

## **Registration and De-Registration Policy**

Staff at Onside Coaching will greet each child on arrival with a warm and friendly welcome, and ensure that they safely depart at the end of the day.

### **Admissions**

It is the course supervisor's responsibility to ensure the accurate records of children at the club on any given day, and that the arrival and departures of each child are recorded on the register. The register will be kept in an accessible place throughout the day, and the total number of children checked throughout the day using head counts. Children will be accompanied at all times.

Records of registers will be kept by the company for at least three years.

### **Registration**

On a child's arrival, a member of staff will be on hand at the sign in desk; the child's attendance will be recorded. On day one of the club the parent will complete a consent form for the child, and discuss any medical issues, if this has not previously been completed via website booking.

### **De-Registration**

At the end of each day the parent will be expected to collect each child unless otherwise discussed with the club supervisor. If a non specified person attempts collect a child, a phone call will immediately be made to the parent, no child will leave the club with an adult without the parent's permission.

If a parent/nominated person is going to be late to pick up their child, then the club supervisor must be informed on arrival. If there is no prior warning, then the club supervisor will follow the 'Uncollected Child Policy'.

When a child is collected by the parent/nominated person, the register will be marked to show that the child has left the club along with the time of collection.

## **Uncollected Child Policy**

**The health and safety of all children at Onside Coaching is a priority, from the moment they arrive to the moment they leave.**

At the end of the day, each child will be collected by a parent or nominated person, in accordance with the Registration and De-Registration policy. If for any reason a child is not collected, the following procedure will be activated.

- If a parent, carer, or nominated adult is more than 15 minutes late, then the supervisor will make a phone call to the parent or any other emergency contact details available to find the cause of delay, and find out how long it is likely to last. Answer phone messages will be left requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff, who will entertain the child with a sporting activity.
- If it has not been possible to contact anyone after 30 minutes has elapsed, the supervisor will call the local Children's Team for advice. (Telephone Number on Emergency Numbers Sheet)
- In the event of the Children's Team being called and the responsibility of the child being passed to a child protection agency, the supervisor will again attempt to leave a message on the parent, carer, or nominated adult's phone. Also, a note will be left on the door at the venue informing the parent of what has happened, reassuring them that the child is safe, and instructing them to contact the local Children's Team.
- Under no situation will a child be taken away from the premises unless absolutely necessary, in the course of waiting for them to be collected at the end of the day.
- Late collection will be recorded by the supervisor and discussed with a parent at the earliest opportunity. Parents will be informed that persistent late collection will result in a fine, or loss of their child's place on the club.

## **Administering of Medicines Policy**

The purpose of this policy is to ensure that any medicines administered are done so in a safe and monitored environment.

Children with medical needs have the same rights of admission to Onside Coaching as any other child. Most children will at some time have short-term medical needs, perhaps entailing finishing a course of medicine such as antibiotics. Some children however have longer term medical needs and may require medicines on a long-term basis to keep them well, for example children with well-controlled epilepsy or cystic fibrosis. In line with government guidelines we would ask that children are not sent to the holiday club when they are clearly unwell or infectious.

### **Parental Responsibility**

- Parents have the prime responsibility for their child's health and should provide Onside Coaching with information about their child's medical condition. This should be done upon admission to the course or when their child first develops a medical need.
- Where a child has a long term medical need then a health plan will be drawn up with the Parents and Health Professionals if appropriate.
- Medicines should only be taken to the holiday club where it would be detrimental to a child's health if the medicine were not administered during their time with Onside Coaching.
- Onside Coaching can only accept medicines that have been prescribed by a doctor, dentist, nurse prescriber or pharmacist prescriber.
- Medicines should always be provided in the original container as dispensed by a pharmacist and include the prescriber's instructions for administration.
- All medicines should be clearly named and will be stored in a medical box during the day.
- A record will be made of when the medicine was dispensed.
- Parents should make arrangements to collect the medicine at the end of the day unless alternative arrangements are made. Medicines will not be handed to a child to bring home unless agreed at the start of the course.

### **Non Prescribed drugs**

- We will only administer non-prescribed drugs (Paracetamol etc.) where parents have brought in the medicine and signed a consent form. We are unable to administer any medicines that contain Ibuprofen or Aspirin.

### **Refusal of Medicine**

- If a child refuses to take medicine, we will not force them to do so, but will note this in the records and contact the named contact on the medicine record form. If a refusal to take medicines results in an emergency then our emergency procedures will be followed.

### **Self-Management**

- Children develop at different rates and so the ability to take responsibility for their own medicines varies. This should be considered when making a decision about transferring responsibility to a child or young person. There is no set age when this transition should be made. There may be circumstances where it is not appropriate for a child of any age to self-manage.
- Children will be encouraged to take responsibility for their own medication if appropriate, if children carry their own medication such as inhalers etc coaches will offer to keep the medication safe until it is required.

### **Known medical conditions**

- A central register with a list of all children with any known medical condition will be kept onsite, ensuring staff have access to the information.
- When supply coaches are asked to cover a session it will be the responsibility of the lead member of staff to ensure the supply coach knows where the list is held.

### **Training**

- Any staff required to administer prescribed medicines will receive training to do so.
- All staff receive training on the common conditions of Asthma, Epilepsy, Diabetes and Anaphylaxis as part of their Paediatric First Aid qualification.

## **Child Sickness Policy**

Onside Coaching Ltd, recognises its responsibility to promote a learning environment that is safe for all. In order to maintain a clean and healthy environment this policy provides guidance for staff and parents as to when children should or should not be in school if showing signs of sickness.

The purpose of this policy is to:

- To ensure sick children are identified
- To ensure sick children are cared for appropriately
- To protect children and adults from preventable infection
- To enable staff and parents to be clear about the requirements and procedures when children are unwell.

### **Guidance**

Children should not attend Onside Coaching if they are showing signs of illness. If parents do bring their children and staff feel that they are unfit for sport, a parent will be contacted and requested to come and collect their child and requested not to return their child to Onside Coaching until symptom free.

If a child is thought to be unwell whilst at Onside Coaching, a qualified first aider will assess the condition of the child. This should be done in a kind and caring manner. The child may be distressed, so it is important to be calm and reassuring. The course supervisor should be informed of any sick children. The decision of Onside Coaching is final when requesting the exclusion of a child for illness or infection. Decisions will take into account the needs of the child and those of the other children and staff. Children with infectious or contagious illnesses may be asked to be kept absent for a certain period of time. If staff suspect that a child has an infectious or contagious illness, they will request that parents consult a doctor before returning.

Should a child become ill during the day, a member of staff will contact a parent. While awaiting the arrival of parents, the staff will ensure the comfort of the child, taking appropriate action, which would include seeking medical advice if necessary. If the child is in danger, the staff will seek medical advice immediately.

A child who has sickness or diarrhoea whilst at Onside Coaching should be collected immediately and kept absent from Onside Coaching for 48 hours following the last bout of sickness or diarrhoea.

Chicken Pox – children need to be absent from Onside Coaching for a minimum of 5 days from the onset of the rash. After this time, if all spots have dried and scabbed over, the child can return to Onside Coaching.

## **Behaviour Management Policy**

**Onside Coaching recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning, and enjoyment. We are committed to promoting a safe environment which is welcoming, and free from bullying.**

The aims of our Behaviour Management Policy are to help children to;

- Develop a sense of caring and respect for one another
- Build caring and cooperative relationships with other children and staff
- Develop a wide range of social skills
- Develop confidence, self discipline and self esteem in an atmosphere of encouragement and mutual respect

## **Behaviour Management Strategies**

All Staff will manage behaviour in a clear, consistent, and positive strategy. The management of behaviour will be structured around the following principles;

Staff and children will set a clear set of expectations on the first day of the club.

- When dealing with a behavioural problem, staff will always communicate in a clear, calm, and positive manner.
- Positive behaviour will be met with praise and encouragement.
- Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves.
- Staff should avoid shouting.
- Staff will open discussion with children about their behaviour. This will help the child understand the negative aspects of their behaviour and enable them to have input and be helped to think through the causes and effects of their actions.
- Staff will work as a team to discuss incident and resolve them collectively and consistently.
- Children who experience bullying, racism or any other unacceptable behaviour, will be given the confidence to speak out.
- Games will be varied, well planned and structured, so that children are not easily bored or distracted.

## **Dealing with Negative Behaviour**

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'Disengaged' behaviour may indicate that a child is bored, unhappy or unsettled. With a sensitive intervention, staff will often be able to re-engage the child into the games.

'Disruptive' behaviour occurs when a child's behaviour stops other children from enjoying themselves. Staff will discuss incidents and agree on the best plan of action to deal with this behaviour.

'Unacceptable' behaviour refers to non-negotiable actions, which may include discriminatory remarks, bullying, violence or destruction of equipment. Staff will be clear that the consequences, even if a first offence, will result in being removed from the session.

When an incident of negative behaviour occurs, staff will give the child or children a chance to discuss what led them to cause the situation. Staff will then explain to the child what was negative about their behaviour and that such actions have consequences for themselves and for others.

Staff will make every attempt to make sure the child understands what is being said to them. Children will be able to make amends for their behaviour and, unless judged inappropriate, be able to re-join the session.

In the event of the negative behaviour persisting, staff will follow the provisions of the Suspensions and Exclusions policy.

## **The Use of Physical Interventions**

Staff will only use physical interventions as a last resort to diffuse a situation that they believe puts a child in immediate danger to themselves or others.

Before this occurs, staff will use all possible non-physical interventions, such as dialogue and diversion, to deal with the behaviour.

Only the minimum force will be applied to the child to calm the situation e.g. leading a child away from a situation by placing a hand or an arm around their shoulders.

Staff will only use physical interventions as an act of care and protection, never as a means of punishment.

As soon as the situation is safe, then the physical aspect will be relaxed to let the child gain self-control.

The force of the intervention will be appropriate to the child's age, size and strength.

When a physical intervention has been used, the incident will be recorded appropriately, and a parent will be notified as soon as possible.

### **Bullying**

Everyone involved within Onside Coaching will be made aware of the Bullying Policy.

Bullying in any form is unacceptable, whether the offender is a child or an adult, and the victim is never responsible for being the target of bullying.

Such behaviour will not be tolerated or excused under any circumstances.

Onside defines bullying as repeated harassment of others through emotional, physical, verbal or psychological abuse.

### **Emotional**

Being deliberately unkind or excluding another child from a group or tormenting them; not letting others join in, or making fun of others etc.

### **Physical**

Pushing, scratching, spitting, hitting, kicking, biting, taking or damaging belongings, tripping up, punching, or using any other sort of violence towards another child.

### **Verbal**

Spreading rumours, making fun of, name-calling, put-downs, ridiculing, or using words to threaten or attack.

### **Psychological**

Behaviour which is likely to instil a sense of fear or anxiety into another child.

### **Dealing with bullying behaviour**

Despite all efforts to prevent it, bullying may still occur; therefore the following principles will be used:

- All bullying incidents will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incident of bullying that they experience or witness. They will be reassured that what they have said will be taken seriously and handled carefully.
- In most cases, the bullying behaviour can be managed by following the steps in this policy. The bully will be encouraged to

discuss their behaviour and think through the consequences of their actions.

- The victim will be supported by the staff, and monitored throughout the remainder of the day.
- If bullying behaviour persists, then more serious actions will take place, as laid out in the Suspensions and Exclusions policy.
- A staff member will inform a parent of the children involved as soon as possible.
- All bullying incidents will be reported in the incident book.

## **Suspensions and Exclusions Policy**

**At Onside Coaching we are committed to dealing with negative behaviour in a non-confrontational and constructive manner. All challenging behaviour will be dealt with collectively between staff and children wherever possible. These procedures are outlined in the Behaviour Management Policy.**

However, under some circumstances such strategies alone will not alter or prevent the negative behaviour. In these situations, further actions are necessary, including reviewing a child's place on the course, on either a temporary or permanent basis.

Persistent unacceptable behaviour will result in a formal warning from staff about the child's actions. The child will be able to discuss their behaviour and the staff will make clear the consequences of any further incidents.

Details of any warnings, suspensions and exclusions will be recorded in the incident book. Each warning will be discussed with a parent. All warnings will be made aware to the members of staff, as a last resort, Onside Coaching has the right to temporarily suspend or permanently exclude a child in the event of persistent unacceptable behaviour.

Only in the event of an extremely dangerous or serious incident will a child be suspended with immediate effect. In this situation, the child's parents will be contacted and asked to collect their child immediately.

After a suspension, the supervisor will arrange a time to speak to a parent regarding their child being able to return.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. Therefore consideration to a child's age and maturity is necessary.

Suspensions and exclusions will only be used as a last resort, when there is no alternate action, or when it is felt that other children or staff are at a potential risk.

No member of staff can impose a suspension or exclusion before discussing with the Course Supervisor. Staff will consult the Course Supervisor as early as possible regarding a child's behaviour in relation to warranting a suspension or exclusion.

## **Equality and Diversity Policy**

**At Onside Coaching we are committed to taking positive steps to ensure that we provide a safe environment, free from discrimination, for all children taking part as well as all staff and parents.**

**We are committed to promoting tolerance and fairness to all members of staff, children and parents. We adhere to both the spirit and detail of both the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity.**

Onside Coaching aim to provide a welcoming environment that promotes and reflects cultural and social diversity and is equally accessible to all. Onside Coaching will attempt to challenge any offensive behaviour, attitudes, or language with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

### **Equal Opportunities Procedures**

To meet our objective of creating an environment free of discrimination and welcoming to all, we will:

- Ensure that the Onside Coaching is open and available to all parents, carers and children in the local community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing our services.
- Treat all children and their parents with equal concern and value.
- Ensure that our recruitment policies and procedures are open, fair and non-discriminatory.
- Ensure that all members of staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes, alongside challenging any discriminatory incidents.
- Work towards fulfilling all of the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998, and the Race Relations (Amendment) Act 2000.

The Course Supervisor is responsible for ensuring that appropriate action is taken towards any discriminatory behaviour, language or attitude that occurs.

## **Addressing Discrimination and Racial Harassment**

Whoever becomes aware of an incident involving racial harassment or discrimination, whether it is a child or a member of staff, they will be encouraged to report the incident to the Course Supervisor or a senior member of staff.

The incident will be investigated thoroughly, and the individual concerned will be told that such behaviour is not tolerated and that steps have been taken to ensure that it does not happen again.

In the case of children, the incident will be reported to the child's parent, in accordance to the Behaviour Management Policy. If the situation cannot be resolved Onside Coaching may have to inform the parent that their child is no longer welcome to attend, in accordance to the Suspensions and Exclusions Policy.

In the case of staff, provisions within the Staff Disciplinary Procedures policy will be activated and the incident will be recorded.

The Supervisor is responsible for ensuring all incidents are dealt with professionally and sensitively. All incidents will be kept confidential, and using initials rather than names in the incident book is vital. In cases where a Manager or Course Supervisor is involved, the Registered Person (Directors) will handle the incident.

## **Special Educational Needs Statement**

### **Policy Statements**

Onside Coaching are committed to a policy of inclusion for all children.

Onside Coaching endeavour to provide out of school childcare for all children regardless of their disability or special needs.

### **Responsibilities - Onside Coaching**

Onside Coaching will make every reasonable effort to accommodate a child with a disability or a special need.

Staff within the club will attend appropriate training to assist them in their aim to include all children.

However, if the child cannot be cared for within the normal staffing ratios, or with reasonable changes to the premises and routines, Onside Coaching would have to seek support from other services in order to accommodate the child.

Onside Coaching have a responsibility for all the children and staff on the premises and if the safety of these people may have been compromised by a particular child, then the club, as a last resort, may have no option other than to withdraw their services for that child.

### **Responsibilities – Parents**

Parents are asked to make all relevant information about a child, known to Onside Coaching before the child attends. All information about the children is handled sensitively. We ask parents to keep Onside Coaching staff updated on any issues relating to a child's needs, including issues about behaviour.

### **Review of Policy**

Onside Coaching will work to this policy and will monitor, review and evaluate its effectiveness.

## **Child Protection Policy**

Onside Coaching has a duty of care to safeguard all children involved in our activities from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must also be taken into account. We will ensure the safety and protection of all children who take part in our activities through adherence to Onside Coaching's Child Protection guidelines:

A child is defined as a person under the age of 18 (The Children Act 1989).

### **Policy aims**

The aim of the Onside Coaching Child Protection Policy is to promote good practice:

- Providing children and young people with appropriate safety and protection whilst in the care of Onside Coaching.
- Allow all staff and volunteers to make informed and confident responses to specific child protection issues.

### **Promoting good practice**

Child abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about the appropriate action to take.

Abuse can occur within many situations including the home, school and the sporting environment. Onside Coaching staff will have regular contact with young people and are an important link in identifying cases where they need protection.

When a child attends Onside Coaching activities having been subjected to child abuse outside the sporting environment, sport can play a crucial role in improving the child's self-esteem. In such instances the club activity organiser must work with the appropriate agencies to ensure the child receives the required support.

### **Good practice guidelines**

All staff should be encouraged to demonstrate exemplary behaviour in order to promote children's welfare and reduce the likelihood of allegations being made. All staff are encouraged to report any concerns they have with children, parents or other staff members. The following are common sense examples of how to create a positive culture and climate.

You should never:

- allow children to use inappropriate language unchallenged
- fail to act upon and record any allegations made by a child
- do things of a personal nature for children or disabled adults, that they can do for themselves

It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents and the children involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk them about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

### **Incidents that must be reported or recorded**

If any of the following occur you should report this immediately to the appropriate officer and record the incident. You should also ensure the parents of the child are informed (or the Children's Team if necessary)

- If a child is injured during a coaching activity
- If a child seems distressed in any manner
- If a child appears to be sexually aroused by your actions
- If a child misunderstands or misinterprets something you have done
- Any allegations or comments made that raise concerns

### **Use of photographic or filming equipment**

From time to time Onside Coaching photograph or film children enjoying the activities for promotional purposes. If this is the case parents will be asked for consent for this to take place.

Videoing as a coaching aid: there is no intention to prevent staff and teachers using video equipment as a legitimate coaching aid. However, children and their parents should be made aware that this is part of the coaching programme and their consent obtained, and such films should be stored safely.

## **Recruitment and training of staff and volunteers**

Onside Coaching recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children. Pre-selection checks must include the following: (Following the Onside Coaching Recruitment Procedures)

All volunteers and staff should complete an application form. The application form will elicit information about an applicant's past and a self-disclosure about any criminal record. Consent should be obtained from an applicant to seek information from the Disclosure and Barring Service (DBS). Two confidential references, including one regarding previous work with children. All members of staff and volunteers will hold an Enhanced DBS check. On occasions a List 99 check will be carried out in the interim period whilst waiting for a DBS to complete, in this instance the member of staff concerned will not be left unattended with children until a satisfactory DBS is received. All staff will complete a Disqualification by Association form annually.

Coaching staff will attend an annual Child Protection training workshop, to ensure their practice is exemplary and to facilitate the development of a positive culture towards good practice and child protection.

## **Vulnerable Persons Policy**

Onside Coaching has an obligation to ensure that, when dealing with children and vulnerable adults, its staff and volunteers provide the highest possible standards of service and care.

The aim of this Policy and its Procedures is to ensure that people representing, working for, or on behalf of Onside Coaching Ltd or who are associated with services facilitated in some way.

- Have a clear understanding of their responsibilities when working with children and vulnerable adults
- Recognise the signs of abuse and the appropriate course of action to be taken in such circumstances
- Understand the potential risk to themselves and ensure that good practice is adhered to at all times
- Recognise signs of improper behaviour from other people working for or on behalf of Onside Coaching or otherwise and take appropriate action should this occur.

For all services and activities provided by Onside Coaching we will:

- Accept moral and legal responsibility to implement procedures, to provide a duty of care for Children and Vulnerable Adults (where necessary), safeguard their wellbeing and protect them from abuse
- Respect and promote the rights, wishes and feelings of Children and Vulnerable Adults
- Recruit, train and supervise it's employees and volunteers to adopt best practice to safeguard and protect Children and Vulnerable Adults from abuse, and themselves against false allegations
- Require staff to adopt and abide by the Children and Vulnerable Persons Protection Policy and Procedures
- Respond to allegations appropriately and implement the appropriate disciplinary and appeals procedures
- Develop and implement an appropriate monitoring and review system to ensure conformance to the Children and Vulnerable Persons Protection Policy and Procedures

## **Policy Statement**

Onside Coaching believes that:

- The safety and welfare of children and vulnerable persons must always be of paramount importance, whatever the circumstances.

- Everyone who has a role in working with children and vulnerable persons also has a responsibility to safeguard and promote their welfare and protect them from abuse.
- All children and vulnerable persons have equal rights to protection from harm irrespective of their age, disability, gender, marital status, nationality, race, religious beliefs or sexual orientation.
- Special care is needed in providing services to children and vulnerable persons because their age, inexperience, physical or mental condition may render them particularly susceptible to abuse and make it more difficult for them to seek help if they are abused.

Sufficient training must be made available to ensure that:

- Staff always maintain good practice in providing services to children and vulnerable persons and that
- Staff are able to recognise and respond to potential signs or allegations of abuse

The guidance given in our procedures is based on the following key principles:

- The safety and wellbeing of Children and Vulnerable Persons is the primary concern
- All Children and Vulnerable Persons, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse
- Whilst it is not the sole responsibility of Onside Coaching to determine whether or not abuse has taken place (this is undertaken in liaison with external Children and Vulnerable Persons protection professionals) it is everyone's responsibility to report any concerns
- All incidents of suspected poor practice and allegations should be taken seriously and responded to swiftly and appropriately
- Confidentiality should be upheld in line with the Data Protection Act 1998, the Human Rights Act 2000 and the Freedom of Information Act 2000.

This policy applies to all staff regardless of whether they have regular contact with children or vulnerable adults. For the purposes of this policy:

- "Staff" refers to any person working on behalf of Onside Coaching including volunteers, part time and temporary employees.

## **Complaints Procedure**

**At Onside Coaching we aim to consistently provide a high quality of service. However we accept that sometimes things do not go to plan, and complaints may be made. In these circumstances we work together to make things right, and make the necessary improvements.**

In most situations the Course Supervisor will deal with any complaint. If a complaint is made against the Course Supervisor, then the Director or manager will conduct the investigation. Any complaint made to staff will be recorded in the incident book.

### **Stage 1**

If a parent or carer has a complaint about a certain member of staff, it is likely to be possible to be resolved by speaking to the individual concerned, and/or to the manager. Onside Coaching is open to discussions with parents regarding both positive and negative aspects. In the first instance the parents are encouraged to speak directly to the member of staff, if deemed appropriate. If not, the Course Supervisor will deal with the situation. If the situation cannot be resolved, then stage 2 of the procedure will come into operation.

### **Stage 2**

If informal discussions do not resolve the situation, parent are advised to put their complaint in writing with relevant dates, times, names and details of the incident. Onside Coaching will acknowledge the complaint as soon as possible, and fully investigate. The Course Supervisor is responsible for sending the parent a full and formal response to the complaint.

If the Course Supervisor has a reason to believe that the incident involved child protection issues, then the local Children's Team must be contacted, according to the procedures set out in the Child Protection Policy. If any part of the incident is deemed to involve a criminal offence, then the police must be informed.

In conjunction with the Directors, the Course Supervisor will then arrange a time for a formal meeting with the parent and any member of staff involved.

## **Contacting Ofsted**

Any parent can make a complaint or make a positive comment to Ofsted at any time; they will consider and investigate all complaints or matters received.

Ofsted can be contacted in a number of ways:

**By Post:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**By Telephone:** 0300 123 1231

**By Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Website:** [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## **Physical Environment Policy**

**At Onside Coaching, staff are committed to providing a safe and stimulating environment for the children. Staff will do as much as they can to make the venue welcoming and friendly to the children and their parents.**

The venues that Onside Coaching use must be safe and have the adequate space for its purpose. Regular risk assessments are carried out on all indoor and outdoor spaces. The Course Supervisor is responsible for making sure the venue is clean, well lit, ventilated and maintained at an appropriateley.

We are committed to giving equal opportunities to the children; they have equal access to facilities, equipment, and play activities; including any child with disability, or special educational needs.

During the hours of the course, the premises are solely used by Onside Coaching, its staff and children; as far as this is possible.

There must be adequate toilets with a wash basin with hot and cold water available.

### **Outdoor Play**

Outdoor space is used during all weathers. Before use, staff will check the area for any hazards.

Staff will make sure there is a regular supply of water available at all times, and in hot conditions ([See Updated Appendix 1 – July 15<sup>th</sup> 2018](#)), drinks breaks will be regularly taken throughout the day. Also, the staff ensure that children are protected by the sun, by providing shade breaks; and where possible making sure children with sunhats are wearing them and have any sunlotion applied if requested by a parent.

## **Equipment Policy**

**Onside Coaching provides children with the access to a variety of games and sporting activities using a wide range of equipment. The variety of games stimulates enjoyment, learning, and development.**

Depending on equipment and activity, the levels of staff supervision may vary.

All equipment is selected with care, and new equipment will be risk assessed before purchased, according to the risk assessment policy.

**Children must not carry any equipment. It is expected that equipment will be set up prior to the session commencing.**

Coaches also need to check the following before sessions start: (where necessary)

- Goal posts are secure and safe before use
- Goal posts are stored away correctly and safely in the sports hall
- Any hazards including nets, benches and other equipment are made safe
- Onside kit is stored safely away from the session

The above examples are illustrative and do not form an exhaustive list.

## Toilet Policy

Onside Coaching will keep all toilets open and available to children throughout the day. While children can use toilet facilities at break and lunchtimes if they need to, we will also ensure there is access at all times. We recognise that toilet needs are highly individual and do not conform to regimental timetables.

- No child will ever go to the toilet unattended
- When taking a child to the toilet, the toilet and changing room area must be checked to make sure that it is safe
- Once the area is safe, staff will remain outside the toilet area and wait for the child to use the toilet – reminding them to flush the chain and wash their hands if necessary
- Take children back to re-join the rest of the group



## **Food and Drink Policy**

**At Onside Coaching children are required to bring their own packed lunch and also a drink to last throughout the day. We provide drinking water only as a means of refilling water bottles.**

**Lunch time will be between 12.00 midday and 1.00pm (approximately).**

If a child has forgotten or arrives to the club without their packed lunch, the following procedure must be followed;

- Call the parent
- See if they can bring food to the venue
- If they can not provide lunch, discuss what food staff can share or purchase locally, for the child.

Staff must never give any food or drink to a child without parental consent.

No child will ever be forced to eat or drink something against their will, and the withholding or granting food will never be used as either a punishment or reward.

## **Lunch Time Procedures**

- Children should not under, any circumstance share food with each other
- When eating children should be sat down on a chair at a table
- Ensure that children are sat on a chair properly with four legs on the floor
- Parents should make staff aware of any allergies that their child has
- Staff should be visible and moving around the dining area to assist where necessary
- Children must ask if they need to go to the toilet
- Ensure all litter goes in the bins provided and that these are emptied regularly

## **Hygiene Policy**

**At Onside Coaching the highest possible standards of hygiene in and around the premises will be maintained by the staff to minimise possible risks to children, staff, and any other visitors.**

### **Personal Hygiene**

**Staff will adhere to the following examples of good personal hygiene in all circumstances:**

- Washing hands before eating food
- Washing hands after using the toilet
- Encourage children to follow the above points
- Covering cuts and abrasions while on the premises using the appropriate First Aid techniques
- Keeping long hair tied back
- Taking any other steps to minimise the spread of infections

### **Hygiene on site**

The Course Supervisor and all staff will work to prevent any potential threats to good hygiene; a clean and tidy environment will be kept at all times. The Course Supervisor will ensure that the toilets are clean at all times and that there is an adequate supply of soap and hand drying facilities for both the staff and children.

### **Dealing with Spillages**

Spillage of any substance likely to spread infection will be dealt with immediately and carefully. Blood, vomit, urine and faeces will be cleaned up rapidly and disposed of in a safe and hygienic manner.

### **No Smoking Policy**

Smoking is not permitted anywhere in or around the venue. The rule applies for staff, work experience students, parents, children or any other visitors.

If for some reason a child is caught in possession of cigarettes or cigarette related objects, they will be confiscated and passed onto the parent at the end of the day.

## **Drugs and Alcohol Policy**

**The possession of cigarettes, alcohol and illegal drugs is prohibited by Onside Coaching. If any staff, children or students are found in possession, it will be treated as a very serious disciplinary matter.**

All staff will be made aware of these circumstances during induction to the company. Any failure to meet the provisions of this policy will be dealt with following the Staff Disciplinary Procedures and Behaviour Management policies.

### **Drugs**

Any person who appears to be under the influences of illegal drugs will be asked to leave immediately; this includes parents, children, staff or visitors.

If a child is found in possession of illegal drugs on the premises, their parent will immediately be informed.

If staff are taking prescribed drugs that may affect their ability to work to the high standards asked, the Course Supervisor must be informed.

If a member of staff suspects that a parent is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform the Course Supervisor and the designated child protection officer, in accordance to the Child Protection Policy.

In this circumstance the Course Supervisor and the Child Protection Officer will then decide an appropriate plan of action, keeping the safety and well-being of the child a priority.

Wherever an illegal act is judged to have taken place, the police will be informed.

### **Alcohol**

Any person arriving to the club clearly under the influence of alcohol will be asked to leave immediately; includes parents, children, staff or visitors..

If a child is found in possession of alcohol on the premises, their parents will immediately be informed.

If a member of staff suspects that a parent is under the influence of alcohol when they drop off or collect their child, they have a duty to inform the Course Supervisor and the designated child protection officer, in accordance to the Child Protection Policy.

In this circumstance the Course Supervisor and the Child Protection Officer will then decide an appropriate plan of action, keeping the safety and well-being of the child a top priority.

Wherever an illegal act is judged to have taken place, the police will be informed

## **Health and Safety Policy**

### **Statement of Intent:**

Sport plays a major part in the personal, social and physical development of young people. All young people should have the opportunity to develop those skills and be able to participate in sport and leisure activities in an environment free from discrimination and without risk to their personal health and safety.

Safe practice in physical education and sporting activity is an integral feature of all aspects of the services and facilities provided by Onside Coaching. Every incident that occurs serves to highlight the importance of safe practice and the need to adopt systems and procedures that will minimise the likelihood of such incidents or their reoccurrence. More importantly, careful forethought and preparation, including risk assessment, will help in preventing such occurrences.

We all encounter risk in our daily lives and to attempt to remove risk entirely from any activity would be not only impossible but also undesirable; in fact an appreciation and understanding of risk is essential to an individual's normal healthy development. The challenge for any organisation providing sporting activities for young people is to ensure that they are properly prepared to manage reasonable risks with which they are likely to be faced and to assist them in developing the life skills and awareness to ensure their own and others safety.

Onside Coaching will, so far as is reasonably practicable, ensure the health, safety and welfare of those whom it employs, those who provide coaching or other services on its behalf and those young people who participate in its sporting activity.

### **Relationship with Parents**

Parents should feel confident at all times that their child is receiving quality sports coaching in a safe, secure environment. Parents should already be aware of the following when booking their child onto any of the activities:

- Name of organisation
- Appropriate contact details

- Name of course Football, Multi Sports, Dance or Forest Schools
- Brief description of course content
- Age range for participants
- Date of course
- Venue, time and duration
- Clothing and equipment required including any safety equipment that the parent should provide
- Price including methods of payment
- Drop off and pick up points at the venue
- Refreshments required or available
- Application forms to attend courses should be comprehensive and easy to understand.

Parents should be encouraged to use the form to bring to the attention of the activity provider any medical condition, disability or behavioural trait that may affect a child during activity. Parents are invited to contact the Course Supervisor directly if they have questions regarding the safety and wellbeing of their child before, during or after the course, whilst in the care of Onside Coaching. Parents are welcome to observe coaching sessions at any time and ask the coach questions following each session, however this must only take place with prior appointment, to ensure the safety of other children.

### **Coaching Young People**

Young people should at all times receive quality sports coaching in a safe, secure and enjoyable environment. Coaches should be enthusiastic and positive giving feedback in a constructive and encouraging manner. Young people should be encouraged to play fairly within the rules and in a spirit of co-operation. Young people should be allowed to take rest and appropriate refreshment, particularly during long activity sessions. Coaches should never use emotional or physical punishment to discipline participants. Young people should be supervised at all times from arrival at the site through to their departure. Where supervision is not possible e.g. in the toilets, clear instructions or codes of behaviour are be provided.

### **Quality of Service Provision**

The Course Supervisor of each site has responsibility for all that relates to the course before, during and after all sessions. Every element of the service provided should be of a high level with mechanisms in place to regularly monitor quality.

The company Directors should ensure that coaches:

- Are suitably qualified;
- Are screened by the DBS;

- Are trained in child protection practices;
- Are aware of incident reporting procedures and have the necessary documentation;
- Are regularly observed in action;
- Are assigned tasks appropriate to their level of experience and ability;
- Are aware of the company's Health and Safety and Risk Assessment policies which should be brought to their attention during an induction process and remain in their possession during the term of their employment;
- Are appropriately trained in First-aid

All written material provided to schools and parents should be clear and precise, with a contact name, phone number and address of Onside Coaching. All enquiries should be dealt with promptly. Schools, parents and children should have the opportunity to evaluate performance and comment on quality. This should be through a well-structured monitoring process involving questionnaires to all of the above.

### **Group Size and Gender Mix**

Group size and gender mix will vary according to a number of factors including the type of sport, age of participants, size or quality of facility and the qualifications and status of coaches. The following points should be considered:

- National Governing Bodies (NGB) give guidelines on activities for mixed gender and those which should be single sex. In some cases, for example contact sports, this may change when a certain age is reached and again the NGB will advise. Sport England produces a list of all NGB contacts, updated on a regular basis. All managers should retain a copy for information;
- NGB specifies ideal ratios of coaches to children. These should always be adhered to.

## **Risk Assessment Policy**

This policy is intended to provide a practical framework for Risk management within Onside Coaching.

The Course Supervisor is responsible for the site and through line management will endeavour to ensure that:

- Risks are identified
- Severity and probability of risks are identified where necessary
- Adequate appropriate resources are provided

### **Risk Assessment Review**

The risk assessments will be reviewed annually or more frequently if circumstances change. The policy will be subject to full consultation with the Company Directors and Members of Staff.

### **Location of the Policy**

Onside Coaching's Risk Assessment will be kept in the COURSE FOLDER which will be on the site during the course duration. There will also be other copies in the Risk Assessment folder which is held at the Onside Coaching Office. All Risk Assessments are also accessible for staff online using Peninsula Business Services' BusinessSafe Portal .

### **Objectives of Risk Assessment and Management**

- To maintain a safe, secure working and learning environment
- To reduce the cost of risks by evaluating exposure and improving the control of risk
- Provide and maintain a suitable incident reporting procedure, encourage and promote accurate and reporting of incidents, and facilitate appropriate subsequent investigation
- Formulate effective procedures for use in the event of fire and other emergencies. Recommendations will be taken for compliance of action identified to meet Risk Management Requirements
- Monitor and review all aspects of Risk Management on an on-going basis

## **Emergency Procedures**

## **First-Aid**

If a child is involved in an incident whilst at Onside Coaching, an Incident form will be completed and a parent will be informed. The child will receive first aid where necessary.

When a serious injury occurs the emergency services will be contacted along with the emergency contact number for the child, the senior member of staff will follow the child to hospital if the emergency contact is unable to attend straight away. The incident will then be re-risk assessed and evaluated as necessary.

Managing an injury may vary considerably depending on the circumstances of any incident, from treating a minor bruise or abrasion to being able to recognise when skilled medical assistance is required and being able to summon the emergency services. Sports coaches should be appropriately trained in first-aid and have access to a first-aid kit.

It is expected that each coaching session will have at least one appropriately trained first-aider available. Additionally, each coach should have access to at least a basic first-aid kit, the contents of which should include:

- First-aid Guidance card;
- Gloves;
- Ice Packs
- Yellow disposable bag;
- Six individually wrapped sterile adhesive dressings;
- One large sterile non-medicated dressing;
- Two triangular bandages;
- Two safety pins;
- Individually wrapped, sterile, moist cleaning wipes (non-alcohol).
- Plasters of various sizes

First-aid kits should be checked and restocked by the coach prior to each holiday scheme day.

## **Incident Reporting**

All incidents occurring that lead to a person being unable to continue with a sporting activity or that result in injury requiring first-aid or other medical treatment must be recorded in the Incident record book.

Details of the record must include the following information:

- Name of person making an entry/record;
- Date, time and place of incident;
- Name of person or persons with injury;
- Date of birth (or approx. age);
- Brief details of incident;
- Brief details of injury;

- If the patient attends hospital;
- Any action taken including first-aid administered, or advice given.

Where serious incidents occur (fatality, broken bone, unconsciousness or similar serious injury) a report, on Form F2508, may need to be made to the Health and Safety Executive (HSE) in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulation (RIDDOR) 1995. Onside Coaching and their staff maintain accurate incident records to establish proof of safe practice, provide quality-monitoring information and for insurance purposes. This includes a review of any incident and relevant risk assessments to determine and apply any lessons.

### **Fire Procedure**

All members of Onside staff should be aware of the site's fire assembly point. In the event of the fire alarm sounding, everyone must leave the building immediately using the nearest exit (all clearly marked). Children will be lined up and will walk out of the nearest fire exit calmly and sensibly towards the fire assembly point. A register of all children in attendance will then be taken and checked to ensure that all of the children have evacuated the premises.

If there is a child missing, no member of staff will enter the building if it is on fire. If the building is assessed and agreed as safe to enter then the senior staff member will enter the building to find the missing child. No group will re-enter the building until the fire and rescue service or site manager has assessed the site and it has been deemed as safe.

## **Procedure for Missing Child**

**Onside Coaching has the highest regard for the safety of the children in our care. Staff will always be aware of the potential for children to go missing throughout the day.**

Even though carrying out all the correct procedures, emergencies can still arise. Therefore staff will undertake regular head counts throughout the day. If for any reason a member of staff cannot account for a child's whereabouts, the following procedure will be activated:

- The member of staff who noticed the disappearance will inform the supervisor and other members of staff immediately. A thorough search of the venue will then take place with the other children remaining safe and supervised. Staff must be careful not to create an atmosphere of panic.
- The supervisor will nominate a member of staff to search the area surrounding the venue. All staff will be extra attentive to any potentially suspicious behaviour of persons both in and around the club.
- After 15 minutes the police will be informed if the child is still missing, followed by a phone call to the parents.
- Whilst waiting for the parents and the police to arrive, the search of the venue will continue, and other staff members will carry out the day as normal for the welfare of the other children.
- The supervisor is responsible for meeting the police and the parents, and to co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents.
- After the situation has been resolved, the supervisor and the staff team will review the incident, and make any relevant changes to the provisions of the club's Site Security, operating procedures and/or Risk Assessment policies.
- The incident will be recorded in the Incident Record Book, and in any case where the police or Children's Team have been involved, Ofsted will be informed as soon as possible.

## **Emergency Telephones**

Each course has access to a course telephone for use in the event of an emergency. A member of staff may also have ready access to a personal mobile telephone. Alternatively, the whereabouts/location of the nearest public telephone box should be ascertained if no other means of communication is available.

## **Insurance**

Everyone involved in the management, coaching and organisation of sports activities should be mindful of the increasing trend for individuals to seek redress through the Civil Courts for every type of incident or injury. Additionally, Health and Safety legislation, together with decisions made under Common Law, place the prime responsibility for Health and Safety squarely on the shoulders of the organiser, the promoter of an event, the owner of the business concerned and the employer of the person involved in any alleged act of negligence. Disclaimers have been ruled invalid in relation to attempting to restrict liability for death or personal injury resulting from negligence but may be considered valid when used in relation to loss or damage to property, personal effects or clothing.

## **Minimum Recommendations**

Essential - Third Party (also called Public Liability) cover must consider the limits of the indemnity (per incident) that are sufficient to cope with current Civil Court awards and be kept under regular review. Onside Coaching's policy terms extend to provide indemnity to both employees (Employers Compulsory Liability Insurance) and voluntary helpers where they have been authorised to act as accredited assistants. Copies of Insurance Certificates are displayed at the back of this folder.

## **Appendices**

### **Hot Weather: Physical Activity Policy – Heatwave**

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Please ensure your child attends with a full water bottle, which they can refill throughout the day. Please ensure they bring a sun hat too.

We would remind you that staff are unable to apply sun creams to your children. We advise that you buy the variety of sun creams that can be applied once per day and that you apply the cream before arrival each morning.

#### **Protecting children outdoors**

During periods of high temperature the following steps will be taken:

- in temperatures in excess of 30 degrees strenuous activity will be prohibited and sessions tailored to safeguarding the health and well being of children.
- utilise shade when delivering sessions outside in temperatures in excess of 25 degrees with regular breaks and rest.
- children should wear sun-hats with wide brims to avoid sunburn
- use sunscreen (at least factor 30 with UVA protection) to protect skin if children are playing outdoors for more than 20 minutes.
- drink breaks every 15 minutes minimum and as and when children require. Ensure cold water is readily available to refill bottles.

#### **Time Limits**

- Temperatures exceeding 25 degrees sessions to be 20 minutes max and be supported with regular water breaks and a 20 minute break to replenish water bottles and relax in shaded/indoor area.
- Lunch Times: 12.15pm to 1.30pm where children are sat and relaxed. No physical activity to be delivered during this time.

## **Protecting children indoors**

During periods of high temperature the following steps will be taken:

- open windows as early as possible in the morning before children arrive, or preferably overnight to allow stored heat to escape from the building - it is important to check insurance conditions and the need for security if windows are to be left open overnight
- almost close windows when the outdoor air becomes warmer than the air indoors - this should help keep the heat out while allowing adequate ventilation
- use outdoor sun awnings if available, or close indoor blinds/curtains, but do not let them block window ventilation
- keep the use of electric lighting to a minimum
- switch off all electrical equipment, including computers, monitors and printers when not in use - equipment should not be left in 'standby mode' as this generates heat
- encourage children to eat normally and drink plenty of cool water

## **Sun Cream**

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- We ask parents to apply a full 1 day sun cream SPF 30 and above prior to arrival on our courses.
- Onsite staff are unable to apply cream to children
- Children can have sun cream with them to apply themselves before each session throughout the day. Staff will remind children to apply their own sun cream at the beginning of the afternoon session.