



uSports Policies and Procedures

Last Reviewed | 14th August 2024

uSports Limited

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, epipens, etc. 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)
<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 or update their response on Class4Kids** if there are any changes to a child's medication including change of dosage or frequency.

Administering Medication

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.

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 intention of hurting another person which results in pain and distress to the victim.

This can be in the form of:

- 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

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 or parents. 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.
 - If an adult collecting a child is not one of the named contacts on Class4Kids, they must give you the child's collection password.
 - If you are ever unsure or do not recognise an adult collecting a child, you should ask them the collection password.
- 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.

uSports makes every effort to ensure that all children, staff 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.

Staff at holiday camps 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

We will be following a yellow and red card procedure to manage any challenging or unwanted behaviours.

Yellow or Red Card Behaviours

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

- Being disruptive
- Damaging equipment
- Bullying
- 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
- 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: Site Manager is informed

Step 3: Incident is recorded on a uSports incident form

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

Step 5: Incident form is forwarded to the parent at the end of the day by the office team

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 camp 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: Site Manager will issue a red card to the child and will clearly explain to them the reasons why and the outcomes.

Step 3: Site Manager informs the Community Manager of the situation

Step 4: Site Manager informs the parent or guardian of the incident and informs them that their child needs to be collected from the camp.

Step 5: Incident is recorded on a uSports incident form

Step 6: Community Manager will liaise with the 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 Community 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 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 Community 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.

All serious incidents will be recorded on an Incident report 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 staff on-site detailing what has happened in order to provide full context for parents. A copy will be emailed to the parent.

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.

Behaviour Policy | Term Time Sessions

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.

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.
- **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 Holiday Camp Manager

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

Step 4: Investigation and Response

- **Acknowledgement:** The holiday camp manager will acknowledge receipt of the complaint to the complainant within 48 working hours of receiving it from the admin team.
- **Investigation:** The holiday camp manager 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 holiday camp manager 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 manager will contact the police.



Data Protection & Privacy Policy

Last Reviewed | 10th June 2024 by Stephanie Hiscox

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

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

Data Protection & Privacy Policy

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

Data Protection & Privacy Policy

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

Data Protection & Privacy Policy

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

Data Protection & Privacy Policy

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

uSports coaches should familiarise themselves with each individual school's emergency evacuation policy.

Should a fire break out in the Holiday Camp Venue, it will be the responsibility of uSports coaches to:

- Raise the alarm using the nearest facility if they discover a fire
- Evacuate the children under the care to the designated fire assembly point after discovering a fire or hearing the fire alarm
- All coaches should be aware of their nearest exit

Fire Evacuation notices and plans should be in place in all areas of the venue

Evacuating Children

- Children must evacuate the space in silence
- No one should stop to collect any belongings
- Children must be evacuated to the nearest assembly point
- A register must be taken once the fire assembly point has been reached and shared with school staff
 - If there are no school staff present, alternative arrangements should have been agreed with the setting and this will be shared with the coach
- Do not re-enter any buildings until told to do so by school staff

It cannot be over emphasised that the main aim is to ensure everyone reaches a place of safety. Putting a fire out is secondary to this.

uSports coaches should familiarise themselves with each individual school's emergency evacuation policy.

Should a fire break out in the school, it will be the responsibility of uSports coaches to:

- Raise the alarm using the nearest facility if they discover a fire
- Evacuate the children under the care to the designated fire assembly point after discovering a fire or hearing the fire alarm
- All coaches should be aware of their nearest exit

Fire Evacuation notices and plans should be in place in all areas of the school

Evacuating Children

- Children must evacuate the space in silence
- No one should stop to collect any belongings
- Children must be evacuated to the nearest assembly point
- A register must be taken once the fire assembly point has been reached and shared with school staff
 - If there are no school staff present, alternative arrangements should have been agreed with the setting and this will be shared with the coach
- Do not re-enter any buildings until told to do so by school staff

It cannot be over emphasised that the main aim is to ensure everyone reaches a place of safety. Putting a fire out is secondary to this.

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 **Equal Opportunities** policy to ensure that all session environments are as safe as possible for children and staff attending.

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 whilst educating them not only in sports but as young people'.

We welcome children of all religious beliefs, faiths, cultures and abilities and believe that each child attending the camp is of equal value.

The activities we run strive to provide equal opportunities for all children whatever their race, religion, language, culture, gender, health, disability, personality or lifestyle as set out by the characteristics listed in the Equality Act 2010.

Education and understanding of other people's needs and backgrounds will be fostered to promote positive behaviour and attitudes. Discriminating behaviour, attitudes and comments will be challenged, regardless of whether they are from members, staff, parents or carers and we will investigate and act quickly if there is any suspicion of discrimination towards any person on camp, or employee uSports.

What do we do?

- Always encourage children
- Use children to demonstrate if possible
- Encourage creativity
- Treat children with respect
- Offer progressions and regressions if children find sessions too easy or hard
- Try to keep stops in games to a maximum of 30 seconds
- Ensure every child receives a positive comment or action in every session
- Learn the names of the staff, children and parents where applicable
- Allow every child the same opportunity, whatever their ability
- If there is an odd number of children and pairs are not suitable, set children up in threes rather than pairing with a coach

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 Managed 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 Managed 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

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.

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.

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.

Health & Safety Policy

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.

Purpose and Scope

The objectives of this policy and procedure are to:

- Ensure that we have clear guidance for those people who undertake activities on behalf of uSports, as part of their role, in which they are alone.
- Ensure that any risks that arise from lone working and volunteering are identified, eliminated, minimised or managed.

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.
- 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.
- 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.

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 on an **Incident & Accident Form** via the Coaches Area of the website. 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.

Who To Contact

This will vary depending on the area which you are working in and the local authority.

In this first instance, contact a member of the uSports senior team who will be able to support you & advise you of the appropriate organisation to contact.

If you are concerned about a child's immediate safety, call 999.

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.
- 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 manager bag 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

1. Purpose & Scope

This policy applies to all staff, including senior managers, contracted & self-employed coaches, volunteers or anyone working for and on behalf of uSports.

The purpose of this policy is:

- To protect children, young people and vulnerable adults who receive uSports' services. This also includes the children of adults who use our services and siblings of children.
- To provide parents, staff and volunteers with the overarching principles that guide our approach to child protection. Children are defined in the Children Act 1989 and 2004, as a person under the age of 18 years. The Safeguarding Vulnerable Groups Act 2006 defines a vulnerable adult as a person aged 18.

2. Legal Framework

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

3. Our commitment

- We believe that a child or vulnerable adult should never experience abuse of any kind.
- We promote the welfare of all children, young people and vulnerable adults and to keep them safe.
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and we are committed to practice in a way that protects them.
- We will protect children from radicalisation and extremism, by responding swiftly where children are vulnerable to these issues.
- We protect children and young people who receive our services. This includes the children of adults who use our services and any siblings of children.
- We will provide staff and volunteers with regular updates and annual training on Safeguarding and Prevent.
- Record and check the details of all visitors to all our premises.

5. Aims

Our aims are to:

- Promote fundamental British Values, including freedom of speech, rights to be safe and listened to, by creating an environment that encourages all to raise any concerns.
- Encourage children to develop a sense of autonomy and independence in their learning and development.
- Enable young people/young people to have the self-confidence and the vocabulary to resist inappropriate approaches.
- Work with employers to build their understanding of and commitment to the principles of safeguarding and prevent duty.
- Liaise with other statutory agencies to ensure legislative procedures are current.

6. We recognise that:

- The welfare of the child is paramount
- All children regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation have a right to equal protection from all types of harm or abuse

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- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare

7. We will seek to keep children and young people safe by:

- Valuing, listening to and respecting them
- Appointing a Designated Safeguarding Lead (DSL)
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- Developing and implementing an effective online safety policy and related procedures
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Recording and storing information professionally and securely
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.

8. Safeguarding

Safeguarding is defined as:

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

9. Significant Harm

- Harm means ill treatment or the impairment of health or development, including impairment suffered from seeing or hearing the ill treatment of another.
- Development means physical, intellectual, emotional, social or behavioural development.
- Health means physical or mental health.
- Ill treatment includes physical & sexual abuse and forms of ill treatment which are not physical. (s.31 (9) Children Act 1989 as amended by the Adoption and Children Act 2002)

Welfare - Welfare is defined as a child or vulnerable adult in need of universal help from those already involved or from a single or multiple agency response.

Missing from Education - Children and young people and young people who go missing from education will fail to achieve their full potential academically, and fail to achieve economic wellbeing in later life. They are also at a greater risk of physical harm, self-inflicted or inflicted by others, being sexually exploited and becoming involved in crime and anti-social behaviour, being employed illegally or abusing drugs and alcohol. In line with the duty under section 10 of the Children Act 2004, uSports must take reasonable steps to monitor children's attendance through a daily register. This is also completed for young people. Attendance should be monitored closely and poor or irregular attendance should be addressed. Please see Missing from Education Policy for more information.

Safeguarding Policy

10. Recognition of Abuse, including Neglect and Bullying

Recognising abuse is not easy, and it is not the responsibility of staff, volunteers or children to decide whether abuse has taken place or if there is significant risk. We do however have a responsibility to act if we think it may be happening.

Abuse, including neglect, includes forms of maltreatment of a child or vulnerable adult. Somebody may abuse a child or vulnerable adult by inflicting harm, by failing to act to prevent harm. Children and young people may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger for example via the internet. They may also be abused by an adult or adults, or by another child or children.

11. Types and Signs of Abuse

Child or Vulnerable Adult abuse - may be physical, sexual or emotional abuse, or neglect.

Significant harm - ill treatment or the impairment of health or development (compared with the health or development which might be expected of a similar child/ adult)

Physical abuse - actual or likely physical injury to a child or vulnerable adult, or failure to prevent injury. This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns symptoms of, or deliberately causes, ill health to a child or vulnerable adult they are looking after. This form of physical harm is recognised as Fabricated or Induced Illness.

Sexual abuse - actual or likely sexual exploitation of a child or vulnerable adult, including prostitution. Involving forcing or enticing a child or vulnerable adult to take part in sexual activities without their consent or understanding. The activities may involve physical contact including penetration or non-penetrative acts. For example, it may also include involving the child looking at or being involved in the production of, pornographic material or watching sexual activities, or encouraging the victim to behave in sexually inappropriate ways. Can include grooming a child or vulnerable adult in preparation for abuse.

Emotional abuse - emotional abuse is the persistent emotional ill treatment of a child or vulnerable adult with the intent to cause severe and persistent adverse effects on the victim's emotional development. It may involve conveying to the victim that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

Age or developmentally inappropriate expectations being imposed on children, causing children frequently to feel frightened, or the exploitation or corruption of children or young people will also constitute emotional abuse. This may also include overprotection and limitation of exploration and learning, or participating in normal social interaction.

It can include seeing or hearing ill treatment of another person. It may include serious bullying, including cyber-bullying. It may include not giving the child or vulnerable adult opportunities to express their views, deliberately silencing them, or making fun of what they say or how they communicate.

Neglect - neglect is the persistent failure to meet a child or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development such as failing to provide adequate food, shelter and clothing, medical care or treatment or neglect of, or unresponsiveness to, their basic emotional/physical needs. It can include not protecting a child or vulnerable adult from emotional harm or danger.

Bullying and Harassment - Bullying can include a variety of behaviours from one individual/ group to another individual/ group such as name calling, offensive language, coercion, hitting, pushing, theft or damage to belongings, cyber, spreading harmful messages, hate crime or mate crime which is befriending someone with the intent to exploit them in some way. Please refer to the uSports Anti-Bullying Policy for further detail.

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E-Safety - The safe and responsible use of technology, is sometimes presented as primarily a child or vulnerable adult protection issue. While children, young people and young people do need support to keep themselves safe online the risks associated with the use of technology. Examples include the mismanagement of personal data, risks of financial scams, identity theft, cyber bullying, grooming, and radicalisation.

Learning Difficulty and/or Disability - Children or adults with a learning difficulty and/or disability may be especially vulnerable to abuse or bullying any may have difficulties in communicating this to staff. At uSports, staff are skilled, experienced and they work closely with childs and their colleagues so they can identify signs at an early stage. Any reports of a child with a learning difficulty and/or disability being abused or bullied will involve the Safeguarding Officer at the very earliest opportunity.

Risk to self and/or others - This may include but is not exclusive to self-harm, suicidal tendencies or potential risk of harming others, which may or may not include children. This may be because of an individual experiencing a significant level of personal, emotional trauma and/or stress. Domestic Violence -can be physical, emotional, sexual, neglect. This category also covers Forced Marriages and honour-based violence. Some childs may experience issues with drugs or alcohol to self-medicate or via dependence.

Female Genital Mutilation (FGM) - Victims of FGM are likely to come from a community that is known to practice FGM. Professionals should note that girls at risk of FGM may not yet be aware of the practice or that it may be conducted on them, so sensitivity should always be shown when approaching the subject.

The FGM mandatory reporting duty is a legal duty provided for in the FGM Act 2003 (as amended by the Serious Crime Act 2015). The legislation requires staff to report where, during their professional duties, they either are informed by a girl under 18 that an act of FGM has been carried out on her, observe physical signs which appear to show that an act of FGM has been carried out on a girl under 18 and they have no reason to believe that the act was necessary for the girl's physical or mental health or for purpose with labour or birth. For the purposes of the duty, the relevant age is the girl's age at the time of disclosure/identification of FGM (i.e. it does not apply where a woman aged 18 or over discloses she had FGM when she was under 18).

Forced Marriage - One or both spouses do not consent to the marriage or consent is extracted under duress. Duress includes both physical and emotional pressure. A clear distinction must be made between a forced marriage and an arranged marriage. In arranged marriages, the families of both spouses take a leading role in choosing the marriage partner but the choice whether to accept the arrangement remains with the young people.

Modern slavery - Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Risks/ abuse related to family/cultural belief/ faith - It is important to remember that many children and young people are a part of a family. Some families have certain values and beliefs that can cause harm to a child or vulnerable adult. An example of this can include strong beliefs or a sense of honour or shame that can prevent people from seeking or accepting the help they need. A strong cultural or religious belief in the sanctity of marriage may dissuade people from leaving their partners, even if they are violent. In addition, many religions and cultures have strong beliefs around sex outside marriage, making it very hard for young, unmarried, pregnant women to get the help they need. Differences in culture or religion between partners, or between parents and children, may also make it more difficult for individuals to understand and support each other. Where one partner perceives their faith and heritage to be superior to, or more important than, their partner's it can lead to a power imbalance and an erosion of the other partner's self-esteem. In extreme cases children who are perceived as "disobedient" or "different" are believed to be possessed by a spirit controlling their behaviour. The children can be physically and emotionally abused to exorcise the spirit.

Parental Impacts - The issues of parents and carers can have a significant impact upon a child or vulnerable adult's wellbeing. Some issues can include Substance Misuse, Mental Health and Domestic Abuse. It is also important to note that some children and young people also misuse drugs or alcohol when experiencing trauma in their own lives and they may require support around both factors. It is fundamental that wherever a concern is held for a

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child or vulnerable adult that confidentiality is respected however if the concern must involve the parent or carer for safeguarding reasons then it is good practice to work together and inform parents or carers of any referrals that may have to be made to support services.

12. The Prevent Duty

In 2010, the Government published the Prevent Strategy. This raised an awareness of the specific need to safeguard children, young people and families from violent extremism. Please refer to our Prevent Duty Procedure.

Extremist groups have attempted to radicalise vulnerable children and young people to hold extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

Prevent is about Safeguarding our children to keep them both safe and within the law. The Prevent Duty is not about preventing students from having political and religious views and concerns but about supporting them to use those concerns or act on them in non-extremist ways.

Radicalisation & Extremism - The holding of extreme political or religious views e.g. animal welfare rights, environmentalists, EDL / white supremacy groups, anti-gay groups, Islam / Christian ideology. The Counter Terrorism and Security Act, places a duty on specified authorities, including local authorities and childcare, education and other children's services providers, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. ("The Prevent duty")

The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children and young people vulnerable to future manipulation and exploitation.

uSports is clear that this exploitation and radicalisation should be viewed as a safeguarding concern and that protecting children from the risk of radicalisation is part of the company's safeguarding duty.

- **Radicalisation** refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Children may become susceptible to radicalisation through a range of social, personal and environmental factors -it is known that violent extremists exploit vulnerabilities in individuals to drive a wedge between them and their families and communities. It is vital that school staff can recognize those vulnerabilities.
- **Extremism** is defined by the Government in the Prevent Strategy as:
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. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

13. Responding to suspicions of radicalisation and extremism

We are alert to changes in a child's behaviour or attitude which could indicate that they need help or protection.

- When any member of staff has concerns that a child may be at risk of radicalisation or involvement in terrorism, they should speak with either their site manager at holiday camps or a member of the management team with DSL training during term time or holiday camps.
- Record their concern using **Incident & Accident Form** on the coaches are of the website.
- Staff take care not to influence the outcome either through the way they speak to or question children/young people.
- We will continue to welcome the child whilst investigations are being made.
- We follow the procedures as set by the Local Safeguarding Board in relation to the delivery of services' and designated roles and tasks in supporting the child, family, and employer subsequent to any investigation.
- All suspicions and investigations are kept confidential and shared only with those who need to know.

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- Any information is shared under the guidance of the DSL.
- Numerous factors can contribute to and influence the range of behaviours that are defined as violent extremism, but most young people do not become involved in extremist action. For this reason, the appropriate interventions in any case may not have any specific connection to the threat of radicalisation, for example they may address mental health, relationship or drug/alcohol issues.

14. Channel

Channel is a multi-agency approach to provide support to individuals who are at risk of being drawn into terrorist related activity. It is led by the regional Police Counter-Terrorism Unit, and it aims to:

- Establish an effective multi-agency referral and intervention process to identify vulnerable individuals.
- Safeguard individuals who might be vulnerable to being radicalised, so that they are not at risk of being drawn into terrorist-related activity.
- Provide early intervention to protect and divert people away from the risks they face and reduce vulnerability.

The Channel programme focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. It provides a mechanism for schools to make referrals if they are concerned that an individual might be vulnerable to radicalisation. An individual's participation in the programme is entirely voluntary at all stages.

Training Providers have a duty to cooperate with the Channel programme in the carrying out of its functions, and with the Police in providing information about an individual who is referred to Channel (Section 38, Counter Terrorism and Security Act 2015).

15. Recognition of vulnerability factors can include:

- Identity Crisis—the child is distanced from their cultural / religious heritage and experiences discomfort about their place in society.
- Personal Crisis—the child may be experiencing family tensions; a sense of isolation; and low self-esteem; they may have dissociated from their existing friendship group and become involved with a new and different group of friends; they may be searching for answers to questions about identity, faith and belonging.
- Personal Circumstances—migration; local community tensions; and events affecting the child's country or region of origin may contribute to a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy.
- Unmet Aspirations—the child may have perceptions of injustice; a feeling of failure.
- Rejection of civic life.
- Experiences of Criminality – which may include involvement with criminal groups, imprisonment, and poor resettlement / reintegration.

Special Educational Need – children may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others. However, this list is not exhaustive, nor does it mean that all young people experiencing the above are at risk of radicalisation for the purposes of violent extremism.

16. More critical risk factors could include:

- Being in contact with extremist recruiters.
- Accessing violent extremist websites, especially those with a social networking element.

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- Possessing or accessing violent extremist literature.
- Using extremist narratives and a global ideology to explain personal disadvantage.
- Justifying the use of violence to solve societal issues.
- Joining or seeking to join extremist organisations.
- Significant changes to appearance and / or behaviour.
- Experiencing a high level of social isolation resulting in issues of identity crisis and / or personal crisis.

17. Allegations against staff

uSports recognises that whilst staff and volunteers who work with children and young people are committed to their wellbeing and care there exists a range of abuse perpetrated by workers that despite the best efforts and interventions can still take place.

An allegation may relate to a member of staff including a volunteer who works with children who has behaved in way that has harmed a child, or may have harmed a child, possibly committed a criminal offence against or related to a child or behaved towards a child or children in way that indicates they may pose a risk of harm to children.

- We ensure that all children and employers know how to complain about staff, which may include an allegation of abuse or neglect of statutory duties.
- We follow the guidance of the Local Safeguarding Board when responding to any complaint that a member of staff or volunteer has abused a child.
- All staff know that the DSL is to be made aware immediately of any allegation or complaint against a member of staff or volunteer.
- We respond to any disclosure by children or employers that abuse by a member of staff may have taken, or is taking place, by first recording the details of any such alleged incident on an incident form.
- We refer any such complaint immediately to the Local Authority's Designated Officer (LADO) to investigate.
- We co-operate entirely with any investigation carried out by the local authority and police.

18. Support for Staff

Where a member of staff finds a disclosure particularly distressing, they may want some support. In this case, the member of staff should contact the HR representative or any member of the management team who they feel comfortable speaking to.

uSports have an open-door policy for any staff who wish to discuss their concerns, staff will need to be mindful that uSports cannot guarantee absolute confidentiality to any disclosures

19. Role of Designated Safeguarding Lead

19.1 Manage Referrals

- Refer cases of suspected abuse to Local Authority.
- Support staff who make referrals to Local Authority.
- Refer cases to Chanel programme where there is a radicalisation concern.
- Refer cases where a person has been dismissed or left due to risk/harm to a child or vulnerable person to DBS.
- Refer cases where a crime has been committed to the Police.

19.2 Working with Others

- As required liaise with "case manager" and the Designated Safeguarding Lead at the Local Authority for child protection concerns on all cases which concern a Staff Member.

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- Liaise with staff on matters of safety and safeguarding when deciding whether to make a referral by liaising with relevant external agencies.
- Act as a source of support, advice and expertise for staff.
- Link with Local Children's and Adults Safeguarding Boards
- Availability; telephone, or in person where possible to deal with any incidents.

19.3 Ongoing Development & Raising Awareness

- Understand the assessment process for providing early help and intervention, through locally agreed common and shared assessment process (local safeguarding boards).
- Develop staff awareness of policies and processes.
- Ensure open and listening culture.
- Understand Prevent Duty, providing advice and support to staff.
- Ensure Policies & Procedures are known.

19.4 Confidentiality

A good working relationship between staff and children depends to a large extent on the establishment of trust. However, guarantees of absolute confidentiality should not be given. If a child / staff member discloses to a member of staff, it is important that the boundaries of confidentiality and the need to pass on that information are explained. It is often easier to explain to that you have a responsibility to pass on information on certain matters than to get into a situation where you break a confidence.

19.5 Disciplinary Action

It is a criminal offence for a person over 18 in a position of trust to enter a sexual relationship with any child under 18 years old, even if the relationship is consensual. If allegations are made against staff the same procedures as outlined above must be followed. If a member of staff suspects abuse, whether sexual or otherwise, from another member of staff, the HR Designated Safeguarding Officer must be informed. Depending on the severity of the allegations outside agencies may be informed and/or the staff disciplinary procedure may be invoked.

Where a member of staff or a volunteer is dismissed from the delivery of services or internally disciplined because of misconduct relating to a child, we notify the Disclosure and Barring Service (DBS) so that appropriate action is taken.

19.6 Disclosure

uSports strongly supports the principle of working in partnership with children, parents/ carers and adults. This means seeking clear, explicit and informed consent from the individual(s) concerned for information about them to be shared with specified other individuals or agencies where consistent with the individual(s) best interests.

It is possible, however, to identify some circumstances in which sharing confidential information without consent will normally be justified in the public interest. These are:

- When there is evidence that the child is suffering or is at risk of suffering significant harm.
- Where there is reasonable cause to believe that a child may be suffering or at risk of significant harm.
- To prevent significant harm arising to children and young people or serious harm to adults, including through the prevention, detection and prosecution of serious crime.
- For this purpose, serious crime means any crime which causes or is likely to cause significant harm to a child or young person or serious harm to an adult.

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19.7 Promotion of Safeguarding through Teaching and Learning

We are committed to promoting awareness of child abuse issues and prevent throughout our training and learning programmes for adults.

We seek out additional development opportunities for all staff involved in the delivery of services to ensure that they can recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and are aware of the local authority guidelines for making referrals.

We seek out additional development opportunities for all staff involved in the delivery of services to ensure that they can recognise the signs of radicalisation and extremism and are aware of the local authority guidelines for making referrals.

19.8 Responding to Suspicions

uSports is committed to responding promptly and appropriately to all incidents or concerns that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you are worried a child is being abused.' (DfE 2014)

We acknowledge that abuse or neglect of basic safety and welfare procedures for children can take place and that this can take different forms - physical, emotional, and sexual as well as employer's neglect of legal responsibilities and neglect of parental or statutory responsibilities (including where young people are in care of social services). We also acknowledge that this can take the form of 'virtual' or internet-based abuse or neglect.

We recognise that when young people are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.

Where any member of staff who has knowledge of, or a suspicion that, a child, young or vulnerable person is or has been suffering significant harm must refer their concern to the DSL as soon as possible but within 24 hours at the latest. The member of staff must make a dated record of the details of the concern via the Incident & Accident form on the Coaches Area of the website. The DSL will then use this information for investigation and action. The person raising the concern must not retain any written information.

All allegations or suspicions must be taken seriously. The child or staff member must be advised that this information cannot be kept confidential and will be passed on to the DSL.

Designated Safeguarding Lead:

Name: Stephanie Hiscox

Email: stephanie@u-sports.co.uk

Number: 0118 449 2641

NSPCC Helpline: 0808 800 5000

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 in person trial

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
- Complete the uSports online induction training
- 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.

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 **SEND** policy to ensure that all session environments are as safe as possible for children and staff attending.

'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 whilst educating them not only in sports but as young people'.

Supports SEND needs

- Our Registration Form invites parents to share information about their child prior to their first day at the club. If any needs have been identified, then the Community Manager will contact the parent beforehand for more information and if necessary, will arrange a phone call.
- Copies of relevant paperwork such as Individual Support plans or EHCP plans will be requested from the family or the SENCO of the school the child attends if required.
- If necessary, a risk assessment will be completed, and all staff will be briefed on strategies to support the child.
- If the child has a physical disability then the Community Manager will discuss with parents to consider what reasonable adjustments can be made to accommodate the child.

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.

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 to notify 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.

Who To Contact

This will vary depending on the area which you are working in and the local authority.

Contact a member of the uSports senior team who will be able to support you & advise you of the appropriate organisation to contact.

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.

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

**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** to find your local council.