POLICIES AND PROCEDURES



BRITISH GYMNASTICS' POLICIES

Jolly Gymnastics adopts British Gymnastics' Club policies, available to download at 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 & TODDLER CLASSES (JOLLY TOTS STAGE 1 / 2) & SEND FRIENDLY CLASSES

For our Stage 1 and 2 classes and our SEND-friendly sessions, 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. When more than one adult 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 STRUCTURED 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 provided that the child is able to use the toilet independently and that they have given up to date emergency contact information upon booking. In line with British Gymnastics' policy, unless otherwise agreed, parents of preschool 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 on school sites, 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 the lead 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 to collect a child 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 prior permission.

VIEWING CLASSES

Jolly Gymnastics will always welcome any parent who wishes to view a Jolly Gym or Jolly Tots Stage 3 independent class. That said, we have limited space and seating within the gymnastics studio itself and ask that there are no more spectators in the studio than there are seats (no standing room). We 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) they must 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. Parents must let a coach know before leaving with their child or taking them to the toilet.
- 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 avoid drawing 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. 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, babies-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 structured 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.

ILLNESS

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 unwell, 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 as 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. It is not usually possible to take photos from the side of class because of the risk of including children other than your own. 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 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 using an individual toilet cubicle 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. Preschool 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 to but will 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 on school sites, 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 (if the school is secure).

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 aims, 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.

Jolly Gymnastics may record incidents (for instance behavioural issues, conflict between children, non-participation during a session), sharing this with the parents concerned as well as the Club Welfare Officer where relevant.

BULLYTNG

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 with a coach or our Club Welfare Officer in line with our Safeguarding and Complaints Procedures. 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.

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, gymnasts 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 Safeguarding and Complaints Procedures.
- 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.

Specifically, 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.

AllFRGIFS

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.

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 warming up, after their first circuit of activities (half way through the class) and at the end of class (maximum 1 hour long). If children need a drink in between, whilst taking part in their gymnastics 'stations' or main class tasks, they should ask their

coach who will support them to do so wherever possible. If a child does not have a drink, a coach will be happy to get them a cup of water, during a suitable pause in the class.

ACCIDENTS AND INCIDENTS

Parents are responsible for informing a coach before the start of a session if their child has an existing or ongoing injury. They should follow any professional medical advice they have been given about a return to sport / physical activity and must advise a coach if there are any additional risks or types of movement to avoid.

If a parent is not present in class and an incident or accident happens involving their child, the parent will be notified. In the case of serious injury whereby an Ambulance or Emergency First Aid is required, this will be via phone at the soonest possible opportunity without compromising the care given to the child. Where a coach deems that an injury / incident/ illness is not an emergency but a child is very unsettled or needs to leave class early, they will contact the parent as soon as it is practicable to do so. For all other minor first aid administered, the lead coach will inform the parent at the end of the session - the child may be given a 'I had a bump' or 'please speak to a coach' sticker as a prompt for parents to catch up with a coach at the end. Where first aid is administered, the coach will keep a record in an online Accident Log which will usually be forwarded to the parent (or the school in case of after-school clubs).

If a bump to the head occurs, coaches will adhere to the <u>UK Concussion Guidelines for Grassroots Sport</u>: 'if in doubt, sit them out'. This means if any of the following visible clues or symptoms are present following a head injury, an individual must immediately stop participation and should be assessed by an appropriate Healthcare Professional (A&E):

- loss of consciousness / responsiveness
- motionless / slow to move
- unsteady on feet / lack of coordination
- dazed, blank or vacant look
- confused / slow to respond to questions
- impact seizure / convulsion
- tonic posture / spasm
- more emotional or irritable than is normal for that person
- vomiting
- dizziness or headache
- nausea
- visual problems
- sensitivity to light / sound

No-one should return to gymnastics within 24hrs of a suspected concussion.

British Gymnastics will be notified of any accident whereby an individual requires hospital treatment for insurance purposes. British Gymnastics and the Children's Advice & Duty Service will be notified of any Safeguarding incidents or concerns. We will seek parental consent before sharing information with these organisations, unless doing so could place somebody at increased risk of harm or undermine a criminal investigation.

SPOTTING AND MANUAL SUPPORT (INCLUDING FLEXIBILITY TRAINING)

It's an essential part of gymnastics coaching to provide physical support (e.g. manually assisting with new moves to reduce the risk of a fall) and to help with adjustments to body alignment (helping a gymnast to understand and feel the position their body needs to be in). At Jolly Gymnastics, we avoid over-handling. We aim to 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.

Within some higher level / performance gymnastics settings gymnasts may experience 'coach facilitated stretching', whereby a coach physically assists gymnasts with flexibility training. We do not 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. 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 in line with our Safeguarding and Complaints Procedures.

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.
- The team at Jolly Gymnastics welcomes 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. 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.

HANDLING SAFEGUARDING CONCERNS

See something, say something.

We believe everyone at Jolly Gymnastics has a part to play in Safeguarding. Whether you are a Coach, Parent, Grandparent or other adult in our sessions, we encourage you to speak up if you see or hear anything which concerns you about the treatment or welfare of a child in or out of the gym.

Reporting Safeguarding Concerns

If a child is in <u>immediate</u> danger or is injured, you must immediately contact Emergency Services on 999.

For all other <u>non-emergency</u> concerns or complaints regarding Child Protection or Safeguarding please contact Gemma Page, Club Welfare Officer at <u>gemma@jollygym.com</u>. Gemma will be happy to arrange a phone call.

If the Club Welfare Officer is unavailable or if the concern is attributed to the Welfare Officer:

- Anyone can contact British Gymnastics Welfare Team on **0345 129 7129**
- A Jolly Gym Staff member could contact Norfolk Children's Advice and Duty Team on **0344 800 8021**
- A parent or member of the public could contact Norfolk Children's Advice and Duty Team on 0344 800 8020

When we receive a disclosure or Safeguarding concern, our team will:

- recognise it can be distressing and difficult for all involved.
- recognise that different people may have different recollections or understanding of the same event.
- listen and be supportive.
- <u>not</u> ask leading questions, interrogate, put ideas into a child's head or jump to conclusions.
- <u>not</u> interrupt or stop someone who is recalling significant events.
- explain that information may need to be passed on in order to keep everyone safe.
- record what was said (and what was happening at the time of the disclosure), as soon after the event as is practicable.
- sign and date any records and pass them onto the Club Welfare Officer without delay.

Complaints, allegations and concerns will be considered **sensitively**. Where a complainant requests their identity remain **anonymous**, this will be respected if there is good reason for concern and/or the identity of the complainant is not material to the case. However, it is usually necessary to identify a complainant within our reporting in order to get a full picture of allegations made and to ensure procedural fairness. Even when a complainant's personal details are omitted, they may become apparent from the details of the complaint provided. We can **never** guarantee **confidentiality** when handling a safeguarding concern, as we have a responsibility to report and refer cases as detailed below, but we will only ever share information on a **need-to-know** basis.

In line with the thresholds of harm/ definitions of 'abuse' and 'neglect' set out in 'Working Together to Safeguard Children (2023), we will act on any allegation made raised about any member of our team:

- for committing a criminal offence against or relating to a child
- for behaving in a way that (may have) harmed a child
- for behaving towards a child in a way that indicates they may pose a risk of harm to children
- for behaving in a way (including actions outside of Jolly Gym / not involving children) that indicates they may not be suitable to work with children.

If an allegation is made about **any individual not connected to Jolly Gymnastics**, we recognise we still have a responsibility to report / refer as appropriate.

We may need to refer a Safeguarding matter to:

- Police (in case of immediate emergency or criminal activity)
- Local Authority Designated Officer / Children's Advice and Duty Service (if the Club Welfare Officer
 is concerned that a child or children is experiencing or likely to suffer significant harm). We will consult
 this flowchart for the threshold of when CADS should be contacted and this document which explains
 how to contact them and what information will be required.

- **British Gymnastics** (for further investigation or support). More information and resources are available on the <u>Safe Sport</u> section of their website.

We will keep a written dated record of any conversations with these agencies and will gain consent from the parent before referring a matter onwards, unless doing so would place a child at further risk of harm or could undermine a criminal investigation.

Next steps:

If a case is referred to CADS or the Police, we will be led by them in their investigation - they will advise us of any action required, either directly (with support of partner agencies) or with a formal referral to Children's Services.

Depending on the level of need, the referral may be processed into either a Family Support Team or Social Work Team. A Consultation Feedback letter would be provided as a record of all conversations and provide a clear audit trail of the outcome agreed.

COMPLAINTS AND GRIEVANCES

For all other concerns

If you have any other concerns or complaints (not relating to Child Protection or Safeguarding) where you believe there has been a breach of our Policies or Codes of Conduct or our standards have slipped, please contact Erin Madden at erin@jollygym.com.

We're always disappointed to hear that something has gone wrong, and welcome the opportunity to resolve issues and make amends for the future. Consideration will be given on a case-by-case basis but in order to be open and transparent about the process, and to ensure we respond fairly, consistently and proportionately, we have set out the following framework for dealing with complaints:

- We recognise complaints may come in via a number of pathways including to a coach verbally in a session, via email or phone call to a member of the team. Occasionally, complaints might be made on social media or via online Reviews, although this is not our preferred/recognised pathway for raising a complaint.
- We will acknowledge receipt of a complaint within 3 working days of becoming aware.
- A written record of the complaint will be compiled and shared with those directly involved, if appropriate, as well as the Head Coach/ Director.
- Further information may be sought internally (e.g. from witnesses or the Club Welfare Officer) or we
 may consult British Gymnastics' HR, business, legal support teams for guidelines and examples of best
 practice.
- The Director (together with the Welfare Officer or another party if appropriate) will use all of the collated information to decide on next steps for the complaint, which could include any combination of the below:
 - That the case is unfounded and therefore dismissed
 - That there is not enough information for the case and it is therefore dismissed
 - That there is not enough information but more detail could be sought
 - That some changes and actions could be agreed to resolve the situation or prevent it happening again in the future. These could include but are not limited to a change of procedure, a written warning, a personal development plan, further training or supervision, changing the way that we work with a partner organisation.
 - That the case should be referred to another organisation with permission from the complainant
- Jolly Gymnastics will keep all parties updated on progress wherever it is possible to and 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

- Our Booking Cancellation Policy
- Our Data Privacy Policy

- Our Codes of Conduct for Coaches, Gymnasts and Parents
- Risk Assessments

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