



## **uSports Policies and Procedures**

Including Relevant Forms

17<sup>th</sup> June 2022

uSports Limited

## uSports Administering Medication

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

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)
<p>Can only be administered if prescribed by a doctor, dentist, nurse or pharmacist.</p> <p>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.</p> <p>Medicine must be in date.</p>	<p>Can only be administered if appropriate for the child's age.</p> <p>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.</p> <p>Medicine must be in date.</p>

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**.

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 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.

This policy was adopted by: uSports	Date: 19/01/2018
Reviewed On: 17.06.2022	Signed: C. Hiscox

## uSports Anti-Bullying Policy

uSports makes every effort to ensure that all children are safe and protected in our sessions. We are committed to providing a caring, friendly and safe environment for all the children in our care so that they can play and learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our setting. If bullying does occur, all children should be able to and know that any incident will be dealt with promptly and effectively. All uSports coaches will have read and agreed to the **Anti Bullying** policy to ensure that all session environments are as safe as possible for children and staff attending.

### What is Bullying?

Bullying is the use of aggression with the intension of hurting another person which results in pain and distress to the victim.

This can be in the form off:

- Emotional – being unfriendly, excluding, upsetting
- Physical – pushing, kicking, hitting, punching or any use of violence, racial taunts, graffiti or Racist – racial taunts or gestures.
- Sexual – unwanted physical contact or sexually abusive comments.
- Homophobic – because of or focusing on the issue of sexuality.
- Verbal – name-calling, sarcasm, spreading rumours, teasing.
- Cyber – all areas of internet, such as emails & internet chat rooms misuse. Mobile phone text messaging & calls. Misuse of camera phones & video facilities.

### What to look out for:

- Does not want to come to the club
- Becomes erratic
- Becomes withdrawn, anxious or lacking confidence
- Is bullying other children or siblings
- Frightened to say what is wrong
- Has damaged or missing possessions
- Unexplained cuts or bruises

### Procedure

- The child will be asked to genuinely apologise or other consequences may take place e.g. asked to sit out of the session until spoken to by a coach
- If possible, the resolution of the issue between the children
- In serious cases, suspension, a cooling off period or exclusion will be considered as referenced in the behaviour policy
- Incidents must be recorded and follow the behaviour policy
- Incidents will be investigated and dealt with; each case will be monitored to ensure repeat bullying does not take place

### Prevention

- Encouraging Values of respect and inclusivity
- Promote equality
- Help young children develop positive relationships
- Model fair and respectful behaviour
- Open discussions about bullying and why it matters

This policy was adopted by: uSports	Date: 09.02.22
Reviewed On: 17.06.2022	Signed: C. Hiscox

**uSports**  
**Arrivals and Departures**

uSports recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

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

**Arrivals**

Children will be brought to us by their teachers. Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register once all children have been brought to our member of staff.

**Departures**

- Staff will bring all children to the designated hand over point. Here, the coach will ensure, one by one that each child is seen off to when person picking them up.
- Children are collected by an adult who has been authorised to do so on their registration form.
- We will not allow any child to walk home on their own unless we have it in writing that they are allowed to do so.

**Absences**

- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is absent without explanation, staff will contact speak with the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

This policy was adopted by: uSports	Date: 01.01.2022
Reviewed: 17.06.2022	Signed: C. Hiscox

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62, 3.64]; and Information and records [3.76]*

## **uSports Behaviour Policy - Camps**

uSports makes every effort to ensure that all children, staff and parents behave in a way that encourages a fun, safe and secure environment. All uSports coaches will have read and agreed to the **Behaviour** policy to ensure that all session environments are as safe as possible for children and staff attending.

### **Code of Conduct**

Our Code of conduct includes expected and non-acceptable behaviours and our process for managing behaviours that compromise the well-being of children and staff. 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.

Staff at holiday camps will promote and actively encourage good behavior through positive reinforcement and leading by example and respecting colleagues and children. We will be adopting a culture sharing and caring, engaging rules of actions and consequences in a positive manor.

### **uSports Expected Behaviours**

- Kind Words, Hands and Feet
- Be helpful
- Be respectful and polite to others
- Take responsibility of your own actions
- Being truthful

We will be following a yellow and red card procedure to manage poor behaviours for children and adults. Where two yellow cards are issued a red card will be issued

### **Yellow Card Behaviours**

- Being disruptive
- Damaging equipment
- Failing to follow the mobile phone policy
- Negative, hurtful or unkind words and actions
- Not allowing others to be heard
- Not keeping your hands and feet to yourself
- Repeated not listening and following instructions

### **Red Card Behaviors**

- Being Physical with others
- Racial, homophobic or discriminatory language or actions
- Repeated incidents of Yellow Card Behaviour
- Repeatedly failing to follow the mobile phone policy
- Stealing, vandalism or deliberately damaging equipment
- Unsafe behaviour e.g. running away, climbing fences or hiding
- Verbal threats or intent to hurt other

### **Outcomes of poor behaviours**

#### **Yellow Card Behaviour Management Stages**

Stage 1: Group Coach informs child that behaviour is not acceptable, and child is asked not to repeat it

Stage 2: Repeat behaviour - Site Manager is informed, incident recorded on incident form and parent informed (usually at pick-up time or sooner at Site Manager's discretion)

Stage 3: Further poor behaviour – Outcome selected based on severity and frequency of Yellow Card Behaviour

End of Camp: Notes given to the Community Manager and notes are made on the child's profile, this will be reviewed and a further decision to be made

### Outcomes of Yellow Card behaviour

- Stage 1: Agreed behaviour management strategy is implemented by Group Coach and Site Manager. Parent to support staff with ideas
- Stage 2: Child's parent informed of behaviour (via incident report form and speaking to them in-person) and told that any further incident will lead to a cooling off period
- Stage 3: Child's parent is called to come and pick them up. A cooling off period is issued and the child may return the following day but any further incident will lead to them not being able to return to camp

When the child returns to camp, both parent and child understand that further instances of Yellow Card behaviour will result in them not being able to return to camp.

As standard, an incident Report form will be completed by the staff on-site detailing what has happened in order to provide full context for parents. A copy will be given to the parent to sign and will be retained by the uSports office.

## Red Card Behaviours

### Behaviour Management Steps

Stage 1: Child is informed that the behaviour is not acceptable and that parent will be informed

Stage 2: Site Manager and Office informed. Incident forms completed and signed by parents

Stage 3: Coach and Site Manager agree a suitable outcome e.g. child sent home

Stage 4: Site Manager and Office review to whether the child can return to future sessions

### Outcomes of Red Card Behaviours

#### Depending on severity of behaviour

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

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

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

R4: Child is unable to return to camp indefinitely

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

### Physical Intervention

Physical intervention will only be used as a last resort, when staff 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 staff has to physically restrain a child, the 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. If staff are not confident about their ability to contain a situation, they should call the manager.

All serious incidents will be recorded on an Incident report, kept on file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our policy

As standard, an incident Report form will be completed by the staff on-site detailing what has happened in order to provide full context for parents. A copy will be given to the parent to sign, then given to the office to record.

This policy was adopted by: uSports	Date: 09.02.22
Reviewed On: 06.10.2022	Signed: C. Hiscox

## uSports

### Behaviour Management Policy - Schools

uSports uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent, and positive strategies.

Whilst at uSports we expect children to:

- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club.

#### Encouraging positive behaviour

At uSports positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club.

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

#### Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity. (Max of 20 seconds)
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

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

### Physical intervention

Physical intervention will only be used as a last resort, when staff 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 staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call for help from our senior mentoring team or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

### Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club 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.

This policy was adopted by: uSports	Date: 01.01.2022
Reviewed On: 17.06.2022	Signed: C. Hiscox

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53]*.



## uSports

### Complaints Policy

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.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

#### Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

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

#### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

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

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

This policy was adopted by: uSports	Date: 01/01/2022
Reviewed On: 17.06.2022	Signed: C. Hiscox

## **uSports**

### **Data Protection and Privacy Policy**

This policy covers the collection and use of personal data collected by uSports Limited, as required by GDPR and UK Data Protection legislation.

#### **Data Controller**

The Data Controller is Charlie Hiscox and can be contacted by email – [info@u-sports.co.uk](mailto:info@u-sports.co.uk)

#### **Types of Data Processed**

The various types of data that we collect can be found in the appendices below.

#### **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 have to be retained for 7 years for HMRC tax purposes)

#### **Deletion of Data**

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

#### **Data Storage**

Electronic Data will remain subject to EU Data Protection regulations (GDPR) within the UK/EU and will not be transferred to or stored on servers outside the UK/EU unless subject to the Privacy Shield agreement with the US see here for details <https://www.privacyshield.gov>. Paper storage of data will be held in lockable fireproof storage units.

#### **Complaint**

Should you have a complaint in relation to the collection, storage and use of the data collected from the website, you should contact the data controller. If you are unable to resolve the issue, you may make a complaint to the Office of the Information commissioner (ICO) via their website <http://tinyurl.com/yc4cozv2>

#### **Right to access collected data**

Where data has been collected, retained and stored you have the right to view the data held about you. Please contact the Data Controller for details of the process.

#### **Safeguarding data**

The organisation will take all proportional steps to safeguard the data from unauthorised access

## **Appendix 1 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?**

It is held for the purpose of holding a class register, contacting customers regarding the class or event they have booked onto and processing payment details of bookings placed and fulfilled. The age of the child is held so we can tailor learning to their age range and make reference to the age related EYFS guidance. The child's allergies are held so we can adapt resources sessions to suit their needs.

### **Where will it be held?**

Our bookings provider, Coordinate Sport is used to process bookings for classes or events. This system is held 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.

### **Basis of Processing this data**

This data is processed to meet legal requirements

## **Appendix 2 Contacts**

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

### **What Data is held?**

Name

Mobile telephone number

Email address

### **Where is it stored?**

It is stored:

In Google contacts

In Gmail

In MailChimp

### **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

### **Who has access to this data?**

uSports Limited

### **How is it kept safe?**

All of this data is kept electronically except printed registers

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.

### **Basis of Processing this data**

This data is processed to meet legitimate interest

## **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.

##### **Basis of Processing this data**

This data is processed to meet legitimate interest

#### 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 after every class once uploaded to Dropbox. These can only be accessed by the class teacher and our marketing team.

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

If consented to, photos and videos are also shared on social media platforms such as Facebook, Twitter, Instagram and our website for marketing purposes.

##### **Who has access to this data?**

The class teacher and uSports Limited Head office

##### **How is it kept safe?**

All of this data is kept electronically on Dropbox

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.

We don't identify any children by name in photos

##### **Basis of Processing this data**

This data is processed to meet legal legitimate interest

This policy was adopted by: uSports	Date: 19.04.2019
Reviewed On: 17.06.2022	Signed: C. Hiscox

## uSports First Aid Procedure

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 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

- 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
- Call the parents if appropriate immediately after the incident. Parents should be informed at the end of the session if it is a minor injury.
- Record the incident on an **Incident Log form** and send this to [admin@u-sports.co.uk](mailto:admin@u-sports.co.uk) to be reviewed
- Inform school staff if relevant
- Take any further action as required

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.

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.

### Recording Accidents and Informing Parents

Record the incident on an **Incident Log form** and send this to [admin@u-sports.co.uk](mailto:admin@u-sports.co.uk) to be reviewed

Parents 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.

### Minor Injuries

Parents will be informed of the accident when the child is collected at the end of the session.

This policy was adopted by: uSports	Date: 12.03.2021
Reviewed On: 17.06.2022	Signed: C. Hiscox

## **uSports Health and Safety Policy**

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

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

uSports staff follow the Club's **Health and Safety** policy and commit to:

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

### **Responsibilities of the owner**

The owner holds ultimate responsibility and liability for the safe operation of uSports. They will ensure that:

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

### **Responsibilities of the Session Leader**

The Session Leader is responsible for ensuring that at each session:

- Grounds/Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The space is used solely by uSports when children are present
- All the equipment is safely and securely stored
- A working telephone is available on the premises at all times
- Any chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.

### **Security**

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

During sessions all external doors are kept locked, with the exception of fire doors which are alarmed when working inside.

If the session is being held outside the children are to stay within a clear perimeter and staff will walk children to the toilet. Staff will not enter the toilets unless accompanied by another member of staff.

Staff monitor the entrances and exits to the premises throughout the session.

Security procedures will be regularly reviewed.



### **Equipment**

All equipment will be kept clean, well maintained and in good repair. We select equipment and resources with care, and assess their suitability before the children are allowed to use them. Broken equipment is disposed of promptly.

We ensure that any flammable equipment is stored safely.

### **Dealing with body fluids**

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

### **Staffing levels**

Levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken.

This policy was adopted by: uSports Limited	Date: 19.01.2018
Reviewed On: 17.06.2022	Signed: C. Hiscox

## uSports Missing Child Procedure

At uSports we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening we will carry out periodic head counts, particularly when transporting children between locations.

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

- If a school-based session, a member of the school staff will be informed
- A member of the uSports office team must be contacted Business Support Manager or Director, if neither are available you must contact either the Operations Manager or the Brand and Accounts Manager. You should have the numbers of these individuals saved in your phone.
- Help should be sought to conduct a search.
- All staff at the session will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The session leader will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the session.
- The session leader will liaise with the police and the child's parent or carer.

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

### Useful numbers

Thames Valley Police: 01865 841148

Wokingham Social Care:

Phone us: 0118 908 8002.

After 5pm or on weekends and bank holidays phone 01344 786 543

Email us: [triage@wokingham.gcsx.gov.uk](mailto:triage@wokingham.gcsx.gov.uk).

uSports Office Number: 0118 449 2641

This policy was adopted by: uSports Limited	Date: 19.01.2018
Reviewed On: 17.06.2022	Signed: C. Hiscox

## uSports Mobile Phones Policy

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 **Mobile Phones Policy** to ensure that all session environments are as safe as possible for children and staff attending.

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. Devices must always remain in bags except the site manager.

### Site Manager

- The Site Manager must be contactable and may need to use their smart device to carry out their role. However, a mobile phone must remain in their pocket.
- If the site manager needs to take or receive a call during club time from the **OFFICE TEAM ONLY**, they must remove themselves from the children and parents before making or taking a call.

### Coaches/Volunteers

- Coaches must ensure that their smart phones/devices are left in a secure place throughout contact time with children. The Site Manager must risk assess the most appropriate place which is out of reach of children while the setting is operating. For example, in their bag. The Site box can be used to store phones/smart devices.
- Mobile phone/smart device 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 phone to hand, prior permission must be sought from the Site Manager

### Visitors

- All visitors must keep their smart phones/devices in a pocket or bag upon entering the setting. These must be stored in the same way as the colleague smart phones/devices

### Parents

- 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 you **OWN** child and away from other children

### Outcomes of Mobile phone usage by a Coach

- Any coach found to be using their mobile phone/smart device without permission will automatically receive a verbal warning
- Repeated behaviour a coach will receive a written warning followed by a formal meeting with their Line Manager or the Director
- Concerns will be taken seriously, logged and investigated appropriately

### Children

Stage 1: Electronic Device is witnessed on the first occasion

- Child is asked to place the electronic device back in their personal belongings
- Speak to Parent/Guardian about the electronic device that was used and ask that it is not used on camp

Stage 2: Electronic device is witnessed for a second occasion

- Child is asked to hand over the electronic device to the Site Manager
- Electronic device is stored in a safe and secure location
- Electronic device is handed to the parent/guardian at the end of the day and ask that it is not brought back to camp
- 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 Site Manager
- Parent/guardian is called immediately and asked to collect the child and take home
- Incident form is completed and reported back to the office

This policy was adopted by: uSports	Date: 09.02.22
Reviewed On: 17.06.2022	Signed: C. Hiscox

## uSports Safeguarding Policy

uSports provides a safe, secure environment for the children attending and we are committed to providing protection from harm and abuse.

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur.

### Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

### Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- inappropriate behaviour displayed by an adult. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

### If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Safeguarding Concern** form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

### Logging a concern

All information about the concern, suspected abuse or disclosure, will be recorded on the **Safeguarding Concern** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern

- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

Completed forms will be handed to Charlie Hiscox, who will then decide on the best course of action.

For concerns about **child abuse**, Charlie Hiscox will contact Social Care. Charlie Hiscox will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly. If it is suspected that a criminal act has taken place, or that the child is in imminent danger, the club leader will contact the Police.

For other concerns, the club leader may choose to contact the Head Teacher or School's Child Protection Lead, or the Local Authority Designated Officer, to discuss the best course of action. Charlie Hiscox is to be notified if this happens in writing within 48 hours.

### **Allegations against staff**

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO). The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate the Club will make a referral to the Disclosure and Barring Service.

### **Contact:**

Social Care: 0118 908 8002 - Wokingham

Social Care out of hours contact: 01344 786 543

Social email: [triage@wokingham.gcsx.gov.uk](mailto:triage@wokingham.gcsx.gov.uk)

Police: 101 (non-emergency) or 999 (emergency)

Local Authority Designated Officer:

NSPCC: 0808 800 500

Web: <http://www.wokingham.gov.uk/children-and-families/child-protection-and-family-support/report-a-concern-about-a-child/>

This policy was adopted by: uSports	Date: 21.02.2022
Reviewed On: 17.06.2022	Signed: C. Hiscox

## uSports Safer Recruitment Policy

uSports provides a safe, secure environment for the children attending and we are committed to providing protection from harm and abuse. Our recruitment policy also reflects this priority to ensure that the coaches who we employ or contract to work with children are safe to do so.

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 trial
- For contracted coaches only, a face-to-face interview at the office

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
- 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 must sign to confirm acknowledgement of these policies
- Take part in an induction at the uSports office to understand expectations and responsibilities including those regarding safeguarding

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.

This policy was adopted by: uSports	Date: 01.09.2021
Reviewed On: 17.06.2022	Signed: C. Hiscox

## uSports Smoking/Vaping, Alcohol & Drugs Policy

uSports are fully committed to promoting the health and well-being of children, families, employees and other visitors to the holiday camp. We do not condone the misuse of drugs, including alcohol, or smoking/vaping. It is our policy that the use of alcohol, illegal drugs or tobacco is prohibited/ forbidden in all areas of the site, including the entrance and immediate encompassing areas (buildings, field, parking area, playground). All uSports coaches will have read and agreed to the **Smoking/Vaping, Alcohol & Drugs Policy** to ensure that all session environments are as safe as possible for children and staff attending.

This policy aims to include the following aspects:

- To protect the physical, psychological and emotional well-being of all children using the holiday camp, their families and staff
- To protect children, parents and staff wherever possible from second-hand smoke
- To provide a clear message to all parents/carers, staff, volunteers and visitors using uSports about our policies on smoking, illegal drugs and alcohol
- To provide appropriate support to any child thought to be at risk
- To follow the law around smoking, illegal drugs and alcohol

### **Smoking/ Vaping**

Smoking is not permitted anywhere on the premises of uSports Holiday Clubs including the drop of area. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the Club, we will confiscate the cigarettes and notify their parent or carer, the child may immediately be picked and sent home.

### **Alcohol**

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

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent or carer, the child may immediately be picked and sent home.

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

### **Drugs**

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

If we discover that a child has illegal drugs in their possession while at the Club, we will inform their parent or carer. The child may immediately be picked and sent home.

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

This policy was adopted by: uSports	Date: 30.09.2022
Reviewed On:	Signed: C. Hiscox



## uSports Uncollected Children Policy

If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### Up to 15 minutes late

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

### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the session leader will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact uSports immediately. The session leader will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, staff will continue to supervise the child.
- When the parent or carer arrives, they will be reminded that they must call uSports to notify us if they are delayed, and that the child's place at the club will be reconsidered if they fail to collect the child at the appropriate time
- If there is no response, the session leader must contact the uSports office and speak to either the Business Manager or Director. These numbers should be saved in the phone of uSports staff.

### Over 30 minutes late

- If the session leader has been unable to contact the child's parents or carers after 30 minutes, the session leader will contact the local Social Care team for advice
- The child will remain in the care of uSports staff, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the session's premises, a note will be left on the door of the setting informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

### Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the session.

### Useful contacts

Wokingham Social Care

0118 908 8002 - After 5pm or on weekends and bank holidays phone 01344 786 543

[triage@wokingham.gcsx.gov.uk](mailto:triage@wokingham.gcsx.gov.uk)

Thames Valley Police: 0845 8505 505

This policy was adopted by: uSports	Date: 01/02/2018
Reviewed On: 17.06.2022	Signed: C.Hiscox



## uSports

### Working with Children in Cold/Wet/Hot Weather Conditions Policy

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 and wet 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 coats, trousers, hats and gloves 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 not be sat out any longer than two minutes before deciding. 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. It is rare that a community session will be cancelled due to poor weather but in extreme cases this procedure may need to be adopted.

#### 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. 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.

This policy was adopted by: uSports	Date: 16.06.2022
To be reviewed: 16.06.2023	Signed: C.Hiscox

**uSports**  
**Permission to Administer Medicine**

<b>Child's name:</b>	<b>Date of birth:</b>
<b>Child's address:</b>	
<b>Parent's contact no:</b>	
<b>Doctor's name:</b>	<b>Telephone no:</b>
<b>Address of surgery:</b>	
<b>Reason for medicine:</b>	
<b>Name of medicine:</b>	<b>Storage requirements:</b>
<b>Dosage:</b>	
<b>Times to be administered:</b>	

I give permission for medicine to be given to my child in accordance with the details above.

Parent's signature: \_\_\_\_\_

Parent's name: \_\_\_\_\_

Date: \_\_\_\_\_

- Staff at uSports sessions will only be permitted to administer medication to your child if you complete and return this form.
- Under no circumstances will members of staff administer medication against the will of a child.
- We can only administer prescription medication if it has been prescribed for the child in question by a doctor, dentist, nurse or pharmacist. For any non-prescribed medication, we can only administer this following the associated instructions and if it is the appropriate dose for your child.
- If you have any concerns or questions, please contact us on [info@u-sports.co.uk](mailto:info@u-sports.co.uk), 0118 449 2641.

## uSports Record of medication given

Name of child: .....

Date:	Time given:	Dosage:	Given by:	Parent/Carer Signature <i>(on collection)</i>

- Members of Staff at uSports will only administer medication to a child if a completed 'Permission to administer medicine form' has been received.
- Under no circumstances will members of staff administer medication against the will of a child.

## uSports Safeguarding Concern Form

Name and address of session/course:	
Child's name:	Date of birth:
Date of log:	Time of log:
Name of person logging concern (print):	Signature:
Job title:	
Date and time of concern/incident/disclosure:	
<p><i>Describe the incident/concern/disclosure as factually as possible. Include who was involved, where it happened, exactly what happened, etc. Describe clearly any behavioural or physical signs you have observed.</i></p>	

Read through and make sure your report is clear now – will it also be clear to a stranger reading it next year?

Action taken: .....

Received by: .....

Date: ..... Time: .....

Proposed action: .....

*(Continue overleaf if necessary)*