

# Prestige Sports Coaching



**Policies Booklet**  
**2023-2024**

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## **1. Administering Medication Policy**

If a child attending Prestige Sports Coaching provision requires prescription medication of any kind, their parent or carer must complete a Permission to administer medicine form in advance. Staff at the Club will not administer any medication without such prior written consent.

If possible children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the coaches will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Prestige Sports Coaching Staff can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage, and should be in the original packaging.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a Medication Log, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the Record of Medication Given form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the Medication Log.

If a child refuses to take their medication, staff will not force them to do so. The coordinator and the child's parent or carer will be notified, and the incident recorded on the Record of Medication Given.

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the coordinator will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new Permission to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency).

If a child suffers from a long term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

## **2. Arrivals and Departures**

Prestige Sports Coaching recognises that the safe arrival and departure of the children in our care is of the utmost importance.

The coordinator will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

### **Arrivals**

A member of Prestige Sports Coaching will meet the children at the drop off and collection point for the club. It is the responsibility of the parent or carer to escort children to the drop off area to the awaiting member of staff. Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance and time in / out in the daily register straightaway.

### **Departures**

- Staff will ensure that, unless prior arranged, children will be collected at the collection point by their parent or carer. The member of staff will sign each child out including the time they leave when their parent arrives.
- Children can only be collected by their parent or carer unless the member of staff has been told otherwise where a password collection system will then be in place. The password must be provided by the parent or carer and must be used to release children to another adult.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the Uncollected Children policy will be followed.
- Children will not be allowed to leave the Club unaccompanied unless prior permission has been agreed between the parent or carer and Prestige Sports Coaching.

### **Absences**

- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is absent without explanation, staff will contact the parents or carers to identify the reason for their absence. If there is no explanation for the absence the Club will activate the Missing Child procedure.

### 3. Anti-Bullying Policy

Prestige Sports Coaching will provide a supportive, caring and safe environment in which all children and adults are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with Lucy Holzman-Clarke (Company Director). A clear account of the incident will be recorded in an Incident log. All staff will be informed so that close monitoring of all parties can begin. Parents of both parties will be informed.

Prestige Sports Coaching defines bullying as the *repeated* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the Incident log. (See our Equalities Policy for more information on how we deal with and challenge discriminatory behaviour.)

#### Preventing bullying behaviour

Staff at Prestige Sports Coaching will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging paired, group and team play
- Encouraging children to report bullying without fear
- Exploring the consequences of bullying behaviour with the children and adults.

#### Responding to bullying behaviour

Prestige Sports Coaching acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasions. Should such incidents occur, the Club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child or adult and offer support.

- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform Lucy Holzman-Clarke (Company Director) if she is unavailable they are to report to the head coach.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour. If bullying behaviour persists, more serious actions may have to be taken.
- All incidents of bullying will be reported to the company director and will be recorded on an Incident Log. The company director and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

## **4. Admissions and Fees Policy**

Prestige Sports Coaching provide care for children between the ages of 4 and 11.

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week

### **Booking procedure**

Parents must book spaces on services provided by Prestige Sports Coaching for their children via our online website booking system. This will ensure parents complete a booking form including information regarding the child and any medical information staff at the clubs need to be aware of. Photo permission forms will be completed daily on drop off at the club. Bookings must be made online and necessary forms completed before attending any clubs provided by Prestige Sports Coaching.

### **Fee Information**

Fees are charged as per amounts listed on the website underneath each service.

Fees are charged for booked sessions whether the child attends or not. We do not offer a discount for siblings.

### **Payment of fees**

Fees are to be paid when booking online, the booking will not be completed until payment has been made. If payment is not made the booking will not go ahead and if the child arrives at the club arrangements with the parent will be made at drop off to make this payment by the end of the day. If the fees still remain unpaid the child will not be allowed to book or attend another session until the payment has been made.

## **5. Behaviour Management Policy**

Prestige Sports Coaching uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly discussed with the children at the beginning of each session and are reminded regularly if necessary.

The Club's designated member of staff responsible for behaviour management is Amy Lewis (Company Director).

Whilst at a Prestige Sports Coaching Club there is an expectation that children will:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club at the beginning of each session
- Participate in a variety of activities and ask for help if needed
- Enjoy their time at the Club
- Encourage positive behaviour

At Prestige Sports Coaching positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Informing parents about individual achievements

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm, positive and non-confrontational manner.
- In the first instance, the child will be given 2 minutes out from the activity. Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.



If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our Suspensions and Exclusions policy. The reasons and processes involved will be clearly explained to the child.

If staff are not confident about their ability to contain a situation, they should call the coordinator or, in extreme cases, the police.

## **6.Complaints Policy**

At Prestige Sports Coaching we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future.

Amy Lewis will generally be responsible for dealing with complaints. If the complaint is about Amy Lewis, Lucy Holzman-Clarke will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

### **Stage one**

Complaints about aspects of Club activity:

- Amy Lewis will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned. If the parent feels that this is not appropriate, the matter will be discussed with Amy Lewis, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Company Director Via [info@prestigesc.co.uk](mailto:info@prestigesc.co.uk). Prestige Sports Coaching will:

- Acknowledge receipt of the email within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.

If child protection issues are raised, Amy Lewis will refer the situation to the Club's Child Protection Officer (Lucy Holzman-Clarke), who will then follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, Amy Lewis will contact the police.

## **7. Confidentiality Policy**

At Prestige Sports Coaching we respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Prestige Sports Coaching can do so with confidence. We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents to Club staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the Head Coach.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work placements are informed of our confidentiality policy and are required to respect it.

### **Data Protection Act**

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data following GDPR 2018.

## **8. Emergency Evacuation/Closure Procedure**

Prestige Sports Coaching will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice. The following are possible reasons for emergency closure:

- Serious weather conditions, Heating system failure, Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

1. If appropriate the head coach will contact the emergency services.
2. All children will be escorted from the building by a safe exit to the assembly point which is the field.
3. If the site needs to be evacuated children and staff will meet at the assembly point. If it is not possible to return to the site children will be dismissed from the field.

No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.

Before leaving the building the designated person will close all accessible doors and windows, if it is safe to do so.

The register will be taken and all children and staff accounted for.

If any person is missing from the register, the emergency services will be informed immediately.

The head coach will contact parents to collect their children. If the register is not available, the head coach will use the emergency contacts list (which is kept off site). All children will be supervised until they are safely collected.

If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.

## 9. Equalities Policy

At Prestige Sports Coaching we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- 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.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.

### Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion and through our staff always modelling anti-discriminatory behaviour.

### Racial harassment

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (eg parents/carers collecting children).

### Equal Opportunities Named Coordinator

The Club's Equal Opportunities Named Coordinator (ENCO) is Amy Lewis. The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The Equalities policy is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

### Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

## 10. Fire Safety and Risk Assessment

Prestige Sports Coaching understands the importance of vigilance to fire safety hazards. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- All children will be made aware of the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- Fire extinguishers, fire alarms and smoke alarms are regularly tested in accordance with manufacturer's guidance.
- The Club has notices explaining the fire procedures which are positioned next to every fire exit.

### Fire prevention

- The Club will take all steps possible to prevent fires occurring by:
- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises. Storing any potentially flammable materials safely.

### In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by a member of staff and the register will be collected, providing that it is safe to do so.
- The Head Coach will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the head coach will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Head Coach is not present at the time of the incident, a replacement member of staff will take on the role.

### Responsibilities of the Company Director

The Company Director is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis.
- The Company Director should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

## **11. Health and Safety Policy**

Prestige Sports Coaching considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's Health and Safety policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the Company Director.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

### Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The designated health and safety officer is Lucy Holzman-Clarke who will ensure that:

- All staff receive information on health and safety matters, and receive training where necessary
- The Health and Safety policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

### Responsibilities of the Head Coach

The Club's Head Coach is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- All the Club's equipment is safely and securely stored
- A working telephone is available on the premises at all times



- Chemicals and cleaning materials are stored appropriately, and in accordance with CoSSH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our Risk Assessment policy.

### Security

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents.

During Club sessions all external doors are kept locked, with the exception of fire doors. Staff monitor the entrances and exits to the premises throughout the session.

### Equipment

All furniture and equipment are kept clean, well maintained and in good repair. We select equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken equipment is disposed of promptly. We ensure that any flammable equipment is stored safely.

### Food and personal hygiene

- Staff at Prestige Sports Coaching maintain high standards of personal hygiene, and take all practical steps to prevent and control the spread of infection.
- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

### Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately.

### Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are at the club at any time.

## 12. Illness and Accidents

At Prestige Sports Coaching we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

We will record any accidents or illnesses, together with any treatment given, on an accident sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Prestige Sports Coaching cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

### First aid

All staff are first aid trained. All Staff have a current first aid certificate and has attended a 12 hour paediatric first aid course. To ensure that there is a qualified first aider present at every session of the Club, other members of staff will also receive first aid training.

The location of the first aid box and a list of qualified first aiders are clearly displayed at the Club. The designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

### Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

### Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child.
- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the company director and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

#### Communicable diseases and conditions

- If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.
- If an infectious or communicable disease is detected on the Club's premises, we will inform parents and carers as soon as possible.
- If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit and HSE under RIDDOR (if appropriate).

## **13. Involving Parents and Carers Policy**

At Prestige Sports Coaching we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns.

We do our best to keep parents informed about the Club by making all our policies available at the Club for parents to consult whenever they like.

We actively welcome parents and invite their input into the Club in the following ways:

- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy

## 14. Manual Handling Policy

Manual handling is one of the major causes of absence through injury in the workplace. At Prestige Sports Coaching we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

### Procedure

In order to limit the risk of injury from manual handling operations Prestige Sports Coaching will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment.
- The main manual handling hazard at Clubs is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

### Employee's duties

- It is the responsibility of all staff Prestige Sports Coaching to:
- Comply with any instructions and training provided in safe manual handling techniques
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the company director any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

### In summary

Whenever possible, **avoid** manual handling situations.

If avoidance is not possible, make a proper **assessment** of the hazard and risks.

**Reduce** the risk of injury by defining and implementing a safe system of work.

**Review** your systems regularly, to monitor the overall effectiveness of the policy

## **15.Missing Child Procedure**

At Prestige Sports Coaching we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the hall to the field / playground).

If a child cannot be located, the following steps will be taken:

1. All staff will be informed that the child is missing.
2. Staff will conduct a thorough search of the premises and surrounding area.
3. After 10 minutes the police will be informed. The head coach will then contact the child's parents or carers.
4. Staff will continue to search for child whilst waiting for the police and parents to arrive.
5. We will maintain as normal a routine as possible for the rest of the children at the Club.
6. The Head Coach will liaise with the police and the child's parent or carer.

The incident will be recorded in the Incident Log. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

### **Useful numbers**

Police: 999

LADO: 01344 351572

## **16.Mobile Phone Policy**

Prestige Sports Coaching fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents.

Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

### Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in a locked cupboard during working hours.

If a member of staff needs to make an urgent personal call they can use the club phone or make a personal call from their mobile in the cupboard. If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the company director.

Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

### Visitors' use of mobile phones

Parents and all other visitors must not use their mobile phone – or any other device - to take photographs within the club.

## 17. Risk Assessment Policy

Prestige Sports Coaching uses its risk assessment systems to ensure that the Club is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the *EYFS Safeguarding and Welfare Requirements 2012*, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the company director to ensure that risk assessments are conducted, monitored and acted upon.

### Risk assessments will be carried out:

- Whenever there is any change to equipment or resources
- When the particular needs of a child necessitates this.

Note that not all risk assessments need to be written down. Staff will decide, in consultation with the company director, which risk assessments need to be formally recorded.

If changes are required to the Club's policies or procedures as a result of the risk assessment, the company director will ensure that the relevant documents are updated and that all staff are informed.

### Daily checks

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers a hazard during the course of a session, they will make the area safe (eg by cordoning it off) and then notify the head coach. The head coach will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

### Recording dangerous events

The head coach will record all accidents and dangerous events on the Incident Record sheets as soon as possible after the incident. If the incident affected a child the record will be kept on the child's file. The Club will monitor Incident Records to see whether any pattern to the occurrences can be identified.



## **18.Safe Recruitment Policy**

Prestige Sports Coaching uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so.

### **DBS checks**

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information. If candidates have subscribed to the DBS Update Service we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued we will obtain a new DBS disclosure for them.

New staff will only be allowed to work unsupervised with children when we have had full sight of a satisfactory DBS certificate for them.

When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on their individual staff files.

### **Disqualification**

The Club will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006. If a member of staff becomes disqualified we will terminate their employment with immediate effect.

### **Immigration status**

The management is aware of Asylum and Immigration Act requirements and will check the ability of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

## **19. Smoking, Alcohol and Drugs**

### **Smoking**

Smoking is not permitted anywhere on the premises of the club, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the Club, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

### **Alcohol**

Anyone who arrives at the Club clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto the Club's premises.

### **Drugs**

Anyone who arrives at the Club clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession while at the Club, we will inform their parent or carer.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the company director as soon as possible and seek medical advice. The company director will then complete a risk assessment. Staff medication on the premises will be stored securely and out of reach of children at all times.

### **Safeguarding children**

All members of staff have a duty to inform the head coach and the designated Child Protection Officer (Lucy Holzman-Clarke) if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The head coach and CPO will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police should be called.

## **20. Staff Disciplinary Procedure**

Prestige Sports Coaching aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations, and has the right to be accompanied by a colleague.

### **Minor offences**

The company director will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem the formal disciplinary procedure will be followed.

#### **Stage 1: Formal verbal warning**

The company director will give the member of staff a formal verbal warning which must include:

- The reason for the warning
- That this is the first stage of the disciplinary procedure an explanation of their right to appeal.

A note of the warning will be kept on the staff member's personnel file, but it will be disregarded after six months if their performance or conduct is satisfactory.

#### **Stage 2: First written warning**

If the offence is a serious one, or if there is no improvement, the company director will give the member of staff a written warning which must:

- Give details of the complaint
- Warn that a final written warning will follow if there is no improvement in their conduct or behaviour, or if there is a further breach of Club rules
- Explain their right to appeal.

A copy of the written warning will be kept on their personnel file but will be disregarded after twelve months if their performance or conduct is satisfactory.

#### **Stage 3: Final written warning**

If there is still no improvement in the staff member's performance, the company director will give them a final written warning which:

- Gives details of the complaint
- Warns that dismissal will result if there is no satisfactory improvement
- Explains their right to appeal.

A copy of the final written warning will be kept on file but will be disregarded after twenty-four months if the performance or conduct of the member of staff remains satisfactory.

#### **Stage 4: Dismissal**

If, during the period of the final written warning, there is a further breach of Club rules, or if the member of staff's performance has still not improved, dismissal will normally result. The company director will give the member of staff written reasons for the dismissal, the date on which their employment ends and information about their right to appeal.

#### Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by head coach / company director
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents

#### Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. If possible, senior member of staff who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

## 21. Staff Induction and Development

Each new member of staff at Prestige Sports Coaching receives a copy of all of the Club's policies and procedures. Within the first month of their employment, the company director will discuss the practical implications of the Club's policies and procedures with them.

All new staff will receive induction training which will include:

- Introduction to their colleagues,
- Tour of the premises including: identification of all fire exits, location of first aid kit and fire safety equipment, and information about the emergency evacuation procedures; outside play areas, fire assembly points, collection points at the club and identification of any known hazards,
- Thorough briefing about the Club's safeguarding and child protection policy and procedures and about our Equal Opportunities policy and ethos.
- Location of Club records and documentation, storage, toilets etc
- Overview of all aspects of the day-to-day management and running of the Club
- Explanation of the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.

### Development and training

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of the Club we provide all our staff with:

- A thorough induction process
- Opportunities for training and professional development.

We also keep an up to date record of staff qualifications.

### Appraisals and reviews

The company directors will hold an annual appraisal meeting with individual staff. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

The company directors will hold mid year reviews with staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

### Training

The company directors will identify and promote suitable training courses for staff so that they can expand their professional development and keep their knowledge of childcare issues up to date. Staff are expected to attend training courses as and when requested by their company directors.

## 22.Suspensions and Exclusions Policy

Prestige Sports Coaching will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our Behaviour Management policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an Incident record and kept in the child's file.
4. The formal warning will be discussed with the child's parents, and all staff will be notified.
5. Staff will inform the company director if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the Club as a last resort and after three formal warnings, and when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies.

### Temporary suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the company directors agreement.

### Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting. If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to the company director against the exclusion within fourteen days of receiving written notification of the exclusion.

## 23.Uncollected Children Policy

Prestige Sports Coaching endeavours to ensure that all children are collected by a parent or carer at the end of each session unless prior arrangement has been made with the head coach. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

*A charge of 50p per minute will be incurred for any late arrivals. This will be at the Head Coaches discretion; extenuating circumstances will be considered. The charge will be used to cover the costs of the inconvenience caused to staff.*

### Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.

### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the head coach will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The head coach will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

### Over 30 minutes late

- If the head coach has been unable to contact the child's parents or carers after 30 minutes, the head coach will contact the local LADO team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

### Managing persistent lateness

The head coach will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may no longer be able to book their child into the club.