

Private Sports Organisations

Health and Safety Good Practice Guidelines

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1.0 Statement of Intent

- 1.1** Sport plays a major part in the personal, social and physical development of young people. All young people should have the opportunity to develop those skills and be able to participate in sport and leisure activities in an environment free from discrimination and without risk to their personal health and safety.
- 1.2** Safe practice in physical education and sporting activity should be an integral feature of all aspects of the services and facilities provided by the County Council and its partners. Every accident or incident that occurs serves to highlight the importance of safe practice and the need to adopt systems and procedures that will minimise the likelihood of such incidents or their reoccurrence. More importantly, careful forethought and preparation, including risk assessment, will help in preventing such occurrences.
- 1.3** We all encounter risk in our daily lives and to attempt to remove risk entirely from any activity would be not only impossible but also undesirable; in fact an appreciation and understanding of risk is essential to an individual's normal healthy development. The challenge for any organisation providing after-school sporting activities for young people is to ensure that they are properly prepared to manage reasonable risks with which they are likely to be faced and to assist them in developing the life skills and awareness to ensure their own and others safety.
- 1.4** The County Council will, so far as is reasonably practicable, ensure the health, safety and welfare of those whom it employs, those who provide coaching or other services on its behalf and those young people who participate in its sporting activity schemes. To enable these responsibilities to be fulfilled effectively, the County Council has drawn up the 'Good Practice Guidelines' document. It is important to note, however, that safe practice in any activity is both dynamic and developmental. Technology, the law, parental expectation and accident/incident experience will all contribute to a changing scene. With this very firmly in mind, the County Council, through those who provide sporting activity schemes, will be ever watchful and alert to the periodic review and, where necessary, changes to safe practices.

1.5 Core Values

All Coaches and Activity Leaders will:

- demonstrate integrity and respect for young people;
- promote fair play and the positive aspects of sport and physical activity;
- display the highest standards of personal behaviour;
- understand the emotional, physical and personal needs of young people;
- conduct sport and physical activity in a safe, positive and encouraging manner;
- give all young people equality of opportunity to participate in sport and physical activity appropriate to their experience and level of maturity;
- be appropriately trained to deliver sports courses to young people;
- have knowledge of, pay due regard and act accordingly in relation to child protection procedures.

2.0 Interaction with the Host Establishment

2.1 Following discussions between the host establishment and the Private Sports Organisation's (PSO) manager, a contract should be drawn up, agreed and signed by both parties. It should include all details pertinent to the successful organisation, administration and delivery of the course/programme.

2.2 Each party will clearly state what they are providing in terms of personnel and facilities. All financial arrangements should be agreed.

2.3 Responsibilities will be defined i.e. who does what and when. This will include:

- who provides and disseminates the initial details to young people and parents;
- who is responsible for health and safety, risk assessment and insurance;
- who provides and collects the application forms;
- who collects money, gives receipts and keeps records;
- who provides a First-aid kit and ensures it is accessible;
- who provides access to a telephone ;
- how an accident or incident should be reported;
- restrictions, if any, to areas of the premises and any significant risks present.

2.4 The PSO sports/activity provider will outline details of the course to be delivered including an overview of content, dates, times, venue, plus drop off and collection points.

- 2.5** The sports/activity provider must undertake a Criminal Records Bureau (CRB) check and be appropriately and adequately indemnified for professional, employer and third party insurance liabilities.
- 2.6** Details should be exchanged identifying contact points in case of emergency. It is vital that these communication channels are established before an after-school club commences.
- 2.7** If an incident or accident occurs during activity sessions the host establishment should be informed as soon as possible both verbally and in writing.

3.0 Relationship with Parents

- 3.1** Parents should feel confident at all times that their child is receiving quality sports coaching in a safe, secure environment. Managers of Private Sports Organisations should outline to parents comprehensive details regarding the sports course to be delivered, including:
- name of organisation;
 - name of activity provider plus phone number;
 - name of coach or coaches;
 - brief description of coach highlighting relevant qualifications (could include a passport picture of coach);
 - name of course e.g. Football Coaching for Girls;
 - brief description of course content;
 - age range for participants e.g. between 9 and 14 years of age;
 - date of course;
 - venue;
 - time and duration;
 - clothing required;
 - equipment required including any safety equipment that the parent should provide;
 - cost (including concessionary rates);
 - method of payment;
 - drop off and pick up points at the venue (could include a map/plan);
 - refreshments required or available;
 - health and safety policy;
 - complaints procedure;
 - emergency procedures.
- 3.2** Application forms to attend courses should be comprehensive and easy to understand.
- 3.3** Parents should be encouraged to use the form to bring to the attention of the activity provider any medical condition, disability or behavioural trait that may affect a child during activity.

- 3.4 Parents should be invited to contact the sports organisation manager directly if they have questions regarding the safety and well being of their child before, during or after the course, when in the care of the coach.
- 3.5 Parents should be allowed to observe coaching sessions at any time and ask the coach questions following each session. An evaluation form for parents to complete post course is always a useful tool when trying to improve procedures and quality. (The results of any evaluation should be fed back to the host establishment for information and dissemination.)
- 3.6 If an incident or accident occurs, parents of the child/children involved should be informed as soon as possible.

4.0 Coaching Young People

- 4.1 Young people should at all times receive quality sports coaching in a safe, secure and enjoyable environment.
- 4.2 Coaches should be enthusiastic and positive giving feedback in a constructive and encouraging manner.
- 4.3 Young people should be encouraged to play fairly within the rules and in a spirit of co-operation.
- 4.4 Young people should be allowed to take rest and appropriate refreshment, particularly during long activity sessions.
- 4.5 Coaches should never use emotional or physical punishment to discipline participants.
- 4.6 Young people should be supervised at all times from arrival at the site through to their departure. Where supervision is not possible e.g. in the changing rooms, clear instructions/codes of behaviour must be provided.
- 4.7 Where a parent/carer has indicated they will collect the young person a coach must wait with that young person until the parent or carer arrives and take charge of the young person, even if they are late.

5.0 Quality of Service Provision

- 5.1 The Manager of a PSO has responsibility for all that relates to the course/programme before, during and after all sessions. Every element of the service provided should be of a high level with mechanisms in place to regularly monitor quality.

- 5.2** The Manager should ensure that coaches:
- are suitably qualified;
 - are screened by the CRB;
 - are trained in child protection practices;
 - are aware of accident reporting procedures and have the necessary documentation;
 - are regularly observed in action;
 - are assigned tasks appropriate to their level of experience and ability;
 - are aware of the company's Health and Safety and Risk Assessment policies which should be brought to their attention during an induction process and remain in their possession during the term of their employment;
 - are appropriately trained in First-aid and carry a First-aid pack (see Section 10).
- 5.3** All written material provided to schools, parents and students should be clear and precise, with a contact name, phone number and address of the Manager of the PSO.
- 5.4** All enquiries should be dealt with promptly (within a maximum of three working days)
- 5.5** Schools, parents and young people should have the opportunity to evaluate performance and comment on quality. This should be through a well-structured monitoring process involving questionnaires to all of the above.
- 5.6** All monitoring details should be kept and made available if requested by the Head Teacher, Governing Body or County Council (Local Education Authority).
- 6.0** **Recruitment of Coaches by the PSO**
- 6.1** In all advertisements, list clearly the tasks to be undertaken, the essential and desirable skills required, the length of contract and the wage offered.
- 6.2** Specify what qualifications are needed (including first-aid if it is deemed appropriate)
- 6.3** Give background information about the organisation, its history and its mission statement or function.
- 6.4** Issue an application form giving each potential coach the opportunity to outline past and present career, qualification, interests, ability and experience working with young people.

- 6.5 Ask for two references, including current employer, at least one of which relates to the applicant's immediate previous contact with young people.
- 6.6 Request evidence (original not photocopies) of relevant qualifications and ongoing or updated courses attended.
- 6.7 With at least two interviewers present, managers should always meet the applicant in person. Questions should not exclusively concern sporting qualifications; other issues which should be explored include the care and motivation of young people, course planning, sports development. The inclusion of young people with a disability and risk assessment.
- 6.8 Contracts should be clear and precise with the details confirmed verbally and in writing. All rights with regard to holiday pay, sick leave, disciplinary procedures and other personal issues should be made very clear.
- 6.9 Consent must be obtained for a CRB check to be carried out on the applicant.
- 6.10 Explain the induction procedure and outline any ongoing internal monitoring and support systems.

7.0 Group Size and Gender Mix

- 7.1 Group size and gender mix will vary according to a number of factors including the type of sport, age of participants, size or quality of facility and the qualifications and status of coaches. The following points should be considered:
 - National Governing Bodies (NGB) give guidelines on activities for mixed gender and those which should be single sex. In some cases, for example contact sports, this may change when a certain age is reached and again the NGB will advise. Sport England produces a list of all NGB contacts, updated on a regular basis. All managers should retain a copy for information;
 - NGB specify ideal ratios of coaches to students. These should always be adhered to;

8.0 Child Protection/Police Vetting

- 8.1** PSO Managers must be aware of child protection procedures and should ensure that coaches employed by them have attended appropriate courses. The organisation must have in place appropriate child protection policies, procedures and code of conduct that are compatible with those of the Area Child Protection Committee. They should also be aware of their responsibilities when bringing a matter of concern to the attention of the correct authority.
- 8.2** PSO Managers should ascertain whether there is a Child Protection contact at the facility being used (all schools should have one), in the event that they become concerned about a particular child. Where there is no contact at the facility, managers should be aware of other local numbers to raise child protection issues, i.e. social services or police. The NSPCC Helpline and Childline (see numbers below) are also useful contact points.
- 8.3** A coach should not plan sessions that require him/her to be alone with an individual youngster. If emergencies arise that make this unavoidable, care needs to be taken to ensure that the actions of the coach in response to the emergency can be seen to have been justified in the light of all the circumstances.
- 8.4** Coaches working with children may become concerned if they are aware that a child is being harmed. This may come to their attention in a variety of ways, which may include:
- the sharing of confidence by a child;
 - observation of a child having sustained injuries where there is concern about the explanation or frequency of the injuries;
 - witnessing inappropriate interaction between adults and a child;
 - children showing unusual emotional distress or substantial change in behaviour.

All of the above should be taken seriously and the coach should refer their concerns to the Child Protection contact at the facility and their own manager.

National contacts:

NSPCC Helpline – 0800 800500

Childline – 0800 1111

- 8.5** Schools must ensure that all coaches have been subject to a CRB check before they gain direct or indirect supervised access to young people.
- 8.6** Schools must cross-reference a completed CRB check form with a passport, driving licence or birth certificate. This guarantees that details such as full name and date of birth are correct.

8.7 If the Manager of a PSO is informed that following a CRB check the police have ‘concerns’ about a potential coach, then they must act on this knowledge in an appropriate way. Guidance can be sought from your County Councils Child Protection Service.

9.0 Transportation

9.1 Responsibility for the safe custody and/or conveyance of children/young people to and from coaching sessions or sporting events organised by coaches or activity leaders rests with the parent, guardian or carer.

9.2 However, exceptional circumstances may arise where strict adherence to **9.1** may otherwise compromise the personal safety/security of those in the care of coaches or activity leaders (i.e. when a parent is late or where there is a transport problem). In such exceptional circumstances, every effort should be made by the coach or activity leader to resolve the situation without compromise to their own personal reputation or professional ethos. Only in very exceptional or emergency circumstances should a coach or activity leader transport, in their own private vehicle, a child or young person either to or from a coaching session or sporting event.

9.3 Where coaches or activity leaders arrange team events or fixtures for competitive sports activities at venues other than at the normal (home) host establishment, it may be considered convenient to arrange the hire of a coach or minibus to accommodate and transport all participants. Private hire coaches are invariably provided with an experienced and suitably licensed driver. Minibuses can be hired with either a suitably qualified and licensed driver or on a self-drive basis. It is strongly recommended that coaches or activity leaders specify the ‘with driver’ option in these cases unless they, or a suitably competent ‘willing parent’, can satisfy the criteria laid down by the Department of Transport that they have a category D1 driving licence. Volunteer minibus drivers, like County Council employees, must comply with the County Council’s standards for the operation of minibuses.

10.0 Emergency Procedures

10.1 First-Aid

10.1.1 It will be expected that each sport/activity provider will have a valid and up to date first-aid procedure in place for dealing with injury if it should occur. Managing an injury may vary considerably depending on the circumstances of any incident, from treating a minor bruise or abrasion to being able to recognise when skilled medical assistance is required and being able to summon the emergency services. (See **10.3** Emergency Telephones)

10.1.2 Sports coaches should be appropriately trained in first-aid and issued with a first-aid kit.

10.1.3 It is expected that each coaching session will have at least one appropriately trained first-aider available. Additionally, each coach should have access to at least a basic first-aid kit, the contents of which should include:

- First-aid Guidance card;
- gloves;
- yellow disposable bag;
- six individually wrapped sterile adhesive dressings;
- one large sterile non-medicated dressing;
- two triangular bandages;
- two safety pins;
- individually wrapped, sterile, moist cleaning wipes (non-alcohol).

10.1.4 First-aid kits should be checked and restocked by the coach prior to each 'new' coaching session.

10.2 Accident Reporting

10.2.1 All incidents/accidents occurring that lead to a person being unable to continue with a sporting activity or that result in injury requiring first-aid or other medical treatment must be recorded in the PSO's accident record book. Details of the record must include the following information:

- name of person making an entry/record;
- date, time and place of incident;
- name of person or persons with injury;
- date of birth (or approx. age);
- brief details of incident;
- brief details of injury;
- if the patient attends hospital;
- any action taken including first-aid administered, or advice given.

The host establishment should also be kept informed of any accidents or incidents as soon as is practical and certainly within 24 hours.

10.2.2 Where serious incidents occur (fatality, broken bone, unconsciousness or similar serious injury) a report, on Form F2508, may need to be made to the Health and Safety Executive (HSE) in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulation (RIDDOR) 1995. (Copy attached which may be photocopied)

10.2.3 It is in the interests of both the sporting activity provider and their coaching staff to maintain accurate accident/incident records to establish proof of safe practice, provide quality-monitoring information and for insurance purposes. This should include a review of any incident and relevant risk assessments to determine and apply any lessons.

10.3 Emergency Telephones

10.3.1 Each sport/activity provider must ensure that they have access to a telephone for use in the event of an emergency.

10.3.2 The emergency telephone does not have to be provided by the host establishment, although it may be possible for that facility to be made available for emergency calls.

10.3.3 A sport/activity provider or coach may have ready access to a mobile telephone or car-phone. Alternatively, the whereabouts/location of the nearest public telephone box should be ascertained if no other means of communication is available.

10.4 Insurance

10.4.1 Everyone involved in the management, coaching and refereeing of sports activities should be mindful of the increasing trend for individuals to seek redress through the Civil Courts for every type of accident or injury. Additionally, Health and Safety legislation, together with decisions made under Common Law, place the prime responsibility for Health and Safety squarely on the shoulders of the organiser, the promoter of an event, the owner of the business concerned and the employer of the person involved in any alleged act of negligence.

10.4.2 Every PSO needs to consider its legal position and take steps to safeguard itself from possible civil action. Whether instigated by an injured party as a civil action for damages or by the Health and Safety Executive as a criminal prosecution, both are costly to defend. Damages may be awarded in compensation to an injured person and fines or custodial sentences can be imposed by the courts upon those deemed to be guilty of an offence. It should be noted that insurance indemnification does not cover penalties for criminal liability.

10.4.3 Disclaimers have been ruled invalid in relation to attempting to restrict liability for death or personal injury resulting from negligence but may be considered valid when used in relation to loss or damage to property, personal effects or clothing.

10.5 Insurance Cover – Minimum Recommendations

10.5.1 Essential

Third Party (also called Public Liability) cover must consider the limits of the indemnity (per incident) that are sufficient to cope with current Civil Court awards and be kept under regular review. The policy terms may need to be extended to provide indemnity to employees (Employers Compulsory Liability Insurance) or voluntary helpers where they have been authorised to act as accredited assistants. If there are any employees of the organisation, Employers Liability cover must be in place with insurer-verified copy certificates made available to staff or displayed at the employer's premises. In both the above situations, as a minimum, consider £5 million for any one incident or claim. For high risk sporting activities, this may need to be set at a higher indemnity limit.

10.5.2 Additional insurances **Consider, as appropriate**

- Material damage cover for premises and equipment owned or held on lease
- Fidelity and money cover will depend upon the level of transactions and the collecting arrangements
- If the organisation owns and operates any vehicle, it will need to hold a motor vehicle and motor contingent liability policy under the normal requirements of the Road Traffic Act. Contingent liability cover protects the organisation from civil claims involving the use, on official business, of an employee's or voluntary helper's private car or other vehicle.

10.5.3 How and Where to obtain Insurance Quotations

Enquiries may be made, via the governing body of the sport concerned or National Coaching Organisations e.g. sports coach UK www.sportscoachuk.org for advice on useful contacts for insurance brokers and advisers. Alternatively, contact insurance companies directly to ascertain the type of cover available.

11.0 Complaints Procedure

11.1 Any organisation from time to time may receive a complaint. The way in which these are dealt with often reflects the overall quality of the organisation i.e. responds politely, investigates thoroughly and is seen to change working practices if the complaint has foundation. This can only be achieved if the organisation has in place a complaint procedure.

- 11.2** All complaints should be directed to the manager of the PSO and they should aim to investigate and resolve the complaint as quickly as possible.
- 11.3** Let the person complaining know your policy and procedures for processing and investigating the complaint and the amount of time this is likely to take. Be realistic with this time-scale but aim to write back to them within five working days.
- 11.4** The manager should strive to get as many details as possible. Ideally, people making complaints should be encouraged to write them down.
- 11.5** If you received the complaint whilst working at a school site, report the details to the Head Teacher and inform them of the outcome.
- 11.6** Keep a record of any complaints plus details of any further dialogue or action, if taken.

List of Useful Contacts

- Cambridgeshire County Council
County Sports Development Officer
ELH1101, Castle Court
Cambridge. CB3 0AP
Tel: 01223 718478
Fax: 01223 718482
- Peterborough City Council
Sports Development Manager
Bayard Place, Broadway
Peterborough. PE1 1HZ
Tel: 01733 742525
Fax: 01733 742600
- Sport England – Eastern Region
Crescent House
19 The Crescent
Bedford. MK40 2QP
Tel: 01234 345222
Fax: 01234 359046
- Governing Bodies:
Each sport recognised by Sport England will have a Governing Body. These can be contacted directly with addresses available from the Sport England regional office or from the Sport England Web Page www.sportengland.org
- Local Authority Leisure Departments in Cambridgeshire:

Youth Sports Development Officer

East Cambridgeshire District Council
Babylon Bridge
Waterside
Ely, Cambridgeshire
CB7 4AU
T : 01353 616383
F : 01353 616391

Sports Development Officer

South Cambridgeshire District Council
South Cambridgeshire Hall
Cambourne Business Park
Cambourne, Cambridge
CB3 6EA
T : 01954 713349
M : 07900 607722

Leisure Development Manager

Huntingdonshire District Council
Pathfinder House
St Mary's Street
Huntingdon
Cambridgeshire PE29 3TN
T : 01480 388048
M : 07810 637542
F : 01480 388273

Sports Development Manager

Cambridge City Council
Hobson House
St. Andrew's Street
Cambridge. CB2 3AS
T : 01223 457533
F : 01223 457539
M : 07801 247500

Sports Development Manager

Fenland District Council
Fenland Hall, County Road
March, Cambridgeshire
PE15 8NQ
T : 01354 622350
F : 01354 622358
M : 07951 378295

Child Protection Officer

Cambridgeshire County Council
ELH1602
Cambridge Professional Development Centre
Foster Road
Trumpington
Cambridge
CB2 2NL
T: 01223 712093
F: 01223 712097