



StepUp Sports Coaching

Keeping the Future Fit

General Terms & Conditions

Admissions

StepUp Clubs are open to children from aged 4 to 12 years old (*some clubs have a minimum age restriction of 5 years*), providing the children are self-sufficient; i.e. are able to visit the toilet or eat their lunch without adult support. Children from all social, cultural and religious backgrounds are welcome, as are children with additional needs.

Children with additional needs will be assessed on an individual basis after consultation with parents and staff to ensure that all needs can be met by staff, whilst also maintaining staff to children ratios. Admission will be granted if StepUp is confident that we can meet the additional needs of the child without impacting the service we deliver, and ensuring our decision is in line with the Disability Discrimination Act. A child requiring further support may be admitted if a parent/carer can provide a Key Worker to work with the StepUp team, and provide appropriate care whilst the child attends the club. Every effort will be made to accommodate children with additional needs.

Admissions will only be confirmed once advance full payment has been made. We recommend you book early to avoid disappointment. If your payment arrives after the club/session has been filled we will add your child to the waiting list. Should someone who is already confirmed decide to cancel, we will offer the newly available place to the child next in line on the waiting list (*a strict order will be followed to ensure a fair approach is taken*).

Payments

Full payment should accompany every registration form or online booking.

StepUp expects payment to be made (*and cleared if paid for by cheque*), before the start of the session your child is booked into.

We accept payments via debit/credit card, BACS transfer, and childcare vouchers.

Late Payments

StepUp appreciates there may be times when parents/carers could find making a payment difficult. We encourage parents/carers to discuss alternative payment options with us. Any payment that remains unpaid two months after an online booking was made or an invoice was sent (whichever occurred soonest), and the parent/carer has not discussed alternative payment options with us, the debt will be passed to an external debt collection agency. Any fees associated with the debt collection will be passed to the debtor.

Cancellations & Refunds

StepUp respectfully asks for 7-days cancellation notice prior to the start of any booked session, if this is adhered to a full refund or a transfer to another available session will be offered.



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No refunds will be offered for cancellations received less than 7-days prior to the session start date, unless cancellation was due to ill health. In this case we may offer a credit note to the full value of your booking subject to confirmation on the illness (*e.g. doctor's note*).

Cancellation must be made in writing or in person.

Adverse Weather – if weather is so bad that staff deem it unsafe to remain outdoors, unless indoor facilities are available, staff have no option but to cancel or curtail the session. When this happens no refund is possible. We will wherever possible seek to reschedule any cancelled session.

Behaviour Management

StepUp uses effective and positive behaviour management strategies to promote the welfare and enjoyment of children attending our sessions. We aim to manage behaviour using clear, consistent and positive strategies that are designed to enable children to show respect and care for each other.

Whilst at a StepUp session we expect participating children to:

- Use socially acceptable behaviour
- 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
- Encourage positive behaviour
- Enjoy their time at the Club

At the start of every session children are advised of the StepUp values, which highlight the expected behaviour that applies equally to all children, staff, and parents/carers. These include:

- Be Kind – to each other and the coaches
- Listen – to instructions from your coach and to what your friends have to say
- Help Others – learn new skills, share ideas, support your friends
- Respect – your friends, the equipment, yourself
- Have Fun!

StepUp promotes and actively encourages good behaviour by operating a policy of praise and reward. StepUp believes that by adopting a culture of caring, by establishing clear boundaries according to the child's level of understanding, and by the adults leading by example, we can minimise incidents of bullying, name calling, and other aggressive actions.

We want all children to experience success within our sessions. Children will be rewarded individually for good behaviour through the use of positive reinforcement, stickers, wristbands, and medals. At the end of every session we always recognise and reward our Star Players – the children who have consistently demonstrated our values throughout the session.

StepUp's process for handling inappropriate behaviour is as follows:

- The child is verbally reminded what we expect in terms of appropriate behaviour
- The child will be given the opportunity to improve their behaviour and be told of the consequences for their actions should they decide to ignore it



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- If a child continues to behave inappropriately and in an unacceptable manner, they will be temporarily removed from the activity (*the child is never left alone*)
- Staff will make repeated attempts to reengage the child, and will always do so in a clear, calm, yet assertive manner
- Staff will listen to the child and their reasons given for their actions, followed by a reinforcement of our values and what we expect in terms of appropriate behaviour
- Staff will make attempts to ensure the child understands what is being said to them, giving them opportunities to make amends for their behaviour
- Should staff judge it appropriate, the child will be allowed to re-join the activity

Where we experience repeated and persistent misbehaviour, staff will in the first instance make informal contact with the parents. If, following discussion, the behaviour persists, and does so in such a way that it causes unnecessary stress to other children and/or staff, a formal letter will be presented to the parents advising them that their child will be excluded from all future sessions.

StepUp will never use physical intervention as a punishment, any staff observed to be doing so will be immediately dismissed. Staff will only use physical intervention as a last resort when we deem it necessary to prevent a child from significantly injuring themselves or others, or to prevent serious damage to property.

Staff will make every effort to avoid the use of physical intervention if they are alone with the child, and only minimum force will be used e.g. diverting a child away from a situation by hand or an arm around their shoulders.

Incident sheets will be used to record any incident where handling or physical intervention is needed. Sheets will be kept on file and copies made available to parents.

Parents are expected to provide StepUp with sufficient detail in terms of recurring behavioural traits of their children. Wherever possible StepUp will discuss possible additional behaviour management strategies with the parent in advance of the child joining the session.

Administering Medication

If a child has been prescribed medication, our advice is for the child not to attend. If a child with prescribed medicine does attend, parents should administer the medication at home before arrival at the session. If a child needs to take medication during a session, children should be encouraged to take personal responsibility for this, and where appropriate, a full risk assessment will be carried out.

Please Note:

- We DO NOT have access to a fridge during most of our sessions, therefore if your child's medication needs to be refrigerated, they must not attend
- We are happy to observe a child self-administer their medication, but if a child refuses to take their medication, we WILL NOT attempt to force them to do so against their wishes (*we will always inform the child's parent/carer if this happens*)



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If children carry their own medication (e.g. asthma inhalers), StepUp staff will offer to keep the medication safe until it is required. Inhalers and other items of medication must be clearly labelled with the child's name.

Injuries & Accidents

There will always be at least one trained first aider on site during our sessions.

First aid kits are kept with the Head Coach at any given session, and all first aid kits are checked on a regular basis to ensure the equipment is fully operational, within use by dates, and containing items to comply with recommended statutory legislation.

In the event of an accident or injury, first aid will be administered, and an accident form completed with the following details:

- Date and time of incident
- Child's name
- Nature of injury and where/when the accident happened*
- First aid administered
- Name and signature of first aider and parent/carer
- Witness (if appropriate)

**This section should include where the accident happened, the time of the accident, the date of accident, the area(s) of the body injured and on which side of the body the injury is.*

This form will be signed by the Head Coach and then signed by the parent/carer when the child is collected. The signed form will be kept by StepUp.

In the case of an emergency, a member of staff will remain with the child and/or accompany the child to hospital until a parent/carer arrives. This child's registration form containing medical details will be shown to relevant hospital staff.

StepUp staff are duty bound to allow hospital staff to administer emergency medical care as they see fit, unless we have received a written request from a parent/carer not to do so.

Complaints

StepUp is committed to providing a safe and enjoyable sports coaching service to the children who attend our sessions. We strive to deliver the very best possible service we can, yet we accept that sometimes this might not meet the approval of a parent or carer.

Our complaints procedure highlights the preferred methods any complainant should take in order to have their concern dealt with promptly and appropriately.

The onsite Head Coach is responsible for handling any complaint. If the complaint is about the Head Coach, the Founder or other Trustee will investigate the complaint.

To ensure we learn from our mistakes we have the following complaints process in place:



Phase One

StepUp is committed to demonstrating our values of sharing and caring, and we encourage all staff to maintain open and honest dialogue with all children and their parents/carers.

If the complaint is about any aspect of the coaching service we provide, the parent should approach the Head Coach during the session to raise their concerns and aim to reach a mutually acceptable resolution.

If the complaint is about a member of staff, if appropriate, we encourage the parent to hold a discussion with the member of staff concerned. If the parent feels this is inappropriate, the parent should discuss the matter with the Founder, who will then discuss the complaint with the member of staff and aim to reach a satisfactory resolution.

Phase Two

If it has not been possible to reach a satisfactory resolution through dialogue, the parent/carer should put their complaint in writing to the Founder: Basepoint House, 377-399 London Road, Camberley, GU13 3HL. The Founder will:

- Acknowledge the complaint within 7 working days, and investigate the complaint with 28-days
- Send a full written response to all parties involved, including details of any recommended changes to be made to StepUp's policies as a result of the complaint
- Meet with all parties involved to discuss StepUp's response, either together or individually

Parents can, if they wish, approach Ofsted at any point during the complaint process, by telephoning 0300 123 1231, or in writing to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Lost Child

This should never happen!

In the highly unlikely event of a child becoming lost we will follow the procedure outlined below.

- Without alarming other children, conduct a full register in a secure inside location, making a note of the time and location the lost child was last seen
- Half the team will search the grounds within the immediate area, while the other half of the team remain indoors with the other children. Staff will remain calm at all times during the search
- If the initial search is unsuccessful in finding the lost child:
 - The Head Coach will inform the Police, giving a clear description of the child, what they were wearing, and the location and time when the child was last seen
 - The Head Coach will inform the parents/carer by telephoning the primary and then the secondary contact telephone as given on the registration form
 - The search team will, if personal transport is available, make a wider search
 - The Head Coach will inform the Founder, who will make every attempt to attend the scene



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- The Founder, or Head Coach if the Founder has not yet arrived, will be responsible for meeting the Police and parents/carer of the lost child, and will coordinate any actions instructed by The Police. Whilst doing so the Founder, or Head Coach, will do all they can to comfort and reassure the parents/carer. This will continue until the lost child has been found
- Once the incident has been resolved, the Founder and all other staff, will review all company policies and procedures and implement any suggested changes
- All incidents of children going missing from any of our sessions will be recorded in our Serious Incident Record by the Founder

Useful Numbers

Police: 999 or 101

Social Care: 01344 352020 Bracknell Forest Borough Council

0118 908 8002 Wokingham Borough Council

Sick Children

Should a child become sick during one of our sessions, the parent/carer will be contacted by calling the primary and then the secondary telephone number, as detailed on the registration form, and asked to collect the child. Until they are collected, the sick child will be separated from the other children to reduce the risk of infection. The sick child will not be left alone, and will be encouraged to rest.

Arrivals and Departures

StepUp recognises that the safe arrival and departure of children in our care is of paramount importance.

Arrival

Staff will greet each child and their parent/carer warmly upon arrival and will immediately record the child's attendance in our session register.

Departure

No child is allowed to leave our sessions unaccompanied unless we have prior written permission from the parent/carer.

Children can only be collected by an adult who has been authorised to collect them on the registration form. The child's parent/carer must inform StepUp in advance if someone who is not listed on the registration form is to collect the child.

If a child states they are being collected by someone who is not authorised to collect them on their registration form, the Head Coach will make contact with the parent/carer to confirm this arrangement. Following this, StepUp will write to the parent asking them to update their child's registration form to include names of all adults with permission to collect.

The parent/carer must inform StepUp if they will be late in collecting their child. If StepUp is not informed, the Head Coach will attempt to make telephone contact with the parent/carer, using the



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primary and/or secondary telephone numbers as confirmed at registration. The Head Coach and parents will then discuss the correct method for allowing the child to depart, remembering that a child cannot depart unaccompanied without prior written permission.

Late and/or Uncollected Children

If a parent is up to 15-minutes late to collect their child, StepUp will remind them of their responsibility to inform us if they are delayed. No late penalty fee will be charged.

If a parent is over 15-minutes late to collect their child, StepUp will attempt to make contact with the parent using the primary and secondary telephone numbers as listed on the child's registration form. If staff are unable to speak with the parent/carer, a message will be left asking the parent/carer to call the Head Coach ASAP.

When the parent/carer arrives to collect the child, StepUp will remind the parent of their responsibility to inform us if they are delayed.

If a parent is more than 30-minutes late and StepUp have been unable to make contact with a parent/carer, the Head Coach will contact the local Social Care team for advice. The child will remain in the care of the Head Coach, and ideally with another member of staff, at the session location if possible, until the child is collected by the parent/carer, or placed in the care of the Social Care team.

A late penalty fee of £10 will be charged for every 30-minute wait that has not been discussed and authorised by the Head Coach or Founder.

If it is not possible for the Head Coach and other staff to remain at the session location, a telephone voice message and text message, if mobile telephone number is known, will be left, informing the parent/carer where the child has been taken (e.g. into the care of a safeguarding agency).

StepUp will keep a record of all late collections and will discuss persistent lateness with the parent/carer and try to find a solution. Parents/carers will be reminded that persistent lateness could result in their child losing their place.

Every attempt will be made to ensure the child is supervised by at least two members of staff while we wait for them to be collected. Parents must accept that this will not always be possible.

Emergency Procedure (Including Broadmoor Hospital alarm)

In very exceptional circumstances, we may be required to end a session earlier than planned, with short or no notice, due to an unexpected event. Such events could include:

- Serious and sudden weather conditions
- Death of a member of staff or child within our care
- Serious assault on a staff member or child by a member of the public
- Serious accident or illness that affects the staff, children, or location of the session
- Broadmoor Hospital alarm*
- Structural damage, burst water pipes etc, at a partner site

In such an event, staff will take steps to ensure that children and themselves, remain calm and safe. All children will assemble at the pre-arranged assembly point, where a register will be taken. Staff will



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then begin the process of contacting parents/carers and request that the children be collected. All children will be supervised until they are collected by an authorised person.

As this is an emergency situation, and something parents/carers could not have planned for, we will allow children to be collected by the adult named by the parent/carer when we speak to them, even if they are not listed on the registration form as an approved person. This should assist those parents/carers who are unable to collect their children in a timely manner due to their place of work being some distance away from where the session is taking place.

If, after numerous attempts, parents/carers cannot be contacted, staff will follow the uncollected child procedure.

If we have to end a session due to an unexpected event, fees are non-refundable.

**Wherever possible, staff will take children into a secure indoor facility, if our partner site owner has somewhere suitable, and the session will continue as normal until the regular time for parents/carers to collect their children.*