be set up for parents to collect their children.

Parents should note that the club has regular evacuation practices and conducts an in-house practice evacuation drill every month to ensure that all staff are fully trained in the evacuation procedure.

If your child has an accident or incident whilst in one of our activity/coaching sessions

It is essential you know about your child's visit with us and should your child have an accident or incident whilst in one of our sessions, depending on the severity, you will either be contacted immediately, or informed on collection of your child.

You will be told of your child's injury and asked to read and sign the relevant accident or incident form.

All accidents are reported to the Family Activity Manager and dealt with by a qualified first aider.

If your child arrives for an activity session with a visual injury

Should your child/ren arrive with a visible injury you will be asked to sign an incident report form, which will state that the injury occurred prior to your child/ren entering the session.

If your child has had any accident or incident at home within 48 hours of the session you are asked to inform the Little Space Team prior to leaving your child. This is to allow monitoring of how they are while they are with us so that any concern can be identified for you.

If your child is late for an activity session

It is important to arrive for the activity on time to ensure that there is continuity and no disruption to the class for your child/ren.

If your child is very late (over 10 minutes), the coach may need to refuse admission. This is due to the challenges that may arise when small children have been settled and/or to avoid injury during physical classes when children have completed their warm-up exercises.

We will also allocate no-show spaces to waiting lists, which may also mean that your child's space in the activity is no longer available.

Due to the popularity of sessions and the strict ratios maintained, we also ask you to collect your children on time from all activity/coaching sessions. Each session has 45 minutes of activity time which means there is plenty of time to schedule in prompt collection of your child/ren.

If your child is not collected from their activity on time

If for any reason, you find you are going to be late to collect your child, you are asked to contact Little Space team to inform them as soon as possible.

If you are more than 10 minutes late to collect your child/ren, they will be made as comfortable as possible and will always be cared for by a responsible member of the team. During this time the team will try to locate you or your listed emergency contact. If after 30 minutes you have not collected the child/ren, the team will have to call the local police to report an uncollected child.

Please do make every effort to keep us informed if you are going to be late. As previously noted, you should remain in the club at all times.

If you lose your child in Little Space

Should your child go missing whilst on the premises whilst under your supervision the club will follow the company procedure to make every effort to find your child as quickly as possible:

- The club will automatically allocate a member of staff to the main entrance and poolside as well as inform all staff of the incident.
- If your child is not found within 10 minutes Little Space will contact the police for further assistance.
- The team will support you at a time of concern and work to swiftly finding your child for you.

CHILD RELATED POLICIES

Equality, diversity and inclusion

Little Space takes great care to treat each individual as a person in their own right. Discrimination on the grounds of sex, race, religion, colour, marital status, ethnic, national origin or political belief has no place within Little Space.

Special educational needs

Little Space are committed to provide for all children's needs and to the ethos of inclusion of children with special educational and physical needs in the club. The Little Space team will work with parents and carers to organise the environment and plan activities to ensure that each child takes part at the level appropriate to their needs and work with the parents to develop an individual care plan for the child.

To ensure the very best for your child, we will ask you to let us know where you will be in the club whilst your child is with us so we can contact you quickly should we need to do so.

Child protection

Should any of our teams, parents, visitors or guests, suspect a child is at risk in any way they should report their concerns to the Family Activity Manager – the designated Safeguarding Officer for the club – who will follow the correct procedure in accordance with Little Space guidelines and policies.

These concerns will be kept strictly confidential and discussed with the parents, unless such discussion would place a child at risk of significant harm.

Use of mobile phones whilst using Little Space

We think it is important to explain to you why we have a policy in this area. We appreciate that we all like taking pictures of our children, the challenge is to ensure we are not taking unauthorised pictures of other children.

To ensure that the privacy of your children is protected we do not allow the use of mobile phones for taking photographs in Little Space unless it is pre-agreed with the Family Activity Manager. If you wish to discuss this further, please do speak to the team who will be happy to help and advise you further.

Food & Drink

For children attending activities, we advise that you send your child/ren with a water bottle that is clearly labelled to their sessions to ensure the children can remain hydrated.

Please be aware that we do not provide food or refreshments for your child/ren in our activity sessions and as such we ask you to ensure your children do not bring food/sweets or snacks to the classes.

We do not allow sweets, gum, food or drink in the Little and Tiny Rig areas.

This will also ensure that children with specific food allergies are not put at risk of coming into contact with food or drink that may be harmful for them.

Please do make sure that you let us know if your child has any allergies when you complete the Children's Information Document, it is important we are aware of any issues that may affect their safety and well-being.

Your child/ren's behaviour

At Little Space our team want your child/ren to enjoy their visits to us without being hurt or hindered by others. All children taking part in activities in the club will be treated equally, and positive behaviour will be promoted through encouragement, praise and encouraging the children to help each other.

Where frustration is expressed in younger children we will actively encourage them to participate in a new activity and will only separate them from other children if they are causing themselves or others harm. In this instance they will be given close attention until they have calmed down or are ready to play again.

With older children, clear boundaries and positive behaviour is promoted by agreeing the rules with the children at the start of every session. This also promotes consistency to the children. When agreeing the rules, the team will share with the children all the things they can do throughout the session, rather than what they are not allowed to do.

If any child's behaviour is causing concern, every effort will be made to understand why they are acting in this manner. A child's behaviour will be recorded on an incident report form and this will be discussed with parent/carer on collection, you will be asked to sign to show that you have been informed. In cases of unacceptable behaviour, we may need to contact you immediately.

Bullying

Mutual respect is encouraged between the Little Space team, your child/ren and you the parents/carers. If an incident of bullying is noticed or reported by a member of the team, a child or a parent, the Family Activity Manager will look at ways in which this situation can be resolved. This may be in individual meetings or a group discussion, depending on the situation.

In all cases, the meetings/discussions will be conducted with sensitivity.

When your child is not very well.

Should your child be unwell, you should be aware of the following points which will help us and all our members avoid unnecessary exposure to illness:

- If a child has any signs and symptoms of an illness, it is requested that your child/ren be kept at home, until all signs of the illnesses have gone and are symptom free for 48 hours. Examples include: green noses, diarrhoea, conjunctivitis and other infectious symptoms. Little Space will reserve the right to not accept any child who is, in our belief, too ill to attend an activity session.
- Should your child/ren become unwell whilst taking part in one of our sessions, we will contact you and request you collect your child from the session and keep them at home until all signs and symptoms have gone, we request a minimum of 48 hours of your child being symptom free before returning to activities with us.
- Should an infectious illness be reported to the club, we will inform all our members by displaying a notice on the doors of rooms used by the children to give you information of the particular illness and inform the local environmental health authority if appropriate.
- This notice shall remain up for the duration of the incubation period or at least 10 days unless further reports of the same illness are reported, in which case the notification will be 10 days from the last reported incidence of the relevant illness.
- Should we have to close the facility due to an illness or disease, we will endeavour to contact everyone who has made a booking as quickly as we can.
- Little Space request you inform the club if your child has an infectious illness or communicable disease so that we can minimise the risk of infection to others. Little Space assures you that any information received will be dealt with in the strictest of confidence.
- Children who are unwell should not use the equipment.

Administering medication to your child

At Little Space we will not administer any medication to children in our activity sessions.

If your child requires medication, we ask you to administer the medication prior to leaving your child with the Little Space Team.

If you have administered a medication to your child prior to bringing them into our activity sessions, you are asked to inform the Little Space Team so that the team can monitor your child closely in case of any reactions to the medication.

If your child requires life-saving action such as Epi Pen, this will need to be discussed with the Family Activity Manager to agree 'best practice' for your child's needs.

Please note to ensure we are able to react as quickly as possible we will ask you to share with us where you will be located in the club whilst your child is in the activity/coaching session to ensure we can contact you quickly should we need to do so. A medical storage form will also need to be completed in advance of leaving your child.

Complaints procedure

We are committed to providing amazing activity experiences for our Little Members, by ensuring that our professional, fun and caring team provide high quality activities in a safe and secure environment for all children.

Should there be any questions, suggestions or concerns relating to an individual child's welfare whilst in our care, parents are advised to speak to the Little Space Team, Duty Manager or the Family Activities Manager.

Confidentiality

Any information gained by the Little Space Team about families using the club shall be kept strictly confidential. The only exception would be if there were any concerns relating to safeguarding issues, which may need to be raised with the appropriate authorities as part governing body regulations. Your child/ren's safety will always remain paramount and a key priority for us.

Crèche

Our Crèche facility is an Ofsted registered provision. My Ohana are the leading childcare provider for Crèches and Nurseries all over the UK. Please follow the link below to their website for more information <https://myohana.co.uk/>

FAMILY AREAS WITHIN THE CLUB

At Little Space we have a lovely lounge that sits alongside our Little and Tiny Rig. These areas give the children the space to play and relax whilst in your care. While in these areas if your child/ren are not in a supervised session, they will be your responsibility and you will need to supervise them to ensure they are safe.

Lounge area

Please be aware when in the Family lounge there may be hot food and drinks being served. To ensure your child's safety please supervise at all times and refrain them from running around in this area. Your own food and drink will not be permitted in the Family Lounge.

Buggy store

We ask for all buggies and pushchairs to be stored in the Buggy Store before entering Little Space.

Family Swim

For our family learner pool which is 0.8m deep, the following ratios apply:

Child Age	Supervision Ratio	Additional Conditions
Under 4 years old	1 adult : 2 children	All children must wear swim aids
4 years to 7 years olds	1 adult : 3 children	If no swim aids worn
Mixed ages	1 adult : 3 children	All children must wear swim aids, or have stage 4 or above

- We do not allow the use of mobile phones, cameras on poolside or in the changing rooms at any time.
- All children must be changed for their swim time in the family designated (Little Space) changing rooms with their parent/carer supervising them.
- Children under 4 years old should wear a double nappy system for their swim class and during family swim – a disposable or reusable swim nappy, with a snug-fitting neoprene nappy on top, with close-fitting leg and waist ribs.
- Pool inflatables, snorkels and flippers will not be permitted.

When your child/ren are using the changing rooms and toilets

Please be aware that when your children are using the changing rooms and toilet areas of Little Space it is important that you are there to supervise and ensure they are safe in these areas.

Any child attending the Little Space activity sessions from 3 years old will need to be completely toilet trained and able to do this task alone.

Staff will not be permitted to assist your child while going to the toilet and so we please ask you to take your child before the session starts.