



## **uSports Policies and Procedures**

Last Reviewed | 21st February 2025

uSports Limited

# Administering Medication

Last Reviewed | 21st February 2025 by Stephanie Hiscox



If a child attending uSports requires medication of any kind, their parent or carer must complete a **Permission to Administer Medication form** or **provide consent on Class4Kids** in advance. We will not administer any medication without such prior written consent.

## When To Use:

- **Permission to Administer Medication**  
This should be used for short term medication such as Calpol, antibiotics etc. which is not used regularly by a child.
- **Consent On Class4Kids**  
This can be used for long term medication such as inhalers so that parents do not have to complete a new form for every visit to a uSports session.

Children should take their medication before arriving at a uSports session wherever possible. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), uSports staff will offer to keep the medication safe until it is required. All medication must be labelled with the child's name.

Prescribed Medication	Non-Prescribed Medication (E.g. Calpol)
Can only be administered if prescribed by a doctor, dentist, nurse or pharmacist.  Medication must be provided in the original packaging including the instructions and information leaflet. The prescription sticker must be attached with the child's name, date, type of medicine and dosage.  Medicine must be in date.	Can only be administered if appropriate for the child's age.  Medication must be provided in the original packaging and labelled with the child's name. It must include the instructions and information leaflet. We can only follow instructions included with medication and cannot issue a dose which is not recommended for the child's age.  Medicine must be in date.

The coach in charge will be responsible for administering medication or for witnessing self-administration by the child. The coach in charge will also 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 uSports has received written consent
- Ask another member of staff or adult volunteer 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

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

## Administering Medication

Certain medications require specialist training before use e.g., Epi Pens. If a child requires such medication this will only be able to be administered by appropriately trained staff.

A child's parent or carer must complete a new **Permission to Administer Medication form or update their response on Class4Kids** 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 uSports 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 uSports has a clear understanding of the child's medical requirements.

# Anti Bullying

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is committed to providing a caring, friendly, and safe environment for all children in our sessions. We strive to ensure that every child feels secure, respected, and included, allowing them to play and learn in a relaxed atmosphere. Bullying of any kind is unacceptable at uSports. All uSports coaches have read and agreed to this Anti-Bullying Policy to ensure consistent implementation across all sessions.

## What is Bullying?

Bullying is the intentional and repeated use of aggression, whether physical, verbal, or psychological, to harm or intimidate another person, causing them pain and distress.

This can take many forms, including:

- **Emotional:** Excluding, isolating, ignoring, intimidating, manipulating, or spreading rumors.
- **Physical:** Hitting, kicking, pushing, tripping, pinching, or damaging belongings.
- **Verbal:** Name-calling, teasing, insults, threats, or offensive remarks.
- **Cyberbullying:** Using electronic communication (e.g., social media, text messages, emails, online gaming platforms) to harass, threaten, embarrass, or exclude someone. Examples include:
  - Posting hurtful messages or images.
  - Creating fake profiles to impersonate someone.
  - Sharing private information without consent.
  - Excluding someone from online groups.
- **Racial:** Racist remarks, gestures, or exclusion based on race or ethnicity.
- **Sexual:** Unwanted physical contact, sexually suggestive comments, or harassment.
- **Homophobic/Transphobic:** Targeting someone based on their sexual orientation or gender identity.
- **Discriminatory:** Bullying based on disability, religion, or any other protected characteristic.

## Recognising the Signs:

Parents, staff, and children should be aware of the following signs that a child may be experiencing bullying:

- Reluctance to attend uSports sessions.
- Changes in behavior, such as becoming withdrawn, anxious, or aggressive.
- Loss of confidence or self-esteem.
- Bullying other children or siblings.
- Fear of speaking about what is wrong.
- Damaged or missing possessions.
- Unexplained cuts, bruises, or injuries.
- Changes in eating or sleeping patterns.

## Anti Bullying

### Procedure for Reporting and Addressing Bullying:

#### 1. Reporting:

- Children, parents, and staff should report any bullying incidents to the lead coach at the session or to the uSports management and office team as appropriate.
- Reports can be made verbally, in writing, or via email.
- All reports will be treated seriously and with confidentiality, where possible.

#### 2. Investigation:

- All reported incidents will be investigated promptly and thoroughly.
- The investigation will involve gathering information from all parties involved.

#### 3. Consequences:

- Consequences will be proportionate to the severity and frequency of the bullying behaviour and age appropriate.
- Possible consequences include:
  - A verbal apology.
  - A written apology.
  - Temporary exclusion from activities.
  - Suspension from uSports sessions.
  - Permanent exclusion from uSports sessions.
- uSports has a zero tolerance policy for all forms of discrimination.

#### 4. Parent Involvement:

- Parents of both the victim and the bully will be informed of any bullying incidents.
- uSports will work collaboratively with parents to resolve the issue.

#### 5. Documentation:

- All bullying incidents will be recorded in detail, including:
  - Date, time, and location of the incident.
  - Names of all involved parties.
  - Detailed description of the incident.
  - Actions taken.
- Records will be kept securely and confidentially.

### Prevention:

uSports will actively promote a positive and inclusive environment by:

- Encouraging values of respect, empathy, and inclusivity.
- Promoting equality and diversity.
- Helping children develop positive relationships and conflict resolution skills.
- Modeling fair and respectful behaviour.
- Facilitating open discussions about bullying and its impact.
- Reinforcing online safety and responsible digital behaviour.

# Arrivals, Departures & Absence

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care, whether during uSports led sessions (holiday camps, after school clubs, etc.) or school led sessions where uSports coaches are present. Our priority is the safety and well-being of every child attending our sessions.

The lead coach will ensure that an accurate record is kept of all children attending the session, and that all arrivals and departures are recorded in the daily register. The register is kept in an accessible and secure location on the premises at all times. In addition, we conduct regular headcounts during each session to confirm the presence of all children.

uSports coaches will be responsible for the safe arrival & departure of children at their session but the processes vary depending on the type of session being either **uSports Led** or **School or Setting Led**. These session types can be distinguished in the following way:

- **uSports Led Sessions** = Sessions where parents book directly with uSports via our booking system. For these sessions we hold contact details for parents and carers. This includes but is not limited to holiday camps, parent paid after school clubs and uSports evening or weekend sessions. Current booking platforms used are ClassForKids, Enrolmy and the relevant HAF booking platforms including Eequ, Holiday Activities & Council Specific Platforms.
- **School or Setting Led Sessions** = Sessions where the setting determines which children attend the session. This includes but is not limited to PE lessons, setting arranged after school clubs, nursery sessions, etc. We may be provided with printed registers or access to the settings online registration platform but parents have not booked directly with uSports. In this scenario the setting is ultimately responsible for contacting parents or carers where required.

## Arrivals

- **uSports Led Sessions (Holiday Camps, After School Clubs):**
  - Parents/guardians will bring their children to the designated drop-off point at the start of the session.
  - uSports coaches will greet each child warmly upon their arrival and will record the child's attendance via the registration platform or system for that session. A register must always be completed.
- **School or Setting Led Sessions:**
  - Children will be brought to us by their teachers or designated school staff or collected from the relevant area.
  - uSports coaches will need to follow the registration process specific to that setting which may include the completion of a register.

## Arrivals, Departures & Absence

### Departures

- **uSports Led Sessions (Holiday Camps, After School Clubs):**
  - uSports coaches will bring all children to the designated collection point.
  - Here, the coach will ensure, one by one, that each child is safely handed over to the authorised person picking them up.
  - If an adult collecting a child is not one of the named contacts on Class4Kids (for uSports led sessions), or on the schools provided contact list (for school led sessions), they must provide the child's collection password.
    - If coaches are ever unsure or do not recognise an adult collecting a child, they must ask for the collection password.
  - We will not allow any child to walk home unaccompanied unless we have explicit written consent from the parent/guardian.
  
- **School or Setting Led Sessions:**
  - uSports coaches will either hand over children to designated school staff, or hand over to parents/guardians at a designated handover point, as per the school's procedures. uSports coaches will adhere to the schools collection policy.
  - Where uSports coaches are handing children over to parents, the coach will ensure, one by one, that each child is safely handed over to the authorised person picking them up.
  - We will not allow any child to walk home unaccompanied unless we have explicit consent confirmed by the setting.

### Late Collection

- **uSports Led Sessions:**
  - If a child has not been collected within 15 minutes of the scheduled departure time, the lead coach will attempt to contact the parent/guardian using the contact details provided.
  - Parents must inform uSports as soon as possible if they are going to be late.
  - If contact cannot be made within a further 15 minutes, the lead coach will attempt to contact the child's emergency contacts.
  - If no contact can be made, or if there are concerns about the child's welfare, the lead coach will first contact the relevant DSL for their area and the appropriate social services department will then be contacted.
  - A late collection fee will be charged to parents who collect their children late.
  
- **School or Setting Led Sessions:**
  - If a child has not been collected at the designated handover time, uSports coaches will immediately inform the designated school staff member responsible for collection.
  - uSports coaches will remain with the child until they are safely handed over to the school staff or an authorised person designated by the school.
  - uSports coaches will confirm that the designated school staff have begun their late collection procedures, and offer any assistance that they are able to give.
  - uSports coaches will not leave the child unattended.

## Arrivals, Departures & Absence

### Absence

- **uSports Led Sessions:**
  - If a child is going to be absent from a session, parents/guardians must notify uSports directly in advance.
  - If uSports coaches have concerns about the child's whereabouts after cases of repeated non-attendance, the DSL should be contacted immediately and will then make contact with the relevant social services or police force.
  - uSports will strive to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.
  
- **School or Setting Led Sessions:**
  - If a child is going to be absent from a session, parents/guardians must notify the school directly, adhering to the school's absence reporting procedures.
  - If a child is absent without explanation from a uSports session, the uSports coach must inform the designated school staff immediately to check the child's whereabouts.
  - uSports coaches will offer any assistance that they are able to give the school staff.
  - If uSports coaches are still concerned after informing the school staff, they will discuss the situation with the uSports DSL, and follow any direction given by the DSL.



# Behaviour Policy

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports makes every effort to ensure that all children, coaches, and parents behave in a way that encourages a fun, safe, and secure environment.

## Code of Conduct

Our intention is to always provide as many children as possible with the opportunity to have a positive experience with a variety of sports at a young age. We are passionate about ensuring children develop in a fun, safe, and happy environment.

uSports coaches will promote and actively encourage positive behaviour through positive reinforcement, leading by example, and respecting colleagues and children.

## uSports Expected Behaviours

- Being Kind
- Being Helpful
- Being Respectful & Polite
- Taking Responsibility For Your Actions
- Being Honest

## Positive Behaviour Management Strategies and Preventative Measures

uSports believes in fostering a positive and supportive environment for children. We prioritise positive behaviour management strategies to reduce the occurrence of unwanted behaviours wherever possible. This includes:

- Building Positive Relationships:
  - Coaches will establish strong, positive relationships with children by showing genuine interest, listening actively, and demonstrating empathy.
  - Coaches will learn the children's names quickly, and engage with the children on a personal level.
- Clear Expectations and Consistent Routines:
  - Coaches will clearly communicate expected behaviours and rules in an age-appropriate manner.
  - Consistent routines will be established to provide structure and predictability, reducing anxiety and potential triggers for challenging behaviour.
- Positive Reinforcement and Praise:
  - Coaches will actively look for opportunities to praise and reinforce positive behaviour, providing specific and genuine feedback.
  - Encouragement will be used to motivate children and build their self-esteem.
- Engaging and Inclusive Activities:
  - Activities will be planned to be engaging, age-appropriate, and inclusive of all children's abilities and interests.
  - Coaches will adapt activities as needed to meet the individual needs of children.
- Proactive Behaviour Management:
  - Coaches will use positive redirection and distraction techniques to address minor behavioural issues before they escalate.

## Behaviour Policy

- Coaches will use calm and respectful communication to address challenging behaviour, focusing on problem-solving and finding solutions.
- Creating a Positive Atmosphere:
  - Coaches will ensure that they are modelling the behaviour that is expected of the children.
  - Coaches will create a fun and welcoming environment.
- Early Intervention:
  - Coaches will be vigilant in observing children's behaviour, and will intervene early when they see the beginnings of problematic behaviour.
  - Coaches will try to identify the cause of any behaviour, to help them to find a solution.
- Environmental Considerations:
  - Coaches will ensure that the environment is set up in a way that minimises potential triggers for challenging behaviour.
  - Coaches will be aware of the noise levels, and the temperature of the environment.

By implementing these strategies, uSports aims to create a safe, supportive, and enjoyable environment where all children can participate and develop positive social skills.

## Dealing with Unwanted Behaviour

Challenging behaviour will be addressed in a calm, firm, and positive manner. In instances where uSports staff need to address behaviour, the following general principles will apply:

- In the first instance, the child may be temporarily removed from the activity (for a short, appropriate period).
- Coaches will discuss with the child why the behaviour displayed is deemed inappropriate.
- Coaches will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Coaches 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 or disengagement, coaches will consult with the child to find activities that are more engaging.
- Coaches will communicate as appropriate with setting staff or parents/guardians, to formulate clear and consistent strategies for dealing with persistent inappropriate behaviour.

## Physical Intervention

Physical intervention will only be used as a last resort, when coaches believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of coaches has to physically restrain a child, the relevant uSports Manager will be notified and an Incident report will be completed. The incident will be discussed with the parent or carer as soon as possible.

## Corporal punishment

Corporal punishment or the threat of corporal punishment will never be used. We will take all reasonable steps to ensure that no child who attends our sessions receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

## Incident Reporting

All serious incidents will be recorded on an Incident form and kept on file. This may be used to build a pattern of behaviour, which may indicate an underlying cause.

As standard, an Incident Report form will be completed by the coaches on-site detailing what has happened in order to provide full context for parents. A copy will be accessible for parents if requested.

## Behaviour Policy

### Inclusivity and Special Needs

uSports is committed to ensuring that this behaviour policy is applied in a fair and inclusive manner, taking into account the individual needs of all children, including those with special needs or disabilities. Reasonable adjustments will be made to support children in adhering to the expected behaviours, and any known triggers will be taken into account.

### Consistency and Preventative Measures

uSports coaches will consistently apply this policy across all sessions. We will strive to create a positive and inclusive environment through proactive strategies such as:

- Clear communication of expectations.
- Positive reinforcement of good behaviour.
- Engaging and inclusive activities.

## Holiday Camp & uSports Led Community Session Specific Processes

We will be following a yellow and red card procedure to manage any challenging or unwanted behaviours at uSports holiday camp sessions. The same principles also apply to uSports led community sessions to include Toddler Football & Football Development Centres.

### Yellow or Red Card Behaviours

Coaches will be responsible for determining whether a yellow or red card is appropriate depending on the situation.

Challenging behaviour is any behaviour that disrupts the session, negatively impacts the well-being of others, or poses a risk to safety. Examples include:

- Being disruptive
- Damaging equipment
- Bullying
- Failing to adhere to the mobile phone policy (as outlined in the separate Mobile Phone Policy document)
- Negative, hurtful, or unkind words and actions
- Not allowing others to be heard
- Not keeping hands and feet to oneself
- Repeatedly not listening or following instructions
- Being physical with others
- Racial, homophobic, or discriminatory language or actions
- Repeated incidents of challenging behaviour
- Stealing, vandalism, or deliberately damaging equipment
- Unsafe behaviour e.g., running away, climbing fences, or hiding
- Verbal threats or intent to hurt others

### Issuing Yellow Cards

Purpose: The purpose of a yellow card is to make a child aware that their behaviour is not in line with expectations. Coaches will have a discussion with the child to ensure they understand the reason for the yellow card and will speak with the child to help them to prevent the situation from reoccurring.

- Step 1: Yellow card is issued, this should be clearly explained to the child the reason why this has been issued and a discussion will be had with the child to talk about how they can best prevent this from happening again.
- Step 2: Session Site Manager is informed
- Step 3: Incident is recorded on a uSports incident form

## Behaviour Policy

- Step 4: Session Site Manager informs the parent or guardian of the incident either at collection or before if necessary

## Issuing Red Cards

Purpose: The purpose of a red card is to make a child aware that their behaviour is unacceptable and that as a result, they will be asked to leave the session either on a short or long-term basis.

- Step 1: Either there have been repeated incidents of yellow card behaviour or a child has displayed behaviour which warrants an immediate red card.
- Step 2: Session Site Manager will issue a red card to the child and will clearly explain to them the reasons why and the outcomes.
- Step 3: Session Site Manager informs the relevant uSports Manager of the situation
- Step 4: Session Site Manager informs the parent or guardian of the incident and informs them that their child needs to be collected from the session.
- Step 5: Incident is recorded on a uSports incident form by the Session Site Manager
- Step 6: The relevant uSports Manager will liaise with the Session Site Manager and the parent or guardian. A decision will then be made as to which of the below suspension periods will be followed (R1 – R4)
- Step 7: Incident form & outcome of the above discussion is forwarded to the parent by the relevant uSports Manager to confirm if the child can attend again in the future.
- Step 8: Issuing of the red card and the agreed outcome will be recorded by uSports on a secure central system.

R1: Child is picked up from the session that day and has a 24hr cooling off period

R2: Child is not able to return to the session for the remaining week

R3: Child is not able to return to future sessions for 6 months

R4: Child is unable to return to sessions indefinitely

Session Site Managers reserve the right to escalate or skip stages where incidents are deemed to have an adverse impact on other children, coaches, venue or the safety and experience of others is at risk.

## Appeals Process

Parents/guardians have the right to appeal a red card decision. Appeals should be made in writing to the relevant location's main contact email within 14 days of the incident.

Bristol | [bristol@u-sports.co.uk](mailto:bristol@u-sports.co.uk)

Thames Valley (Berkshire & Surrounding Areas) | [info@u-sports.co.uk](mailto:info@u-sports.co.uk)

## Schools, Nurseries & Grass Roots Football Session Specific Processes

### Adherence to Setting Policies:

- uSports coaches will familiarise themselves with and adhere to the specific behaviour policies and systems in place at each school or setting where they deliver sessions.
- Coaches will work collaboratively with setting staff to ensure consistency in behaviour management.
- uSports coaches will inform setting staff of any incidents where appropriate. Low-level disruption that is resolved quickly and effectively does not need to be reported. However, incidents that involve repeated challenging behaviour, physical altercations, or any behaviour that may impact the safety or well-being of a child or staff member must be reported. Where relevant, uSports staff may need to complete an incident form for both uSports and the setting, following the setting's reporting procedures.

# Parent & Guardian Complaints Policy

Last Reviewed | 21st February 2025 by Stephanie Hiscox



At uSports we aim to work in partnership with parents to deliver a high quality 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.

## Step 1: Initial Contact

- **Contact Point:** Any initial complaints should be raised with the coaching team on site
- **Response:** Where possible, the team on site will respond to the complaint and aim to provide clarity around the situation. If it is deemed appropriate, the site team may recommend that the parent proceeds to Step 2 if they do not intend to do so already.

## Step 2: Raising A Formal Complaint

- **Contact Point:** All complaints should be directed to the admin team for the relevant location
  - Bristol | [bristol@u-sports.co.uk](mailto:bristol@u-sports.co.uk)
  - Thames Valley (Berkshire & Surrounding Areas) | [info@u-sports.co.uk](mailto:info@u-sports.co.uk)
- **Acknowledgement:** The admin team will acknowledge receipt of the complaint within 24 working hours.
- **Information Gathering:** The admin team will gather necessary details from the complainant, including their contact information, details of the complaint, and any relevant dates and times and those involved

## Step 3: Escalation to the relevant uSports Manager or Coordinator

- **Timely Escalation:** The complaint will be forwarded to the relevant uSports Manager or Coordinator immediately on receipt of the information.
- **Information Sharing:** The admin team will provide the relevant uSports Manager or Coordinator with all relevant details gathered in Step 1.

## Step 4: Investigation and Response

- **Acknowledgement:** The relevant uSports Manager or Coordinator will acknowledge receipt of the complaint to the complainant within 48 working hours of receiving it from the admin team.
- **Investigation:** The relevant uSports Manager or Coordinator will investigate the complaint thoroughly and gather any relevant information, including statements from involved parties.
- **Refund/Credit Decision:** Based on the findings of the investigation, the relevant uSports Manager or Coordinator will decide whether a refund or credit is appropriate.
- **Response:** A written response outlining the findings of the investigation, the action taken, and any decision regarding a refund or credit will be sent to the complainant within 2 working days of the investigation's conclusion.

## Step 5: Appeal

- **Right to Appeal:** If the complainant is dissatisfied with the response, they may appeal in writing to the admin team within 10 working days of receiving the response.

- **Appeal Process:** The appeal will be reviewed by the designated person, who will provide a final decision in writing within 5 working days.

#### **Additional Information**

- **Confidentiality:** All complaints will be treated with confidentiality.
- If child protection issues are raised, the complaint will be referred to the Designated Safeguarding Lead (DSL), who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the relevant uSports Manager or Coordinator will contact the police.

# Data Protection & Privacy

Last Reviewed | 21st February 2025 by Stephanie Hiscox



This policy outlines how uSports Limited collects, uses, stores, and protects personal data, in compliance with the General Data Protection Regulation (GDPR) and UK Data Protection legislation. We are committed to protecting your privacy and ensuring the security of your personal information.

## Purpose of Data Processing

uSports Limited collects personal data for the following purposes:

- To provide sports coaching services to children.
- To manage bookings for classes, events, and holiday camps.
- To communicate with customers regarding their bookings and related information.
- To market our services to interested individuals (with consent where required).
- To comply with legal and regulatory obligations.
- To ensure the health and safety of children attending our sessions.

## Data Controller

The Data Controller is Charlie Hiscox. You can contact the Data Controller at:

- Address: Office 4, Park House, 17 Headley Road, Woodley, Reading, Berkshire, RG5 4JB
- Phone: 0118 449 2641
- Email: [info@u-sports.co.uk](mailto:info@u-sports.co.uk)

## Legal Basis for Processing

We process personal data based on the following legal bases:

- **Consent:** We rely on consent for certain processing activities, such as marketing communications and the use of photos and videos. You have the right to withdraw your consent at any time.
- **Contractual Necessity:** We process data to fulfil our contractual obligations when you book a class or event.
- **Legal Obligation:** We process data to comply with legal requirements, such as accounting and tax obligations.
- **Legitimate Interest:** We process data for our legitimate interests, such as contacting potential customers and analysing website traffic, provided that these interests do not override your rights and freedoms.

## Data Subject Rights

You have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the data we hold about you.
- **Right to Rectification:** You can ask us to correct inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** You can ask us to delete your data in certain circumstances.
- **Right to Restriction of Processing:** You can ask us to limit how we use your data in certain circumstances.
- **Right to Data Portability:** You can ask us to provide your data in a portable format.

## Data Protection & Privacy

- **Right to Object:** You can object to our processing of your data in certain circumstances.

To exercise these rights, please contact the Data Controller.

## Length of Time Data Will Be Stored

Data will be held for the minimum period required to fulfil the purpose or in accordance with additional legislation (e.g., accounting records are retained for 7 years for HMRC tax purposes).

## Deletion of Data

Data that has fulfilled its purpose will be deleted, subject to other legislative requirements.

## Data Storage

Electronic data will remain subject to UK Data Protection regulations within the UK/EU and will not be transferred to or stored on servers outside the UK/EU unless subject to appropriate safeguards.

## Data Security Measures

uSports Limited takes all proportional steps to safeguard data from unauthorised access, including:

- Encryption of sensitive data.
- Access controls to limit access to personal data.
- Regular staff training on data protection.
- Use of reputable third-party data processors with strong security measures.
- Regular antivirus and malware scans of company devices.

## Third-Party Data Processors

uSports Limited uses the following third-party data processors:

- ClassForKids (bookings)
- Enrolmy (bookings)
- Stripe (payment processing)
- MailChimp (email marketing)
- Google Analytics (website analytics)
- Google drive (file storage)

We ensure these processors comply with GDPR and UK Data Protection legislation.

## Cookies and Tracking

Our website uses cookies to enhance user experience and analyse website traffic. Users can opt out of google analytics, by following googles opt out procedures.

## Complaint

Should you have a complaint regarding the collection, storage, and use of your data, please contact the Data Controller. If you cannot resolve the issue, you may complain to the Information Commissioner's Office (ICO) via their website: <http://tinyurl.com/yc4cozv2>



## Data Protection & Privacy

### Types Of Data Stored

#### Appendix One : Customer Data – Class & Event Bookings

##### What data will be held?

- If the customer has made a booking
- The customer name
- An email address for the customer
- A mobile number for the customer
- Child's name and age
- Child's medical conditions or allergies
- Consent for photos/videos
- Value of services purchased
- Any card details are processed by Stripe not our organisation

##### For what purpose is it held?

We collect and retain booking data for essential purposes related to service delivery and child safety, including maintaining class registers, contacting customers about bookings, processing payments via Stripe, tailoring learning to age-appropriate levels, and ensuring health and safety by adapting sessions to children's medical needs and allergies.

##### Where will it be held?

Our bookings providers hold data in the cloud on servers held in the UK/EU.

Exports of current term bookings are stored in secure excel documents on an anti-virus protected computer.

##### Who will access this data?

People authorised to process the data for the purpose of processing a booking and processing payment of the same will have access to this data.

This data may be shared with the marketing department, if consent has been given for this purpose.

This data may be made available to the tax accountant of the organisation in order to audit and/or prepare statutory accounts and tax calculations for the organisation.

Government officials on government business conducting an audit or investigation may have access to this data.

## Data Protection & Privacy

### Appendix Two : Contact Details

Contact data will have been provided by individuals verbally, by email, or obtained from our website or social media accounts.

#### What data will be held?

- Name
- Mobile telephone number
- Email address

#### For what purpose is it held?

To contact you if you may be interested in any future services uSports Limited provides

As a record for us in terms of class registers and contacting you about the class or event

#### Where will it be held?

All devices have relevant and appropriate security measures to prevent unauthorised access

Every newsletter sent out via Mailchimp will have the option to unsubscribe from the mailing list or update your preferences.

- In Google contacts
- In Gmail
- In MailChimp
- On booking platforms

#### Who has access to this data?

People authorised to process the data for the purpose of contacting clients for communication purposes.

This data may be shared with the marketing department, if consent has been given for this purpose.

## Data Protection & Privacy

### Appendix 3 : Automated Collection via the Website

#### Google Analytics

Google analytics data will be shared with Google to collect anonymised data relating to visits to the website, pages visited etc to inform us of the results of our marketing strategy in the form of statistics

#### What Data is Tracked by Google Analytics?

- Page Information
  - URL – the URL of the page the user is viewing
  - Title – the title of the page the user is viewing
- Browser Information
  - Browser name – the browser the user is using
- Viewport or Viewing pane – the size of the browser window
- Screen resolution – the resolution of the user's screen
- Java enabled – whether or not the user has Java enabled
- Flash version – what version of Flash the user is using
- User Information
  - Location – this is derived from the IP address where the hit originated. The IP address itself is not available in GA as it is personally identifiable information (PII) which violates the terms of Google Analytics.
  - Language – derived from the language settings of the browser

For further information on Google Analytics and its use of data, please use this link <http://tinyurl.com/mkrpbgv>

#### Cookies

#### Why Does This Website Use Cookies?

A Web server has no memory so the hosted Web site you are visiting transfers a cookie file of the browser on your computer's hard disk so that the Web site can remember who you are and your preferences. This message exchange allows the Web server to use this information to present you with customized Web pages

#### What Data Does a Cookie Collect?

The session cookie is stored in temporary memory and is not retained after the browser is closed. Session cookies do not collect information from your computer. They typically will store information in the form of a session identification that does not personally identify the user.

## Data Protection & Privacy

### Appendix 4 : Photograph & Video footage from classes and events

#### What Data Will Be Held?

If consented to via the booking form we will take photos and videos of your child during classes and events.

#### Where is it Stored?

Photos and videos are taken on a digital camera, tablet or smart phone and are deleted off the device once uploaded to Google Drive or an external harddrive. These can only be accessed by authorised individuals within our marketing team.

#### For What Purpose is it Held?

If consented to, photos and videos are used and for the creation of marketing content, website updates and to be shared on social media platforms such as Facebook, X & Instagram.

#### Who Has Access to this Data?

Raw data is accessible by authorised individuals within our marketing team.

Once published, this data is accessible to the public.

#### How is it Kept Safe?

All of this data is kept electronically on Google Drive, an external hard drive or a password protected online editing platform such as Canva or CapCut.

All devices have relevant and appropriate security measures to prevent unauthorised access

Only consented photos and videos are uploaded to Google Drive and social media.

# Emergency Evacuation & Fire Safety

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is committed to ensuring the safety of all children, staff, and visitors during our sessions, whether conducted in uSports-led environments (holiday camps, after-school clubs) or setting-led environments (schools, community centres). This policy outlines our procedures for emergency evacuations and fire safety.

## General Principles

- **Venue/Setting Guidelines:** uSports coaches must familiarise themselves with and strictly adhere to the emergency evacuation procedures and fire safety guidelines of each venue or setting where they conduct sessions. These guidelines take precedence in any emergency situation.
- **Safety First:** The primary objective in any emergency evacuation is to ensure the safe and rapid evacuation of all individuals to a designated safe assembly point.
- **Risk Prevention:** uSports will proactively identify and mitigate potential hazards to minimise the risk of emergencies.

## Evacuation Procedures

- **uSports Led Sessions:**
  - Coaches will be responsible for leading the evacuation of children under their care.
  - Coaches will ensure that children understand the evacuation procedures and designated assembly points.
- **Setting Led Sessions:**
  - uSports coaches will follow the setting's established emergency evacuation procedures.
  - Coaches will work collaboratively with setting staff to ensure a coordinated evacuation.
  - Coaches will be aware of the settings assembly point, and where to take their group.
- **General Evacuation Steps:**
  - **Raising the Alarm:** If a fire or other emergency is discovered, the nearest alarm system should be activated immediately.
  - **Evacuation:** Upon hearing the alarm or receiving an evacuation order, coaches will calmly and efficiently guide children to the designated assembly point.
  - **Silence and Order:** Children must evacuate in silence and in an orderly manner.
  - **No Belongings:** No one should stop to collect personal belongings.
  - **Designated Routes:** Evacuation routes should be followed as indicated by signage or setting staff.
  - **Assembly Point:** Children must be evacuated to the designated assembly point.
  - **Register/Headcount:** Upon arrival at the assembly point, a register or headcount must be taken immediately.
  - **Communication:** The register/headcount results must be communicated to setting staff or, in their absence, to the designated uSports manager.
  - **Do Not Re-Enter:** No one should re-enter the building until authorised by setting staff or emergency services.
- **Alternative Arrangements:** For setting led sessions, if setting staff are not present, alternative arrangements should have been agreed with the setting, and this will be shared with the uSports coach.
- **Communication:** If possible, coaches should have a mobile phone to communicate with the uSports manager, and emergency services if needed.

## Fire Safety Risk Assessment

# Emergency Evacuation & Fire Safety

Last Reviewed | 21st February 2025 by Stephanie Hiscox



- **uSports-Led Sessions:** uSports will conduct regular fire safety risk assessments of venues used for uSports led sessions. These assessments will include:
  - Identification of fire hazards.
  - Evaluation of fire risks.
  - Implementation of fire safety measures (e.g., fire extinguishers, smoke detectors).
  - Regular testing of fire alarms and equipment.
  - Maintenance of clear evacuation routes and signage.
- **Setting Led Sessions:** uSports coaches will rely on the setting's fire safety risk assessments and procedures. However, coaches should report any observed fire hazards to setting staff and the uSports manager.
- **General Fire Safety Measures:**
  - Ensure that fire exits are clear and unobstructed.
  - Keep flammable materials away from heat sources.
  - Regularly inspect fire extinguishers and alarms.
  - Conduct fire safety training for staff.

## Emergency Scenarios

- **Other Emergencies:** This policy also applies to other emergencies, such as medical emergencies, bomb threats, or natural disasters, with appropriate modifications.
- **Medical Emergencies:** First aid trained staff will provide immediate assistance and contact emergency services as needed.
- **Lockdown Procedures:** If a lockdown is initiated, coaches will follow the setting's lockdown procedures.

## Incident Reporting

- All emergency evacuations and incidents will be documented in an incident report.
- The report will include details of the incident, actions taken, and any lessons learned.

# First Aid

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports makes every effort to ensure that all children are safe and protected in our sessions. All uSports coaches will have read and agreed to the **Health and Safety** policy to ensure that all session environments are as safe as possible for children and staff attending.

All uSports lead coaches must hold an up to date First Aid training certificate so are able to administer First Aid.

## Practical Arrangements

All uSports coaches are provided with a First Aid kit as part of their allocated equipment. It is the coaches responsibility to contact the uSports office if the First Aid Kit needs to be replenished. It is also the coaches responsibility to regularly check the contents of their First Aid Kit should they be needed.

## Actions When Administering First Aid (In ALL Scenarios)

- Administer first aid as appropriate
- Call for help if appropriate
- Call emergency services if required
- Ensure everyone is safe and the injured party cared for and accompanied
- Record the incident on an **Incident & Accident Form** via the Coaches Area of the website
- Take any further action as required
- Staff members should call emergency services as soon as it becomes clear the injury is beyond the capability of standard First Aid and the health of the child is compromised.
- If an ambulance is required for emergency treatment, a senior member of school staff or uSports staff will accompany the child to hospital if parents have not arrived. The parents will be notified immediately.
- **If there is a major incident, a senior member of the uSports team must be notified as soon as possible**

## Informing Parents When Administering First Aid (uSports Led Session)

This includes holiday camps, community sessions & any school sessions where the coach has access to the participant details through the uSports booking system.

- In all scenarios, parents should be informed of the incident at the appropriate time:
  - Major incidents - contact parents immediately once the situation has been stabilised.
  - Minor incidents - parents should be informed at the end of the session

## Informing Parents & School When Administering First Aid (School Led Session)

This includes sessions which run during the school day or those where the school has access to participant information.

- Inform the school if school staff are not already aware of the incident
- School staff will be responsible for informing parents
- You must still complete the uSports **Incident & Accident Form** but may also be required to complete an additional form for the school. You must confirm this with the school.

## Head Injuries & Major Incidents

## First Aid

Last Reviewed | 21st February 2025 by Stephanie Hiscox



Parents and/or the setting are always contacted if a child suffers anything more than a trivial injury, or suffers a head injury or if s/he becomes unwell, or if we have any worries or concerns about his/her health.



# Food Safety Management

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports does not produce food for consumption but does outsource food production to registered food businesses for the purpose of providing lunch to children as part of the HAF programme.

- The operator of the food business has overall responsibility for ensuring the food served to customers is safe to eat.
- All food handlers at uSports are responsible for following the safe methods within this policy.

An Appropriate Food Business Must Have:

- A valid Food Hygiene Certificate
- Meet school food standards

## All food handlers must be aware of the following:

### Allergens

- Allergens should be recorded on the food delivered, if it is not contact the head office to advise
- Children who have allergens should not be given food which contains those allergens. Allergen information for each child can be found on the relevant HAF register platform for your holiday camp.

### Keeping Food Safe

Following the 4Cs of food hygiene will help you store & distribute food safely. The 4Cs of food hygiene are:

- Cleaning
  - wash your hands regularly with soap and water, using hand sanitiser if needed
  - Ensure food is kept in a clean environment while waiting to be distributed
- Chilling
  - Ensure food is kept out of direct sunlight
  - Ensure food remains in temperature controlled delivery boxes until the point of distribution
  - Inform the uSports senior team if food arrives not in a temperature controlled box
- Cooking
  - Not relevant for uSports food distribution
- Avoiding cross-contamination
  - Keep labelled allergen specific meals separate

### Chilled Food

Food that needs to be chilled, such as sandwiches, should be delivered in temperature controlled delivery boxes.

### Use By Dates

Use-by dates show how long the food remains safe to eat or drink. Check and follow the use-by dates of the food you serve. Food cannot be distributed in any circumstances if its use-by date has passed.

# Health & Safety

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports places the highest priority on the health and safety of all children, staff, and visitors. We are committed to complying with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992, as well as all other relevant health and safety legislation.

## Insurance and Legal Compliance

uSports maintains appropriate insurance cover, including employer's liability insurance and public liability insurance.

We ensure that all our practices and procedures are in line with current health and safety regulations.

## All Coach & Staff Responsibilities

- All uSports coaches & staff are responsible for:
  - Maintaining a safe and healthy environment.
  - Taking reasonable care for their own health and safety and that of others.
  - Reporting all accidents, incidents, and near misses.
  - Participating in relevant health and safety training.
  - All lead coaches at a uSports session are required to be first aid trained.
- Coaches & staff must familiarise themselves with the uSports First Aid Procedures Policy (separate document).

## Responsibilities of the Business Owner

- The owner has ultimate responsibility for the safe operation of uSports and will ensure:
  - Coaches, staff and volunteers receive adequate health and safety information and training.
  - Regular reviews of the Health and Safety Policy and procedures.
  - Coaches, staff and volunteers understand and follow health and safety procedures.
  - Provision of resources to meet health and safety responsibilities.
  - Proper reporting and recording of accidents, incidents, and dangerous occurrences, including RIDDOR reporting where applicable.
  - Review of reported incidents to implement preventative measures.

## Responsibilities of the Session Leader

- The Session Leader is responsible for:
  - Ensuring the session environment is clean, well-lit, ventilated, and maintained at an appropriate temperature.
  - Safe and secure storage of equipment.
  - Performing a risk assessment of the space prior to the session starting & following the relevant risk assessments for the session:
    - uSports General Risk Assessment
    - Any sport or setting specific risk assessment as relevant

## Health & Safety Policy

### Security

- Children are not permitted to leave the premises during sessions without prior parental or setting permission.
- External doors are kept locked during sessions, except for alarmed fire doors.
- During outdoor sessions, children must remain within a clear perimeter, and staff will escort children to toilets. Staff will not enter toilets alone.
- Staff monitor entrances and exits throughout sessions.
- Security procedures are regularly reviewed.

### Equipment

- Equipment is kept clean, well-maintained, and in good repair.
- Equipment suitability is assessed before use.
- Broken equipment is promptly disposed of.
- Flammable equipment is stored safely.

### Dealing with Body Fluids

- Spillages of body fluids are cleaned up immediately, following appropriate hygiene procedures.

### Staffing Levels

- Supervision levels are appropriate to the number, ages, and abilities of children, and the risks of activities.

### Risk Prevention

- uSports conducts regular risk assessments of all activities and venues.
- We implement preventative measures to minimise risks.
- Coaches & staff are trained to identify and report potential hazards.

### First Aid

- All lead coaches are first aid trained.
- First aid kits are readily available at all sessions.
- Coaches follow the uSports First Aid Procedures Policy (refer to separate document) for dealing with injuries and medical emergencies.

### Incident Reporting

- All accidents, incidents, and near misses are recorded in an incident report.
- Reports are reviewed to identify patterns and implement preventative measures.

### Venue/Setting Guidelines

- uSports staff will adhere to the health and safety guidelines of any venue or setting where they conduct sessions.
- Staff will familiarise themselves with emergency procedures and fire safety protocols of each setting.

# Lone Working

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is committed to the safety and well-being of all individuals who undertake activities on our behalf, particularly those working alone. This policy and procedure provides clear guidance to ensure that any risks associated with lone working and volunteering are identified, eliminated, minimised, or effectively managed, thereby safeguarding our staff and volunteers.

## Policy Principles

The following principles underpin this policy:

- Everyone is responsible for avoiding and managing any risks that arise from undertaking activities alone.
- Lone working/volunteering risks will be eliminated where possible and where this is not possible, will be limited and managed.
- Risk management will take into account normal working conditions and foreseeable emergency situations e.g., fire, equipment failure, illness and accidents.
- Staff and volunteers will be provided with support, guidance and where appropriate, training to assist them to stay safe.
- No uSports representative should stay in a situation where they feel at risk but must ensure the safety of any children under their care in such a situation.
- All incidents and 'near misses' arising from lone working must be reported to a line manager for monitoring purposes.
- A failure to follow agreed safety procedures may be a disciplinary offence.

## Lone Working Definition

Lone working may be carried out on a regular or occasional basis. Lone working is defined as situations when staff or volunteers are undertaking activities on behalf of uSports by themselves without close access to colleagues or a manager. Examples include:

- Escorting children to go to the toilet (coaches should not enter the toilet with a child)
- Supporting a child on a one to one basis who has absconded from the main session

## Responsibilities

It is not possible to have a specific risk assessment for every situation that an individual might come across and therefore it is only possible to give general guidance and the tools to discuss risk

Responsibilities include:

- **Strictly only individuals with a DBS & safeguarding certificate should be alone with children**
- Avoiding lone working/volunteering wherever possible.
- Identifying risks that may arise from lone working/volunteering.
- Discussing risks associated with lone working/volunteering and how to reduce/manage them.
- Taking every day precautions to ensure their own safety.
- Complying with any precautionary measures agreed with their manager.

## Lone Working

- Report lone working/volunteering incidents or near misses to their line manager/staff contact person

## Reporting

Staff and volunteers must report any concerns, lone working incidents or near misses to their line manager.

# Missing Child Procedure

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is committed to the safety and well-being of all children in our care. We recognise the potential for children to go missing during sessions and have established clear procedures to minimise this risk and respond effectively if it occurs.

## Preventative Measures:

- **Regular Headcounts:** We will conduct periodic headcounts, especially during transitions between locations, at the start and end of sessions, and after breaks.
- **Clear Boundaries:** Staff will clearly define boundaries for children during outdoor activities and transitions.
- **Staff Awareness:** All staff will be vigilant and aware of the children's whereabouts at all times.

## Procedure for a Missing Child:

1. **Immediate Action:**
  - If a child cannot be located, staff will immediately initiate a discreet search of the immediate area.
  - If the child is not found within a few minutes, the following steps will be taken.
2. **Notification:**
  - **uSports Notification:** The relevant uSports manager must be contacted. If you are unable to get in contact with a specific member of the management team, you must contact others within the team until a response has been received. Contact numbers for these individuals must be readily accessible on staff mobile phones and can be located on the Coaches Area of the website.
  - **Additional Action For School Based Sessions:** A designated member of the school staff will be informed immediately.
3. **Search and Communication:**
  - All staff present at the session will be informed that a child is missing.
  - A thorough search of the premises and surrounding area will be conducted.
4. **Police Notification:**
  - If the child is not found within 10 minutes of the initial search, the police will be informed by the uSports session leader\* or a member of school staff. \*If uSports management are now on site, they will take over this responsibility.
5. **Parent/Carer Notification:**
  - The uSports manager or member of school staff will contact the child's parents or carers immediately after informing the police.
6. **Continued Search and Support:**
  - Staff will continue to search for the child while awaiting the arrival of the police and parents/carers.
  - We will maintain as normal a routine as possible for the remaining children at the session to minimise anxiety.
7. **Liaison:**

## Missing Child Procedure

- The session leader, uSports manager and school staff will liaise with the police and the child's parents/carers.
- 8. Documentation and Review:**
  - The incident will be recorded on an Incident & Accident Form via the Coaches Area of the website.
  - For setting led sessions, relevant reporting forms must all be completed.
  - A thorough review of the incident, relevant policies, and procedures will be conducted.
  - Any necessary changes will be identified and implemented.

## Local Authority & Regulatory Procedures

uSports managers will be aware of and adhere to any specific missing child procedures required by the local authority and regulatory bodies such as Ofsted and will notify the relevant organisation of any such incidents.

# Mobile Phone Policy

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is committed to ensuring the safety and well-being of all children and staff during our sessions, whether during holiday camps or term-time activities. This policy outlines our guidelines for the use of mobile phones and electronic devices to create a secure and focused environment.

We recognise that children are increasingly familiar with the use of mobile phones in society, and many have their own device. We also recognise the potential risks involved with owning and using a mobile phone. We instill an environment where children can feel safe, have fun and learn together. uSports enforces a Zero tolerance policy on mobile phones where devices are prohibited.

Where uSports staff are working in setting led sessions, they must also adhere to the settings mobile phone policy.

## Coach Mobile Phone Usage At Holiday Camps

### Site Manager

- The Site Manager must be contactable and may need to use their mobile device to carry out their role including for access to registers
- If the site manager needs to take or receive a call during club time from the uSports operational team, they must remove themselves from the children before making or taking a call.

### Coaches & Volunteers

- Coaches must ensure that their mobile devices are left in a secure place throughout contact time with children. The Site Manager must assess the most appropriate place which is out of reach of children while the setting is operating. For example, in the coaches bag or car. The site manager bag can be used to store phones/smart devices.
- Coaches should not have their mobile devices on their person while working with children.
- mobile devices calls may only be taken on breaks and offsite and away from the children and with the Setting Manager's permission.
- If any coach has a family emergency or similar and required to keep their mobile devices to hand, prior permission must be sought from the Site Manager

## Coach Mobile Phone Usage At Sessions Other Than Holiday Camps

### Coaches & Volunteers

- Coaches may need to use their mobile device at a session to carry out their role including for access to online registers
- Coaches must ensure that their mobile devices are left in a secure place throughout contact time with children.
- If the coach needs to take or receive a call during club time from the uSports operational team, they must remove themselves from the children before making or taking a call. No other calls should be made during the session.
- Setting mobile phone policies will take precedent over this policy as required, if a setting does not allow coaches to have mobile phones on their person at the setting then alternative registration methods must be adhered to, e.g. using paper registers



## Mobile Phone Policy

### Using Mobile Devices For Music

- Mobile devices may be used for the purpose of connecting to speakers to elevate the experience at a session such as dance or holiday camps. If this occurs, the following precautions should be followed
  - Any music streaming platforms used must be set to not allow explicit content to be played
  - The mobile device should be kept out of reach of children
  - The mobile device should not be used for any purpose other than to be in close enough proximity to the speaker device to allow for connection.
  - If a setting does not allow mobile devices to be used, alternative methods should be used if music is required at a setting, e.g. by gaining access to the school computer system to play music.

### Outcomes of Improper Mobile Phone Usage by a Coach

- Any coach found to be using their mobile device without permission or reason will receive a verbal warning
- If this behaviour is repeated, the coach will receive a written warning followed by a formal meeting with the relevant uSports manager
- Concerns will be taken seriously, logged and investigated appropriately

### Parent Mobile Phone Usage

- When dropping off and picking up children, devices must be stored in a bag or pocket
- If you wish to use your camera for photos, you must only take photos of your **OWN** child and away from other children

### Child Mobile Phone Usage

Children are not permitted to use mobile phones at sessions.

#### uSports Led Sessions (Holiday Camps, After School Clubs):

- **Stage 1:**
  - Electronic device is witnessed on the first occasion.
  - Child is asked to place the electronic device back in their personal belongings.
  - Parent/Guardian is spoken to about the electronic device and asked that it is not used again during uSports sessions.
- **Stage 2:**
  - Electronic device is witnessed for a second occasion.
  - Child is asked to hand over the electronic device to the lead coach.
  - Electronic device is stored in a safe and secure location.
  - Electronic device is handed to the parent/guardian at the end of the day, with a request that it is not brought back to uSports sessions.
  - Warning given to child/parent/guardian about witnessing a device on the third occasion.
- **Stage 3:**
  - Electronic device is witnessed for a third occasion.
  - Child is asked to hand over the electronic device to the Camp Manager/Session Manager.
  - Parent/guardian is called immediately and asked to collect the child and take them home.
  - Incident form is completed and reported back to the uSports office.

#### School Led Sessions (Term Time):

uSports staff will at all times follow the school policy in this scenario.

- **Stage 1:**
  - Electronic device is witnessed on the first occasion.
  - Child is asked to place the electronic device back in their personal belongings.
  - School staff are informed about the electronic device that was used, and uSports staff will follow the schools policy regarding further action.
- **Stage 2:**
  - Electronic device is witnessed for a second occasion.

## Mobile Phone Policy

- uSports staff will follow the schools policy regarding confiscating the item.
- School staff are informed, and uSports staff will follow the schools policy regarding further action.
- **Stage 3:**
  - Electronic device is witnessed for a third occasion.
  - uSports staff will follow the schools policy regarding confiscating the item.
  - School staff are informed, and uSports staff will follow the schools policy regarding further action.
  - Incident form is completed and reported back to the uSports office.

# Safeguarding

Last Reviewed | 21st February 2025 by Stephanie Hiscox



## Purpose and Scope

This policy applies to all staff, including senior managers, contracted and self-employed coaches, volunteers, or anyone working on behalf of uSports. It outlines our commitment to safeguarding and promoting the welfare of all children and vulnerable adults who participate in our activities or are children of adults who use our services.

## Our Commitment

- We believe that a child or vulnerable adult should never experience abuse of any kind.
- We have a responsibility to promote the welfare of all children and young people and keep them safe.
- We are committed to practicing in a way that protects children and vulnerable adults from harm.
- We will protect children from radicalisation and extremism by responding swiftly to potential vulnerabilities.
- We will provide staff and volunteers with regular updates and training on safeguarding and the Prevent Duty.
- We will record and check the details of all visitors to all our premises.

## Legal Framework

This policy is based on legislation, policy, and guidance that seeks to protect children, young people, and vulnerable adults in England. A summary of the key legislation is available from: <https://www.nspcc.org.uk/>

## Definitions

**Children:** Defined in the Children Act 1989 and 2004 as a person under the age of 18 years.

**Vulnerable Adult:** Defined in the Safeguarding Vulnerable Groups Act 2006 as a person aged 18 or over who may be in need of community care services due to mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

**Harm:** Ill-treatment or the impairment of health or development, including impairment suffered from seeing or hearing the ill-treatment of another.

**Development:** Physical, intellectual, emotional, social, or behavioural development.

**Health:** Physical or mental health.

**Ill-treatment:** Includes physical and sexual abuse and forms of ill-treatment that are not physical. (s.31 (9) Children Act 1989 as amended by the Adoption and Children Act 2002)

**Welfare:** A child or vulnerable adult in need of universal help from those already involved or from a single or multiple agency response.

## Safeguarding Policy

### Safeguarding:

- Protecting children and young people from maltreatment.
- Preventing impairment of children's and young people's health or development.
- Ensuring that children and young people are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children and young people to have the best life chances.

## Recognising Abuse

Recognising abuse is not always easy. It is not the responsibility of staff, volunteers, or children to decide whether abuse has taken place. However, we all have a responsibility to act if we have concerns. Abuse can be physical, sexual, emotional, or neglect. It can occur within a family, an institutional setting, or a community setting. It can be perpetrated by adults or other children.

### Types of Abuse:

- Physical Abuse: Actual or likely physical injury to a child or vulnerable adult, or failure to prevent injury.
- Sexual Abuse: Actual or likely sexual exploitation of a child or vulnerable adult.
- Emotional Abuse: Persistent emotional ill-treatment of a child or vulnerable adult.
- Neglect: Persistent failure to meet a child or vulnerable adult's basic physical and/or psychological needs.
- Bullying: Can include a variety of behaviours, including name-calling, offensive language, coercion, physical harm, theft, cyberbullying, and hate crimes. (Refer to the uSports Anti-Bullying Policy for further detail.)

## Vulnerability Factors

Children and vulnerable adults can be particularly susceptible to abuse or exploitation due to various factors, including:

- Learning Difficulty and/or Disability: Difficulties in communication or understanding can make individuals more vulnerable.
- Risk to Self and/or Others: This may include self-harm, suicidal tendencies, or the potential risk of harming others.
- Domestic Violence: Can be physical, emotional, sexual, or neglect. This category also covers forced marriages and honor-based violence.
- Female Genital Mutilation (FGM): A harmful traditional practice that involves the cutting or removal of female genitalia.
- Forced Marriage: A marriage in which one or both spouses do not consent.
- Modern Slavery: Encompasses slavery, human trafficking, forced labor, and domestic servitude.
- Risks/Abuse Related to Family/Cultural Beliefs/Faith: Harmful practices or beliefs within a family or community that can put children or vulnerable adults at risk.
- Parental Impacts: Issues such as parental substance misuse, mental health problems, or domestic abuse can significantly impact a child's well-being.

## Prevent Duty

uSports recognises its responsibility to safeguard children from radicalisation and extremism. The Prevent Duty is about protecting children and vulnerable adults from being drawn into terrorism. It is not about preventing them from having political or religious views but about supporting them to express those views in non-extremist ways.

### Radicalisation and Extremism:

- Radicalisation: The process by which a person comes to support terrorism and extremism.
- Extremism: Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs.

## Safeguarding Policy

Responding to Suspicions of Radicalisation and Extremism:

- Staff should be alert to changes in a child's behaviour or attitude that could indicate they need help or protection.
- Any concerns about radicalisation should be reported to the Designated Safeguarding Lead (DSL).
- uSports will follow the procedures set out by the Local Safeguarding Board.
- All suspicions and investigations will be kept confidential and shared only with those who need to know.

## Channel Programme

Channel is a multi-agency approach to provide support to individuals who are at risk of being drawn into terrorist-related activity. uSports will cooperate with the Channel programme and the police in providing information about individuals referred to the programme.

## Missing from Education

uSports will take reasonable steps to monitor children's attendance and to address poor or irregular attendance. (Refer to the Arrivals, Departures & Absence Policy)

## Whistleblowing

uSports encourages a culture of openness and transparency where staff, volunteers, and others feel comfortable raising concerns about any safeguarding or child protection issue.

Reporting Concerns:

- Any concerns about the safety or well-being of a child or vulnerable adult should be reported immediately to the Designated Safeguarding Lead (DSL).
- If a child is in immediate danger, call 999.
- Concerns can also be reported to the NSPCC helpline: 0808 800 5000

Confidentiality:

- While uSports values confidentiality, it cannot be guaranteed in cases where there are concerns about the safety or well-being of a child or vulnerable adult.
- Information will be shared with appropriate agencies and individuals on a need-to-know basis.

## Allegations Against Staff

uSports has procedures in place for managing allegations of abuse against staff or volunteers. All allegations will be taken seriously and dealt with in accordance with local safeguarding procedures.

## Support for Staff

uSports provides support for staff who may find dealing with safeguarding issues distressing. Staff can contact the management team for support.

## Role of the Designated Safeguarding Lead (DSL)

The DSL is responsible for:

- Managing referrals to local authorities and other agencies.
- Providing support and advice to staff.
- Liaising with external agencies.
- Ensuring staff are trained and aware of safeguarding procedures.
- Maintaining confidentiality.

## Safeguarding Policy

### Training and Development

uSports provides regular training and development opportunities for staff on safeguarding and child protection, including:

- Requiring all individuals working with children to hold a valid safeguarding qualification
- Providing support and advice to those working with children in regard to safeguarding
- The uSports Safer Coaching Online Course is a requirement for all coaches, this course emphasises the key responsibilities of a coach in regards to safeguarding and child wellbeing.

### Responding to Suspicions

uSports will respond promptly and appropriately to all incidents or concerns of abuse. Staff will follow the procedures set down in 'What to do if you are worried a child is being abused' (DfE 2014).

### Recording and Sharing Information

uSports will record and store information about safeguarding concerns professionally and securely. Information will be shared with relevant agencies and individuals in accordance with safeguarding procedures.

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## Contact Information

**Emergency:** In any situation where a child or vulnerable adult is in immediate danger, always call 999.

**Out of Hours:** Many councils have an Emergency Duty Team for out-of-hours safeguarding concerns.

**LADO:** The LADO is responsible for managing allegations against those who work with children.

**Safeguarding Boards & Hubs:** Councils have different setups for safeguarding and social care provision, this is who you should contact to report concerns about a child if you feel that uSports have not responded appropriately.

### Designated Safeguarding Lead

- Name: Stephanie Hiscox
- Email: info@u-sports.co.uk
- Number: 0118 449 2641
- Date Of Last DSL Training: 02.11.2023

### General Contact Information For All Areas:

#### NSPCC Helpline:

- 0808 800 5000

## Safeguarding Policy

### Contact Information For Specific Areas:

As a growing organisation, we often expand into new areas. If you have a concern about a child or a member of staff which has occurred in an area other than those listed below you should either contact the uSports DSL to obtain this information or search online for the relevant information for that local authority.

The LADO is for reporting concerns about a member of staff, the other agencies listed below are for reporting concerns about a child.

<b>General Berkshire Out of Hours</b>	<b>Reading Borough Council</b>	<b>Wokingham Borough Council</b>
For out-of-hours social care and safeguarding emergencies for vulnerable adults and children 01344 786543	Children's Single Point of Access (CSPA) 0118 9373641  LADO lado@brighterfuturesforchildren.org	Referral & Assessment Team 0118 9088002  Wokingham LADO 0118 9088002
<b>Bracknell Forest Council</b>	<b>Royal Borough of Windsor &amp; Maidenhead</b>	<b>West Berkshire</b>
MASH (Multi-Agency Safeguarding Hub) 01344 352005  Bracknell LADO (Contacted via MASH team) 01344 352005	MASH (Multi-Agency Safeguarding Hub) 01628 683150  Windsor and Maidenhead LADO 01628 683202	Contact Advice and Assessment Service (CAAS) 01635 503190  West Berkshire LADO 01635 503090
<b>Slough</b>	<b>South Gloucestershire</b>	<b>Bristol</b>
MASH (Multi-Agency Safeguarding Hub) 01753 875362  Slough LADO 01753 474053	Children's Partnership 01454 866000  South Gloucestershire LADO LADO@southglos.gov.uk 01454 868508	Keeping Bristol Safe Partnership <a href="https://bristolsafeguarding.org/contact-us">https://bristolsafeguarding.org/contact-us</a>  Bristol LADO LADO@bristol.gov.uk 0117 903 7795

# Safer Recruitment Policy

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is dedicated to providing a safe and secure environment for all children attending our sessions. We are committed to safeguarding children from harm and abuse and recognize that robust recruitment practices are essential to achieving this. This policy outlines our procedures for ensuring that all coaches self-employed or contracted by uSports are suitable to work with children.

All uSports coaches are either contracted members of staff or are self-employed coaches. Although some of our coaches are sub-contractors, we continue to follow the below processes for all coaches representing uSports to protect the welfare of the children in our care.

## Interview Process

- Initial phone call
- Practical in person trial
- Social media screening

If any concerns regarding the suitability of a candidate are raised in any of the above steps, these will be addressed and if not resolved the recruitment process will be terminated.

## All uSports coaches must undergo the below steps during the onboarding process:

- Complete the Disqualification Declaration document
- Obtain a uSports enhanced DBS
  - Including provision of relevant ID documents to be seen by a member of the office team
- Provide evidence of a safeguarding certificate acquired within the last 3 years
- Provide evidence of coaching qualifications for lead coaches
- Providing contact details for two references to confirm suitability for the role
  - These will be reviewed by the office team to determine suitability
- All coaches are sent a copy of our full policies and procedures including our safeguarding policy and in signing their contract or agreement of self-employment agree that they have read and understood these documents.
- Complete the uSports online induction training & uSports Safer Coaching online course.
- Take part in an induction at the uSports office to answer any questions and to receive uSports kit

If at any point during the recruitment process any concerns are raised regarding the suitability of a candidate to safely and reliably carry out the role of a sports coach, the recruitment process will be terminated. Once the onboarding process is complete the coach will continue to be monitored and any issues which arise will be dealt with accordingly.



# Equal Opportunities & SEND Policy

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is committed to creating an inclusive and equitable environment where all children, staff, and parents feel safe, respected, and valued. All uSports coaches have read and agreed to this Equal Opportunities Policy to ensure that all session environments are inclusive and welcoming for everyone.

## Values

“uSports exists to provide as many children as possible the opportunity to have a positive experience with a variety of sports at a young age. We are passionate about ensuring children develop in a fun, safe, and happy environment while educating them not only in sports but as young people.”

We welcome children of all backgrounds, including those of all religious beliefs, faiths, cultures, and abilities. We believe that every child attending our sessions is of equal value and deserves equal opportunities.

Our activities strive to provide equal opportunities for all children, regardless of their race, religion, language, culture, gender, health, disability, personality, or lifestyle, as outlined by the protected characteristics in the Equality Act 2010.

We will foster education and understanding of diverse needs and backgrounds to promote positive behaviour and attitudes. Discriminating behaviour, attitudes, and comments will be challenged, regardless of whether they come from children, staff, parents, or carers. We will investigate and act promptly if there is any suspicion of discrimination towards any person participating in or working for uSports.

## Our Commitment and Actions

To ensure equal opportunities, uSports will:

- Embed Inclusive Practices
  - Always encourage all children to participate to their fullest potential.
  - Use children to demonstrate skills whenever appropriate, showcasing diverse abilities.
  - Encourage creativity and individual expression in activities.
  - Treat all children with respect and dignity.
  - Offer progressions and regressions in activities to accommodate varying skill levels.
  - Minimize downtime in games to maximize participation.
  - Ensure every child receives positive feedback or encouragement in each session.
  - Learn the names of staff, children, and parents to foster a sense of community.
  - Provide equal opportunities for all children, regardless of ability.
  - Avoid excluding children due to odd numbers by forming appropriate small groups (e.g., threes).
- Accessibility and Adaptations:
  - Make reasonable adjustments to activities and environments to accommodate children with disabilities or special needs.
  - Provide resources and support to children with language barriers.
  - Be aware of, and accommodate for, cultural and religious differences.
- Training and Awareness:
  - Provide ongoing training to staff on equal opportunities, diversity, and inclusion.
  - Raise awareness among children about the importance of respecting differences.
  - Promote understanding of the Equality Act 2010 and its protected characteristics.

## Equal Opportunities & SEND Policy

- Addressing Discrimination:
  - Establish clear procedures for reporting and investigating incidents of discrimination following our Behaviour Policy
  - Take appropriate action to address discriminatory behaviour, including disciplinary measures when necessary as per our Behaviour Policy
  - Maintain records of any reported incidents and actions taken.
- Communication and Feedback:
  - Ensure that all communication materials are inclusive and accessible.
  - Seek feedback from children, parents, and staff on how to improve our equal opportunities practices.
  - Make sure that all parents are aware of this policy.
- Monitoring and Evaluation:
  - Regularly monitor and evaluate our practices to ensure they are effective in promoting equal opportunities.
  - Review and update this policy as needed to reflect best practices and changes in legislation.

## Special Educational Needs and Disabilities (SEND)

uSports is committed to providing inclusive sports activities for children with Special Educational Needs and Disabilities (SEND). We recognize that every child is unique and has individual needs, and we strive to create an environment where all children can participate and thrive.

### Our SEND Commitment:

- We will work collaboratively with parents/carers, schools, and other professionals to understand and meet the individual needs of children with SEND.
- We will make reasonable adjustments to activities, environments, and communication methods to ensure accessibility and participation.
- We will provide staff with training on SEND awareness and effective support strategies.
- We will ensure staff have knowledge of any children with SEND that are attending sessions.
- We will keep open lines of communication with parents of children with SEND.

### How We Support Children with SEND:

- Adapting activities and equipment to suit individual needs.
- Providing additional support and guidance from trained staff.
- Creating a positive and supportive environment.
- Working with parents/carers to understand their child's specific needs and preferences.
- Following any guidance given to us by outside agencies.

### How We Assess Suitability Of Our Sessions For Children with SEND At uSports Led Sessions:

We always want to ensure that uSports led sessions are the right space for children. If a child has a disability or SEND, a brief suitability survey will be completed with the parent by the office team so that we can confirm that the session will be a suitable fit for the child. If appropriate 1:1 support may be provided subject to availability and funding.

Any concerns about equal opportunities or discrimination should be reported to the uSports Director. All reports will be treated confidentially and investigated thoroughly.

[info@u-sports.co.uk](mailto:info@u-sports.co.uk)

0118 449 2641

# Substance Misuse (Smoking/Vaping, Alcohol, and Drugs)

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports is fully committed to promoting the health and well-being of children, families, employees, and visitors at our holiday camps and sessions. We maintain a strict zero-tolerance policy regarding the misuse of drugs, including alcohol, and smoking/vaping. This policy applies to all uSports-led sessions and to uSports staff working within setting led sessions. All uSports coaches have read and agreed to this Substance Misuse Policy to ensure that all session environments are safe and healthy for everyone.

## Policy Objectives:

- To protect the physical, psychological, and emotional well-being of children, families, and coaches.
- To safeguard children, parents, and coaches from the risks of second-hand smoke/vaping.
- To provide clear and consistent guidelines regarding the use of prohibited substances.
- To ensure compliance with all relevant laws and regulations.
- To provide support for children and staff who may be at risk due to substance misuse.

## Scope:

This policy applies to all uSports sites for both uSports and setting led sessions, including buildings, fields, parking areas, playgrounds, and immediate surrounding areas. It applies to all coaches, staff, volunteers, children, parents/carers, and visitors.

## Smoking/Vaping:

- Smoking and vaping are strictly prohibited anywhere on session premises, including drop-off and pick-up areas.
- If a child is found in possession of cigarettes or vaping devices, they will be confiscated, and their parent/carer or school staff will be notified. The child may be sent home.
- Coaches must also not smoke or vape in view of the children, even when off site.

## Alcohol:

- Anyone arriving at a uSports session under the influence of alcohol will be asked to leave immediately.
- Coaches found to be under the influence of alcohol will face immediate disciplinary action.
- Children found in possession of alcohol will have it confiscated, and their parent/carer or school staff will be notified. The child may be sent home.
- Coaches are prohibited from bringing alcohol onto session premises.

## Illegal Drugs:

- Anyone arriving at a uSports session under the influence of illegal drugs will be asked to leave immediately.
- Coaches found to be under the influence of illegal drugs will face immediate and serious disciplinary action, including possible termination.
- Children found in possession of illegal drugs will have their parent/carer or school setting notified immediately. The child may be sent home, and the police may be contacted.
- uSports will follow its safeguarding procedures if we feel a child is at risk due to drug use.

## uSports Substance Misuse Policy (Smoking/Vaping, Alcohol, and Drugs)

### Prescription Medications:

- Coaches taking prescription medications that may impair their ability to perform their duties must inform the relevant uSports Manager immediately and seek medical advice.
- The uSports Manager will conduct a risk assessment to determine if adjustments are necessary.
- Staff medication must be stored securely and out of reach of children.
- Parents must inform uSports of any prescription medication that their child is taking.

### Search and Confiscation:

- If there is reasonable suspicion that a child is in possession of prohibited substances, coaches may conduct a search of their belongings in the presence of another coach or member of school staff.
- Confiscated items will be stored securely and handed over to parents/carers, school staff or the police as appropriate.

### Reporting Concerns:

- Any concerns about substance misuse should be reported to the relevant uSports Manager immediately and a referral to the LADO will be made where appropriate.
- If a child is in immediate danger, 999 should be called.

# Working With Children In Extreme Weather Conditions

Last Reviewed | 21st February 2025 by Stephanie Hiscox



uSports understands that there are times when the weather can be very cold, wet or hot whilst delivering our sessions. The coaches from uSports will ensure we can provide a safe environment for every child involved in sessions in cases of extreme weather.

## Cold and Wet Conditions

Cold conditions can be dangerous for young children and sessions must be adapted to ensure that children are safe.

**Movement** is key in cold conditions. Our coaches will need to run sessions that:

- Do not involve children queuing/waiting for something
- Do not take a long period of time to explain whilst children are listening

**Clothing** must be taken into account. The coach will remind participants to wear appropriate clothing. If a child is not suitably dressed, they must bring up this concern with a member of school staff or by contacting the child's parent or carer at a community session before allowing the child to take part in outdoor activities.

**If a child is ill or injured** and is unable to continue for the remainder of the session the school or parent or carer must be made aware. A child should not be sat out for any longer than two minutes. If the coach is working alone, the child should go with another pupil to inform an adult within the school, or a coach should contact the child's parent or carer while monitoring the children at the session.

**In the case of very strong rain or an unsafe playing area** the coach should make a decision to take children inside to either run an indoor activity or classroom based session.

**In extreme weather conditions for community sessions**, such as very high winds the session may be cancelled by the uSports office team. If a coach feels that a session has become unsafe due to the weather through the course of the day they must contact the office team to gain approval to cancel the session. If this happens during a session all parents must be contacted and children will need to be supervised in a safe space, ideally indoors or under shelter until they can be collected.

## Hot Weather Conditions

Hot conditions can be dangerous for young children and sessions must be adapted to ensure that children are safe.

**Breaks & shade** are key in hot conditions. Our coaches will need to run sessions that:

- Provide plenty of opportunities for children to take breaks in a shaded area
- Children have access to water

**Sun-cream** should be worn by all children. In a school session, coaches are not able to assist with the administration of sun-cream so children should be reminded to apply this. During the holiday camps, parents will have given consent if coaches are able to help children to apply sun-cream.

**Clothing** must be taken into account. The coach will remind participants to wear hats and appropriate clothing before the session starts. If a child is not suitably dressed, they must bring up this concern with a member of school staff or by contacting the child's parent or carer at a community session before allowing the child to take part in outdoor activities.

**If a child is ill or injured** and is unable to continue for the remainder of the session the school or parent or carer must be made aware. A child should be sat out in a shaded area with access to water. The amount of time that a child is sat out should be minimised as far as possible.

# Parents



**Ofsted registers, regulates and inspects childcare for children aged from birth to 17 years.**

Registered childcare providers and childminders have to meet requirements in the early years foundation stage statutory framework and/or the Childcare Register. These requirements relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 31 August following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us:

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can write to us at:

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

**Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD**

If you have a concern or complaint, you can ring:

**0300 123 1231**

For more information, search for 'Guides for parents: how early years settings are inspected' or scan the QR code:



If you would like information about the availability of childcare in your local area, please visit **[www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)** to find your local council.