



Policies and procedures

REGISTRATION AND COLLECTION POLICY

Registration

All children will need to be registered by the lead coach before they can take part in coaching/play activities. Each child must have a completed application form which provides details of any special needs emergency contact numbers etc.

During coaching sessions

All parents/carers will be required to stay with their child during Little Nippers coaching sessions and will be encouraged to participate.

At no time throughout the session will any child be allowed to leave the premises unless they are with a named carer.

At the end of coaching sessions

The carer will be expected to sign the child out when they leave the venue. This will include their signature and the time that they left.

If for some reason the child needs to be collected by some one other than the named collector then the parent/carer of the child should inform us of this as soon as possible by telephone. To ensure the safety of the children the parent/carer of the child will be asked to give a password to ensure the authenticity of the caller, a note of the word will be kept with the children's records.

Non collection of children

Parents/carers must ensure that children are collected promptly at the end of the coaching session. If they are going to be late they must contact the staff on the mobile phone number provided.

If the mobile phone is not answered they must leave a message, staff will check for messages at the end of the session.

In the event of a child not being collected at the end of the session and staff not being informed the following steps will be taken;

- Reassure the child that they have not been forgotten
- After 15 minutes try to contact the child's parents/carers
- If unable to contact the parents/carers staff will try contact emergency telephone numbers
- If unable to contact anyone, staff will continue telephoning at 10 minute intervals or until the child is collected.
- Staff will not release the child to an unauthorised person even if the collection is late
- Staff will not allow the child to go home alone even with the parent/carers consent.
- Staff will not take children home.

Staff will keep a record of all children who are not collected promptly at the end of the session. If children are collected late on a regular basis i.e. more than twice they will be charged to cover the extra costs incurred in terms of staff wages and premises hire charges.

REVIEWED:

MISSING/LOST CHILD POLICY

The care and safety of children must always be paramount and we comply strictly with all safety procedures in our settings, making it impossible for any child to leave the premises. However, if a child did appear to be lost during the end of a session we would follow this procedure.

- The lead coach will firstly check the main entrance of the venue and then check all cupboards, toilet area, kitchen area, play equipment and any other areas where a child might hide, calling out the child's name constantly.
- The other coaches or assistants will keep all other children in the main room and check the register again.
- If the child is not located then supervisor will inform the parents/carers, police, social services and registered person.

REVIEWED:

SETTLING IN POLICY

The organisation recognises the importance of children feeling safe and happy when attending our coaching sessions. As a consequence we feel that if parents wish to stay, particularly in the early stages we would feel more than happy to accommodate this. In addition if you would like visit our sessions before your child is admitted we would be happy to show you around.

REVIEWED:

ACCIDENT AND ILLNESS POLICY

An accident book will be kept which will be used to record any incident at the session. Information will include time, place of accident, name of person injured or involved in the accident, name of witness, details of injury and any first aid administered, subsequent action taken and the name of the person dealing with the incident.

If professional medical treatment is necessary the lead coach will arrange for such treatment to be given and will inform the child's parent/carer of the situation.

In the event of illness the lead coach will use their discretion to decide if the child's parent/carer should be notified and if necessary arrange for the child to be collected or taken home.

Children will not be admitted to coaching sessions if they have had either infectious illness e.g. measles, diarrhoea/vomiting.

A record of illness, any medication given e.g. ventolin inhaler, and any subsequent actions shall be kept.

Staff will ensure that the contents of the first Aid Box are maintained as necessary.

Staff will ensure that the details of any medical conditions e.g. asthma, epilepsy or allergies e.g. plasters will be kept with the first Aid Box and incident book.

Minimum periods of exclusion from out of school club

Disease / illness	Minimum exclusion period
Antibiotics prescribed	First two days at home
Temperature	If sent home ill, child must be off for 24 hrs
Vomiting	If sent home ill, child must be off for 24 hrs
Conjunctivitis	Kept at home for 2 days until eyes are not weeping
Diarrhoea	24 hrs
Chicken pox	7 days until appearance of rash
Gastro enteritis, food poisoning, salmonella	Until authorised by District Community Physician
Infective hepatitis	7 days from the onset of jaundice
Measles	7 days from the appearance of the rash
Meningococcal infection	Until fully recovered from illness
Mumps	Until swelling has subsided but no less than 7 days
Pertussis (whooping cough)	21 days from the onset of paroxysmal cough
Poliomyelitis	4 days from the appearance of the rash
Scarlet fever and streptococcal infection of the throat	Until appropriate medical treatment has been given but no less than 3 days from the start of the treatment
Tuberculosis	Until authorised by District Community Physician
Typhoid fever	Until authorised by District Community Physician
Impetigo	Until the skin has healed
Pediculosis (lice)	Until appropriate treatment has been given
Plantar warts	No exclusion should be treated and covered
Ringworm of scalp	Until cured
Ringworm of body	No exclusion should be treated and covered
Scabies	No exclusion should be treated and covered

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BEHAVIOUR POLICY

The disciplining of children by coaches (paid and voluntary) will be based on good personal and professional relationships and will be consistent with safeguarding and promoting the welfare of the children.

Staff will not hit or smack children or publicly humiliate a child in any way whilst disciplining them.

Staff will only use force if it is necessary to separate children who are fighting.

Staff will not use bad language and will at all times be aware that they are role models for the children attending the clubs.

The following are actions/sanctions, which may be used by staff in the event of bad/disruptive behaviour by a child/children;

- Staff will always attempt to reason appropriately with the child/children.
- Staff will always act as a mediator on behalf of children who are fighting.
- If a child fails to respond to reasoning, time out from the activity, away from the scene of the disruptive behaviour, will be given.
- If the child continues to behave badly/be disruptive they will be expelled for one session from the course, the parents/carers will be informed immediately concerning the reason for the expulsion.
- If on the child's return they continue to behave inappropriately to the running of the sessions and to the detriment of the other children attending the club, the child will be asked not to attend the club for a longer period of time and the parent/carer would be informed immediately.
- Before any dismissal from any session there will be close liaison with the parent/carer.

REVIEWED:

CHILD PROTECTION POLICY

InsideOut Soccer Schools has a responsibility under the Children's Act regarding every child's safety.

In the event of coaches having any concern about the welfare of any child taking part on a course, the coaches will need to act within the requirements of Cumbria County Council's child protection procedures i.e. by contacting the Children and Families team, Social Services Department.

If a member of staff sees anything or are informed by a child of anything which gives you cause for concern regarding the child's welfare they must;

- Listen to what the child has to say
- Respond to the child as seems appropriate
- Inform a senior member of staff immediately
- Take a note of anything the child has said as soon as possible

The senior member of staff will then;

- Make a judgement as to whether the child needs immediate medical attention
- Make a judgement as to the necessity of immediately contacting the Registration and Inspection Unit. If there is reasonable cause for concern.
- Consider whether a discussion with the parents may be appropriate.

REVIEWED:

EQUAL OPPORTUNITIES POLICY

InsideOut Soccer Schools will provide a service within the community which is anti-racist and anti-sexist in nature and that is free of harassment, detrimental discrimination or oppression on the grounds of gender, disability, race, colour, religion, class, nationality, national origin, language or any other grounds.

Everyone who uses our service has the right to feel secure in our buildings and programmed sessions. As a service working towards an equal opportunities environment serving our children and the wider community we will challenge anyone who expresses oppressive behaviour in any form.

We are working to counter discriminatory attitudes and practices in individuals and institutions, raising awareness in groups and organisations about prejudice on grounds of gender, disability, race, colour, religion, class, language, nationality, etc.....

REVIEWED:

HEALTH AND SAFETY POLICY

InsideOut Soccer Schools aim to promote a healthy lifestyle and a high degree of hygiene and safety for the children taking part in activities. This will include;

- Regular checks of equipment and resources by members of staff
- Regular checks of the buildings and any surrounding areas, which will be used by the coaches.
- Regular discussion with the children concerning the importance of observing health and safety rules.
- Regular fire drills that will be recorded in fire drills book.
- Clear procedures in the event of a fire.

FIRE PROCEDURE

- Fire drills are to be practised regularly and at all times when new children are in attendance. A record of fire drills will be kept.
- In the event of a fire children should stop what they are doing and await instructions from the lead coach. All children will then be escorted from the building/venue and a register taken.
- The head coach will sound the alarm and will telephone the fire brigade, then collect the register. They will also check all areas of the building especially the toilets and will then join the group outside at the collection point to call a register establishing whether all of the children, staff, volunteers and visitors are accounted for.
- Children will not re-enter the building until it has been confirmed safe to do so.

EMERGENCY PROCEDURES

In the event of an emergency the head coach will ring the relevant emergency service i.e. fire, ambulance, police. Telephone numbers for all services including gas, electric, water will be kept in a file at the coaching venue.

REVIEWED:

MEDICATION POLICY

Coaches will only administer prescribed medicines with the authorisation of the parent/carer.

If a parent/carer requests that a child be given medication they must sign in the medication book stating; the medication, the time to be given, the amount.

- This must be signed by a member of staff
- The member of staff administering the medicine must sign that they have done so
- The parent must sign to say that they have been informed of this when collecting the child.

PLEASE NOTE

- Medicines should always be stored in their original containers, clearly labelled and inaccessible to children.
- Medicines should not be administered unless they have been prescribed by a doctor.
- If the administration of prescription medicine requires technical/medical knowledge then individual training should be provided for staff by a qualified health professional.

REVIEWED:

SPECIAL NEEDS POLICY

All children are welcome at **InsideOut Soccer Schools**.

We will ensure the inclusion of all children, including those with special needs.

Staff will endeavour to ensure that all children have opportunities to participate equally in coaching activities.

If necessary we will seek funding to support the inclusion of children with special needs

The head coach will be available to liaise with parents/carers to discuss children's individual needs to ensure that we can provide appropriate resources to support the inclusion of all children.

REVIEWED:

BULLYING POLICY

DEFINITION

Bullying is a deliberate act, which is done to cause distress in order to give a feeling of power, status or other gratification to the bully. Bullying can range from ostracising, name-calling, teasing, threats, physical intimidation or assault of their property.

Coaches, parents and children at **InsideOut Soccer Schools** will work together to create a happy, caring and safe environment. Bullying, whether verbal, physical or indirect, is not tolerated. It is everyone's responsibility to try to prevent occurrences of bullying and to deal with any incidents quickly and effectively.

Strategy for dealing with bullying

- Discuss the nature of the bullying with the victim, recording the facts.
- Identify the bully/bullies and any witnesses.
- Interview the witnesses.
- Discuss the incident with the alleged bully/bullies. Confront them with the allegations and ask them to tell the truth about the allegations. Make it clear that this is only an investigation at this stage.
- If the bully owns up, make it understood that bullying is not acceptable and what effect it has on the victim. Apply appropriate sanctions.
- If the allegation of bullying is denied, investigate further. If there is sufficient evidence that bullying has occurred apply relevant sanctions
- Hold separate discussions with the bully and the victim.
- Sanctions for bullying include withdrawal from favoured activities.
- Provide a support programme with the victim with a member of staff, monitoring and observing.
- Provide a support programme for the bully. This could be opportunities in circle time to discuss relationships, feelings and the effects of bullying.

In addition

- Never ignore suspected bullying
- Do not make premature assumptions
- Listen to all accounts – several children with the same version does not mean they are telling the truth.
- Follow up proven cases to check bullying has not returned within two weeks.
- Keep detailed records.

REVIEWED:

OUTINGS POLICY/PROCEDURES AND ADMINISTRATION

Coaches who take children away from the normal coaching activities are responsible for all the children in their care. There is an obligation to take all reasonable measures to ensure that no accidents occur or that a child is not exposed to unacceptable risk. The law does not expect anyone to do the impossible but a coach who either does something, which a reasonable worker in the same circumstances would not have done or fails to do what a reasonable worker would have done, is negligent. Activities that take place outside of the normal venue play a great role in enhancing the activities taking place during the normal programme. The following provides both the policy and procedures around visits.

Requirements before the trip

1. Risk assessment of venue including;

- Age experience and needs of pupils
- Transport used
- Equipment
- Weather conditions and alternatives for wet days
- Emergency procedures
- Staff and other adults – police checks etc.

2. Child protection

- Children should never travel or be left alone with an unknown adult.

3. Consent and medical issues

- A consent form will need to be completed for each child attending the trip.
- This form should include parent contact numbers, medical information and consent for the member of staff leading the visit to authorise medical treatment if delay would be harmful.
- In addition the parents should be given information concerning the trip including – contact numbers (mobile), destination name, address and telephone number, details of expected activities, arrangements for supervision, details and contact number of leader in charge should they wish to discuss any concerns, insurance cover, leaving time, expected time of arrival, requirements in terms of clothing and pocket money.
- Children with special educational needs may also need additional support
- Adults within the party should also ensure that any medical condition of their own is made known to the member of staff leading the visit.
- One person on the trip should have an appropriate first aid qualification
- If a child requires any travel sickness pills these should be given beforehand by the parent. For the return journey the pills should be placed in an envelope with the child's name on the front and given to the leader to be given to the child before the return journey.

4. Other issues

- Ratios of staff to children on the trip will depend upon the ages of the children and the types of activities taking place but the following ratios are recommended
- Pre-school – 1:2
- Years 1-3 – 1:4
- Years 4-6 – 1-10
- Parents and other voluntary supervisors are acceptable for small groups but should not be responsible for supervising children with special educational needs. Individual cases of special needs should be assessed before the visit.
- Medication for children should be handed to an appropriate member of staff.
- All staff/helpers should be briefed before the visit to discuss expected behaviour, workload and the timetable
- It may also be a good idea to appoint a deputy should anything happen to the leader.
- A maximum allowance should be agreed in terms of pocket money – £3 should be sufficient for a day trip. This money will be the responsibility of the child and the organisation cannot except responsibility for any cash that is lost.

5. Checklist for the trip

- Confirm transport and booking at destination
- First aid kit, asthma pack, bucket, rubbish bags, tissues, spare clothes and watches!!
- A list of children

- Consent/medical forms for each child attending
- Information concerning any medical condition of any staff/adult helpers
- Mobile telephone (ensure this has enough credits and is switched on)
- The telephone number of the office
- Itinerary of the day
- Contingency plans for delays
- Emergency procedures
- Money, cheques, confirmation letters or car park passes.

6. Requirements on the trip

- Before you leave any destination it is a good idea to get children to go to the toilet
- Hold a brief meeting with the children to run through the itinerary for the day and expectations of them.
- Count the children on and off the coach during the visit and take registers at other appropriate times i.e. dinner
- Try to think of activities that the children can get involved in on the bus i.e. quizzes or even singing!
- It is an idea not to allow children to bring glass bottles or fizzy pop as these can break or get spilt over bags etc.
- Children should always walk on the inside of the road edge and adults on the outside

7. Emergency procedures for trips

- In the event of an accident keep calm
- Ensure that all children are safe and under control supervised by members of staff
- Assess the need for first aid or emergency services
- Give first aid and delegate a member of staff to call 999
- Ring to contact the office and the parents/carers of the child to inform them of the situation
- Reassure all children
- Have medical information available for emergency services
- A member of staff should accompany the injured child with consent to give emergency services permission to carry out any medical treatment
- Ring office and parents/carers to inform them of any progress
- Reassure children and carry on with the visit

REVIEWED:

**InsideOut Soccer Schools
VISIT CONSENT FORM**

CHILDS NAME VENUE.....

DATE OF BIRTH.....

ADDRESS.....
.....
.....

TELEPHONE NUMBER.....

EMERGENCY CONTACT NAME.....

EMERGENCY CONTACT NUMBER.....

I hereby consent to the attendance of my child on the above visit when the person(s) in charge of the party of children will be a member of the staff of the **InsideOut Soccer Schools**.

I further consent to the giving of any urgent medical or surgical treatment to my child, which is considered necessary by the medical authorities during the visit.

Please detail below if your child suffers, even mildly, from any medical condition, such as epilepsy, asthma, heart condition, allergies, bed-wetting or physical weakness. If your child has suffered from any contagious or infectious diseases during the past three months, please detail these.

If your child is taking medication, please give details including whether it can be self-administered.

Please give details of any special dietary requirements

PARENT/CARERS NAME
(BLOCK CAPITALS)

SIGNATURE.....

DATE.....

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COMPLAINTS PROCEDURE

Any member of staff (paid or unpaid) may initially receive a complaint from a child or the child's parent/carer. If they are unable to resolve it, the complaint will be passed to the head coach.

All complaints will be recorded by staff and if unable to be resolved at an early stage the complaint will be asked to put their complaint into writing to the organisations directors.

Should any staff member have a complaint they should follow the same procedure.

REVIEWED:

CRIMINAL RECORD BUREAU DISCLOSURES

All staff and volunteers working within **InsideOut Soccer Schools** will require a Criminal Records Disclosure as well as two references.

When appointed staff will be requested to carry out a check by contacting the Criminal Records Bureau (CRB).

The CRB will then send them an application form, which should be completed by the individual and checked and counter signed by the registered body.

The forms will then be forwarded to the CRB. The individual will then receive confirmation from the CRB of their status. This confirmation should then be presented to **InsideOut Soccer Schools** and if satisfactory, filed in a safe place.

Anyone awaiting any of the above will only be allowed to coach if working alongside another member of staff – on no occasion will they be permitted to supervise a child/group of children without the presence of a second person who has been cleared.

REVIEWED:

EMPLOYING PEOPLE WITH CRIMINAL CONVICTIONS POLICY

InsideOut Soccer Schools the Criminal Records Bureau disclosure service to assess an applicant's suitability for positions of trust and complies with the CRB code of practice and undertakes to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a disclosure on the basis of conviction or other information revealed.

We aim to promote equality of opportunity for all and are committed to the fair treatment of employees, job applicants and service users. Job applicants are considered on the basis of their suitability for the job. Criminal records will be taken into account only when the conviction is relevant. Having an unspent conviction will not necessarily bar anyone from employment. This will depend on the circumstances and background of the offence.

A disclosure will only be requested for jobs where it is considered that one is appropriate and relevant to the post concerned. For posts where a disclosure is necessary, the job advertisement and further particulars will contain a statement that a disclosure will be requested for an individual who is offered the position.

Unless the nature of the post allows us to ask questions about a persons entire criminal record only details of unspent convictions as defined in the Rehabilitation of Offenders Act 1974 will be sought. We ensure that all those that are involved in the recruitment process have been suitably trained to identify and assess the relevance of offences, and the appropriate legislation.

At interview or in a separate discussion we will ensure that there is open and measured discussion with the individual about any offences or other matters that might be relevant to the position. Failure to reveal information that is directly relevant to the position being sought could lead to the withdrawal of an offer of employment. We make every person for whom a Disclosure is obtained aware of the existence of the CRB code of practice and provides them with a copy when requested. We will discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Storage and access

Disclosure information is kept separately from other documentation in a locked filing cabinet and is not held on an individuals personnel file. Access to the information is controlled and restricted to those who are required to see it as part of their duties.

Handling.

In accordance with the police act 1997, disclosure information is only passed to those who are authorised to receive it as part of their role. A record is kept of all those who disclosures has been revealed. It is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant has given full consent.

Retention

Once recruitment has been made we do not keep disclosure information for any longer than is necessary. This is normally for a period of 6 months to allow for any queries or complaints to be resolved. If in exceptional circumstances it is necessary to keep disclosure information for longer than 6 months we will consult the CRB about it and will full consideration to the data protection and human rights implications of the decision. During the period of retention we will apply the conditions of safe storage and controlled access set out above.

Disposal

Once the retention period has elapsed we will ensure that all disclosure information is shredded and disposed of as confidential waste. We will not keep a photocopy or other image of the disclosure or any copy or representation of the contents of a disclosure.

REVIEWED:

COMPLIMENTS AND SUGGESTIONS

Any child, parent/carer can pass on a compliment to any member of staff at **InsideOut Soccer Schools**. Should a child, parent/carer want to pass on any written comments they can do this by writing a letter or they can write their comments in the comment book provided.

The same procedure applies if the child, parent/carer would like to make any suggestions that would help the organisation in any way.

REVIEWED:

DATA PROTECTION POLICY

This document sets out individual's rights under the Data Protection Act 1998 and what these individuals can expect from **InsideOut Soccer Schools** regarding its responsibilities under this Act. It also explains how individuals can obtain a copy of any information we hold on them.

InsideOut Soccer Schools is fully committed to compliance with the Data Protection Act 1998 and our purpose for holding personal data and a general description of the categories of people and organisations to whom we may disclose it are listed in the Data Protection register.

We need to collect, record and use personal data about our staff, members of the organisation, funding applicants and others it has dealings with for administrative purposes such as recruiting and paying of staff, administering funding applications, circulating information on areas of interest to customers.

We are committed to protecting the rights and privacy of individuals and recognise that the lawful and correct processing of personal data is important.

Any personal data that we collect, record or use in any way whether it is held on paper or on computer will be used fairly, stored safely and securely and not disclosed to any third party unlawfully.

We fully endorse and adhere to the eight principles of Data Protection as set out in the Data Protection Act 1998.

These principles state that personal data must be:

- fairly and lawfully processed
- processed for specified purposes and not in any other way that would be incompatible with those purposes
- adequate, relevant and not excessive
- accurate, and where necessary, up to date
- not kept for longer than is necessary
- processed in line with the rights of the individual
- kept secure
- not transferred to a country, which does not have adequate data protection laws.

In order to meet the requirements of the principles we will

- observe the conditions regarding the fair collection and use of personal data
- meet our obligations to specify the purposes for which personal data is used
- collect and process appropriate personal data only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements
- ensure the quality of personal data used
- apply strict checks to ensure the length of time personal data is held
- ensure that the rights of individuals with whom the personal data is held, can be fully exercised under the Act
- take appropriate security measures to safeguard personal data
- ensure that personal data is not transferred abroad without suitable safeguards

When we collect any personal data from you, we will inform you why we are collecting your data and what we intend to use it for.

Where we collect any sensitive data, we will take appropriate steps to ensure that we have explicit consent to hold, use and retain the information. Sensitive data is personal data about an individual's racial or ethnic origin, political opinions, religious beliefs, trade union membership, physical or mental health, sex life, details of the commission or alleged commission of any offence and any court proceedings relating to the commission of an offence.