

# POLICIES AND PROCEDURES



## BRITISH GYMNASTICS' POLICIES

Jolly Gymnastics adopts British Gymnastics' Club policies, available to download at [www.british-gymnastics.org](http://www.british-gymnastics.org). These include:

- Safeguarding and Protecting Children Policy (including Safe Environment and Safe Recruitment Guidance)
- Health and Safety and Welfare Policy (including Safe Coaching, Safe Participation, Safe Trips and Social Networking Guidance)
- Equality Policy

Additionally, Jolly Gymnastics have put in place some further policies and clarification regarding our club procedures, which are detailed below.

## PARENTAL RESPONSIBILITY – PARENT AND TODDLER CLASSES (JOLLY TOTS)

For our Stage 1 and 2 classes, a grown up is required to assist their little one within the session and supervise them at all times. This includes helping them to follow instructions and take turns, but also ensuring that they are using the equipment safely and not posing a risk to anyone else in the class. It may be agreed in advance that a grown up can supervise more than one little one in class; the coach will decide this based on factors such as the childrens' age and ability/ type of class. Where more than one grown up comes to class with a little one, we'll usually be able to offer a seat inside the gymnastics studio for one of them to spectate - if we're particularly busy, only one adult will be able to assist the child in the session itself.

Grown ups are required to inform a coach if at any point they decide to leave a session early with their little ones, so we can keep an accurate register in case of an emergency.

## PARENTAL RESPONSIBILITY – INDEPENDENT CLASSES (JOLLY GYM/ JOLLY TOTS STAGE 3)

Grown ups are required to bring their little ones (any child aged under 16) into the building and wait with them in Reception until handed over to a coach. A coach will 'swipe in' each gymnast on our online class registers as they enter the gymnastics studio.

Once registered, parents of school-aged children are able to leave the premises providing the child is able to use the toilet independently and that they have provided up to date emergency contact information. In line with British Gymnastics' policy, unless otherwise agreed, parents of pre-school aged children are required to stay on site throughout their session, to be on hand to help with toilet trips or anything else their little one might need.

Jolly Gymnastics requires a minimum of 2 responsible adults to be present within classes - in the event we only have 1 coach teaching a class, we will ask one grown up (aged 18+) to stay to watch the session and be on hand in case needed.

At the end of sessions, little ones will be handed over to a responsible adult in Reception and a coach will 'swipe out' each gymnast as they leave. No-one under the age of 16 will be permitted to leave the dance studios or make their own way home without an adult.

## HANDOVER PROCEDURES IN SCHOOLS

In our after school clubs, teaching staff will hand over students to a coach and a coach will 'swipe in' on our registers. If any children are absent, a coach will check with a teacher or the school office whether they were expected at gymnastics club. At the end of the session, if a school teacher is not present to assist with the safe handover to parents, the coach will ask parents to provide the Collection Password provided on booking. Where the adult collecting does not know the password, the child will not be released until approved by the school teacher or Office Manager.

## LATENESS

We know that lateness is sometimes unavoidable, however we ask families to try to arrive promptly to class to give us time to warm up and physically prepare for activity as well as mentally preparing little ones and helping them to settle into class. School-aged Jolly Gymnasts who miss the whole warm up activity and stretches may be refused admission to class on the grounds of lack of physical preparation.

## NON-COLLECTION OR LATE PICK UP

Jolly Gymnastics asks grown ups to be on time to pick up their little ones, contacting us at their earliest opportunity if they're going to be late or if someone else will be collecting.

In the event an adult is not present at the end of class, a coach must stay with the little one at all times whilst ensuring they're not left alone together - this might mean asking another parent or coach to stay too. If a child is still not collected 10 minutes after the end of class, the coach will use emergency contact details provided to try to make contact with the parent (or for our afterschool clubs, the coach would hand the student over to a member of school staff). If there is no contact made within a reasonable time, the coach will need to contact the local police or Children's Social Care Services to enquire about the best course of action. Jolly Gymnastics staff will not take the child home or to another location, or send them home with anyone else without permission.

## VIEWING CLASSES

Jolly Gymnastics will always welcome any parent who wishes to view a Jolly Gym or Jolly Tots Stage 3 class within the gymnastics studio. That said, we have limited space and seating within the gymnastics studio itself and therefore encourage grown ups to watch classes from the dedicated waiting/ Reception area through the window in the doors if they are happy to.

For anyone that does take up the offer to watch (either in Reception or within the studio) we ask that they adhere to our Viewing Policy:

- To refrain from distracting anyone within the class, by calling out or offering coaching points. We find it can be confusing for little ones to receive instructions from multiple people and ask parents to trust our coaches to look after their little ones, address any behavioural issues and help them to improve on their gymnastics.
- To represent Jolly Gymnastics in what they are saying and the way they speak. We ask spectators to bear in mind other families using our venues and we expect certain standards to be upheld, keeping conversations positive and appropriate for others to hear.
- To try not to draw comparisons between different children in the group. Every child is different; children develop at different paces and some will have been coming to gymnastics a lot longer than others. We don't believe it to be helpful to compare a little one's progress against another in the class and instead we only compare gymnasts against themselves; measuring progress by how far they have come.
- To adhere to our Photography Policy.

## BRINGING SIBLINGS/ ADDITIONAL CHILDREN TO CLASS

We understand that sometimes grown ups care for more than one little one and might need to bring a non-participating child to class with them. We will try to accommodate this wherever reasonably possible but ask that we're informed in advance so we can ensure that we have space. In Jolly Tots Stage 1 classes, babes-in-arms and non-mobile/ crawling babies will not be charged, however little ones who are walking and using equipment will need their own booked space. In all structured classes, there is space for babies to be seated at the side of the studio in a pushchair or car seat, or parents are able to wear them in a carrier if preferred. In these classes, it's not usually appropriate for additional children to roam without following the class structure. We ask parents to be vigilant and responsible for all little ones in their care at all times.

## SICKNESS

Where a grown up or little one is poorly, they should not attend class. We ask that [this NHS Guidance](#) is followed, as it would be for school or nursery. We would also ask you to consider this guidance with regard to siblings or family members who may be off school or nursery due to illness - please don't bring them to sit and watch a class if they are poorly, to reduce the risk of illness to our members, some of whom may be vulnerable.

## PHOTOGRAPHY

At Jolly Gymnastics, coaches may take photographs or video footage during classes to capture children's participation. In line with our Data Privacy Policy, this will be used for promoting the children's success and for Jolly Gymnastics' promotional purposes such as Social Media, marketing, publications and website usage. Sometimes, we may film or photograph a gymnast for coaching purposes e.g. to help them to review and improve on their performance. Only gymnasts whose parents have given consent for photography when booking will be photographed. Only Jolly Gymnastics devices (iPhone and iPad) will be used for photography. Coaches' personal devices may only be used within the studio in between sessions, during a scheduled break.

Jolly Gymnastics has a policy not to use any little ones' names in captions of photographs to avoid anyone being able to identify a child. Furthermore, Jolly Gymnastics will not Livestream any footage of our Jolly Gymnasts, and will not post photos or videos online at the time of filming them, so not to identify the time that any gymnast takes part at our venue.

Parents are able to take photos of their own children whilst at gymnastics but we ask that they check with a coach before doing so. They must ensure not to include any children other than their own; in order to do so parents may need to take their child to one side or do so at the start or end of the session when others are not present. If a coach believes a parent to be breaking this policy, they will initially speak to the parent and then if this continues, the Club Welfare Officer will be made aware and a written warning will be issued. Where necessary, Jolly Gymnastics will ban a parent from using a phone/ camera within the Studio or Reception area.

## CHANGING ROOMS AND TOILETS

There are changing rooms within the venues that we use however these are not always marked as male and female, and are shared with other users of the facilities. We recommend that gymnasts arrive ready to train with their leotard or shorts and t-shirts underneath their clothes. Where little ones do need to use a changing space, we recommend asking a coach which space should be used and we ask that a parent supervises them at all times. Adults are not permitted to get changed at the same time as children and no-one should enter changing rooms whilst they're being used by members of the opposite sex. Mobile phones must not be used in changing rooms.

We encourage gymnasts to use the toilet before they train or in one of the drink breaks between activities, so they get the most out of their class. If a child needs the toilet at any other time during class, they will always be allowed to go at the earliest opportunity. Pre-school aged children will be supervised by their parent whilst using the toilet. Where a school-aged gymnast needs to use the toilet and is able to do so independently, the coach will supervise that they make it to and from the bathroom usually from the studio door where the corridor is in sight. They may also open the heavy door for them if they need but will always wait outside and will not assist the child inside the bathroom. In the event that any parent or child has a concern about another adult using any of the facilities, they should notify the Club Welfare Officer immediately.

In our after-school classes, children will arrive in PE kit and are encouraged to use the toilet before class. Advice will be taken from the school on the closest toilet for students to use and whether they need to be chaperoned by a coach or whether they can go independently (e.g. if the school is secure).

## REPORTING ACCIDENTS AND INCIDENTS

In case of an accident or where first aid is administered, a coach will speak to a grown up at the end of the session wherever possible and keep a record in an online Accident Log which will be forwarded to the parent (or the school for afterschool clubs) if deemed necessary. Similarly, Jolly Gymnastics may also record incidents (for instance behavioural issues, conflict between children), sharing with the parents concerned as well as the Club Welfare Officer. Children may leave class with an 'I had a bump' or 'please speak to a coach' sticker as a prompt for parents to catch up with a coach. British Gymnastics will be notified of any accident whereby an individual requires hospital treatment for insurance purposes and will be sent details of all Safeguarding incidents/concerns.

## BULLYING

Jolly Gymnastics operates a no-tolerance position on bullying by our members, inside and outside of classes. We encourage anyone who feels that they are being bullied, or has seen bullying behaviour towards anyone else, to raise a concern with a coach or our Club Welfare Officer in line with our Complaints Procedure. Reports of bullying behaviour will be taken seriously and without discrimination; a plan to ensure that everyone concerned is able to continue within gymnastics happily will be distributed to those who need to know. Any member of the Jolly Gymnastics family who continues to display malicious, unkind or hurtful behaviour towards anyone else despite warnings may be asked to move class or not to attend for a period of time.

## BEHAVIOUR

Our priorities at Jolly Gymnastics are to keep your little ones safe (first and foremost) and that they are having fun, whilst learning and progressing within gymnastics. In order to ensure we can meet all 3, we do have some expectations of behaviour within class, detailed within our Code of Conduct. Where a little one isn't behaving as we'd hope within class, we'll try to support them to make changes and if necessary will speak to a parent at the end of class. Where behaviour is particularly difficult to manage or ongoing, we may need to provide a written report of what's occurring to the parent, so they can help us to reinforce what is expected. Continued challenging behaviour which risks the safety, enjoyment or progression of other gymnasts, despite our best efforts to make change, may result in a child being asked not to continue within their class.

## EQUALITY

In order to ensure equality, we would like to highlight the following principles at Jolly Gymnastics:

- We feel strongly that everyone should be able to access the same opportunities in our sport.
- We strive to make everything we do open and accessible to all, without discrimination.
- All staff, members and their families are entitled to be treated fairly regardless of sex, gender reassignment, sexual orientation, age, marriage and civil partnership, parental or marital status, pregnancy and maternity, disability, religion or belief, colour, race including nationality or ethnicity and socio/economic background.
- We believe it is everyone's responsibility to ensure that discrimination isn't tolerated.
- We encourage anyone who feels they've been treated unfairly, or anyone who has witnessed unfair treatment of anyone else, to raise a concern in line with our Complaints Procedure.
- We appreciate any concerns raised as they help us to continually improve the accessibility of what we offer. We will act upon any concerns fairly and will not treat individuals unfavourably as a result of raising a concern.

## SUPPORTING INDIVIDUAL NEEDS

At Jolly Gymnastics, we recognise our responsibility to make reasonable adjustments to what we do and how we do it, in order to support disabled people to participate. We are keen to work with our disabled members or potential members to understand what barriers they face at Jolly Gymnastics and what we can do to remove these.

On joining Jolly Gymnastics, we ask about any disability or medical condition we should be aware of in order to support a little one at gymnastics. In line with British Gymnastics' advice, we may ask an individual presenting with a medical condition to first seek medical advice about whether participation would be deemed safe. Then, we'll work with parents to assess any risks posed in the gym and to outline any steps we can put in place to make sessions safe and fun.

British Gymnastics has adapted an Atlanto-Axial Instability Screening Policy which must be completed by all gymnasts with Down's Syndrome prior to participation. Completion of this form with a medical profession is required and then approval is sought from British Gymnastics who advise it can take up to 30 days to receive a response.

## ALLERGIES

Parents should be aware that food is often consumed within the Reception and public areas of each venue. It is not possible to guarantee a completely allergen-free environment. However, we ask our members to be mindful of allergies and in particular avoid bringing or eating snacks on site which contain nuts.

## SPOTTING AND MANUAL SUPPORT

It's an essential part of gymnastics coaching to provide physical support (e.g. assisting with new moves to reduce the risk of a fall) and to help with 'shaping' (helping a gymnast to understand and feel the position their body needs to be in). At Jolly Gymnastics, we avoid 'over-handling'. We build confidence in a gymnast's own ability by setting up equipment in a way that they can safely try skills independently wherever possible. Where a coach does use 'hands on' support, they should ask a gymnast if it's ok and explain what they're going to do, if it's appropriate. Occasionally, if a gymnast is at risk of injury, a coach may step in to assist quite suddenly or without warning.

Historically within gymnastics, coaches may have physically assisted gymnasts with flexibility training; we do not condone or practise this at Jolly Gymnastics. We adopt a policy *never* to apply a coaches' body weight as a force to encourage a greater range of movement as part of flexibility training. Instead, we encourage gymnasts to push their bodies as they feel comfortable and may use equipment such as small blocks and resistance bands to aid their flexibility if appropriate to their age and ability (not usually necessary in Recreational Gymnastics). If anyone within Jolly Gymnastics witnesses someone else physically 'pushing' another person as part of stretching, they should report this to the Club Welfare Officer.

## HYDRATION

Staying hydrated is really important when exercising and we will try to educate little ones about this in their class. Parents are encouraged to bring a drink for their child and to store it at the side of the gymnastics studio with their shoes. Gymnasts are encouraged to have a drink after warm up, after their first circuit of activities (half way through the class) and at the end of class. If children need a drink in between, whilst taking part in gymnastics activities, they should ask their coach who will support them to do wherever possible. Where a child does not have a drink, a coach will be happy to get them a cup of water, during suitable pause in the class.

## OPEN COMMUNICATION

We feel that an open atmosphere where parents, gymnasts and coaches are well-connected is very important. In order to build a culture of openness and communication at Jolly Gymnastics, we have put the following in place:

- Coaches aim to provide regular feedback regarding a child's progress and enjoyment within their classes and are available for brief conversations before and after sessions.
- Coaches are contactable via email and will be more than happy to arrange a more in-depth phone conversation or meeting, away from the busy Reception.
- Coaches encourage little ones to be open and honest; asking if they are unsure of an instruction, speaking to a coach if they are having any difficulties or issues with another gymnast, and telling us what they're enjoying or not enjoying.
- Jolly Gymnastics welcome feedback and are always keen to hear about ways we can improve what we do, as well as what we are doing well. Parents should be assured that we consider all feedback equally; customers will not be treated unfavourably as a result of providing feedback.

## SOCIAL MEDIA/ COMMUNICATIONS

Jolly Gymnastics encourages parents to follow our club Social Media pages (Instagram and Facebook). We love to hear from you online, see your photos and be tagged in your posts. However, our priority is your little ones' safety so we encourage you to consider what you post, your privacy levels and whether you'd be happy for other people to see your photos. The following resources might be helpful to you:

- [British Gymnastics' Social Media Policy](#)
- [NSPCC's website](#)
- [Net-aware](#)

We will respond to enquiries sent via Social Media platforms but prefer to communicate via email where possible, to keep everything in one place and so we have a record of conversations (there's a lot for us to remember!). We ask that parents are mindful that we are a small club with a limited staff team, and whilst we'll reply as quickly as possible, responses may not be immediate as is often expected on Social Media. We ask parents not to contact any of the Jolly Gymnastics team directly through personal Social Media accounts; we will not accept requests to connect profiles at a personal level.

## GYMNASTICS AT HOME

Sometimes, we might share simple challenges on our social media pages or via email for little ones to take part in. Any such activities will be carefully selected for recreational gymnasts, and will be derived from endorsed British Gymnastics activity programmes.

As a result (and because of the lack of safety equipment and qualified coaching), as a general principle at Jolly Gymnastics we do not promote practising gymnastics *skills* at home. We don't encourage parents to buy home gymnastics equipment such as beams and bars, although they are of course welcome to do so at their own risk if they wish.

For parents who do allow their little ones to take part in gymnastics activities at home, we ask for consideration of our Gymnastics at Home Policy:

- Little ones should be supervised at all times when participating.
- Parents are responsible for knowing their little one's capabilities and determining if any activity is appropriate for their level of ability. They should check that there is enough space around the Jolly Gymnast and that they are on a safe, stable and soft surface.
- Jolly Gymnastics will never set home activities requiring large apparatus and therefore ask that you do not use furniture to perform any skills as this poses additional risks.
- A warm up should be completed to prepare a little one for physical activity. This should include a pulse raiser, followed by exercises which gradually increase in intensity.

## COMPLAINTS AND GRIEVANCE PROCEDURE

If, at any point, an individual believes there may have been a breach of Jolly Gymnastics' or British Gymnastics' Policies, Procedures or Codes of Conduct, we encourage them to get in touch following our Complaints and Grievance Procedure:

Safeguarding Concerns	Any other concerns	
<p><b>If a child is in immediate danger or is injured, you must contact Emergency Services straight away.</b></p>	<p>For all other concerns or complaints regarding Child Protection or Safeguarding please contact Gemma Page, Club Welfare Officer at <a href="mailto:gemma@jollygym.com">gemma@jollygym.com</a>. Gemma will be happy to arrange a phone call.</p>	<p>If you have any other concerns relating to unfair treatment, procedures, finances etc please contact Erin Madden at <a href="mailto:erin@jollygym.com">erin@jollygym.com</a>.</p>

All complaints will be considered confidentially, with information only shared on a need-to-know basis. In cases of Safeguarding or Criminal Activity, this might include referral of the matter to Police, Local Authority Designated Officer / Children's Advice and Duty Service, or [British Gymnastics](#) for support or further investigation. A flowchart demonstrating how and when these different agencies work together to resolve a complaint is available from [British Gymnastics' website](#). The [Norfolk CADS flowchart](#) shows *when* to contact them about a concern and [this document](#) explains *how* to contact them.

Wherever possible, Jolly Gymnastics will deal with complaints anonymously, however it is recognised that in order to understand and respond to allegations made against them an individual may need to know the names of those involved.

Jolly Gymnastics will try to respond to all concerns and complaints within a timely manner and will keep all parties updated on progress wherever it is possible to. Once a decision on action has been reached, a written summary will be provided within 7 working days.

## OTHER BITS AND BOBS

The following documents can be found at [www.jollygym.com/downloads](http://www.jollygym.com/downloads)

- Our Booking Cancellation Policy
- Our Data Privacy Policy
- Our Codes of Conduct for Coaches, Gymnasts and Parents
- Risk Assessments

If you have any questions, queries, concerns or just want a chat about Safeguarding and Welfare of our gymnasts please contact [gemma@jollygym.com](mailto:gemma@jollygym.com).

For further information regarding our Health and Safety Policies, Risk Assessments or any other questions about how we do things, please contact [erin@jollygym.com](mailto:erin@jollygym.com).