

HOW WE DO THINGS: POLICIES & PROCEDURES



In this document you can expect to find....

(Tap a page number to be taken straight to it)

1.	BRITISH GYMNASTICS' POLICIES	Page 1
2.	RECRUITMENT AND SELECTION	Page 1
3.	OUR MINIMUM STANDARDS FOR COACHING	Page 1
4.	PARENTAL RESPONSIBILITY – PARENT & TODDLER CLASSES	Page 2
5.	PARENTAL RESPONSIBILITY – INDEPENDENT CLASSES	Page 2
6.	HANDOVER PROCEDURES IN SCHOOLS	Page 2
7.	LATENESS	Page 2
8.	NON-COLLECTION OR LATE PICK UP	Page 2
9.	BRINGING SIBLINGS/ ADDITIONAL CHILDREN TO CLASS	Page 3
10.	VIEWING CLASSES	Page 3
11.	PHOTOGRAPHY	Page 3
12.	ILLNESS	Page 4
13.	CHANGING ROOMS AND TOILETS	Page 4
14.	OUR APPROACH TO BEHAVIOUR	Page 4
15.	BULLYING	Page 5
16.	HYDRATION	Page 6
17.	FOOD/ DRINK /ALLERGIES	Page 6
18.	EQUALITY	Page 6
19.	SUPPORTING INDIVIDUAL NEEDS	Page 6
20.	OPEN COMMUNICATION	Page 7
21.	SOCIAL MEDIA/ COMMUNICATIONS	Page 7
22.	GYMNASTICS AT HOME	Page 7
23.	SPOTTING & MANUAL SUPPORT (INC. FLEXIBILITY TRAINING)	Page 8
24.	ACCIDENTS, INJURIES AND FIRST AID	Page 8
25.	EMERGENCY PROCEDURES	Page 9
26.	HANDLING SAFEGUARDING CONCERNS	Page 10
27.	COMPLAINTS AND GRIEVANCES	Page 11
28.	OTHER BITS AND BOBS	Page 12
29.	APPENDIX: TYPES & DEFINITIONS OF ABUSE	Page 13

BRITISH GYMNASTICS' POLICIES

Jolly Gymnastics adopts British Gymnastics' Club policies, available to download on [British Gymnastics' website](#). These include:

- **Equality Policy**
- **Health and Safety Policy and Guidance**
(including Safe Participation, Coaching Practice, Safe Trips and Social Networking Guidance)
- **Safeguarding Policy and Procedures**
(including Safe Environment, Safe Recruitment Guidance and Criminal Records Check Policy)
- **The new Safe Sport Policies** regarding Pain, Illness and Injury, Weighing Gymnasts, Hydration, Flexibility Training and Academic Education.

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

RECRUITMENT AND SELECTION

We are always looking to expand our team but only want the very best people to work for Jolly Gymnastics. We have a responsibility to prevent anyone inappropriate from working with children and young people in any way. We consider it to be essential for Safer Recruitment that we verify an applicant's experience and qualifications, conduct an informal interview and undertake a 'trial' / shadow shift as a minimum. Those who are aged 16+ meeting the definition for 'regulated activity' [here](#) must complete a British Gymnastics DBS check, and renew this every 3 years.

OUR MINIMUM STANDARDS FOR COACHING

At Jolly Gymnastics, we will always have a minimum of one Level 2 British Gymnastics Coach or Gymnastics Activity Instructor (GAI) leading a session, with at least one other responsible adult present (which may be another coach, or parents of children participating). Assistant coaches teaching their own groups or activities within a class will be at least British Gymnastics Level 1 qualified. Those shadowing or directly supervised by our qualified coaches should have or be working towards a British Gymnastics Helper Award. The Lead Coach of our sessions for those aged under 5 will always have a British Gymnastics Pre-school Coaching Award to qualify them to teach this age group. Coaches will only teach skills from within their coaching qualifications or those of the coach they are directly supervised by. Session planning and equipment set up / safety checks will always be the responsibility of a Level 2 BG Coach or GAI.

Level 1 coaches and above will complete a Safeguarding and Protecting Children qualification. All coaches qualified to Level 2 / GAI will complete British Gymnastics' Positive Coaching Module and Flexibility Best Practice Training, to ensure the best experience for those attending our classes. All of our team will hold current British Gymnastics membership providing insurance cover.

We commit to providing our team with training and further qualifications to help them to complete their roles and support all of those attending our club. This might include but is not limited to Equality and Disability Coaching qualifications, Mental Health Awareness courses, Club Management or Time to Listen training, informal shadowing or best practice training.

We will always adhere to British Gymnastics' coach: gymnast ratios but usually choose to have even smaller groups than recommended. Within our club settings, we have a maximum of 14 school-aged gymnasts working with 2 qualified coaches (1:7), but often much smaller class sizes than this.. For pre-school aged children who are directly supervised by a parent, one coach might have a maximum of 12 children in class. For pre-schoolers taking part independently, our usual ratio is 1:6. Within schools, our maximum group size is 20 children with 2 coaches present (1:10).

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 child's 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.

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 our venue 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 within the session.

At the end of sessions, little ones will be handed over to a responsible adult and a coach will 'swipe out' each gymnast as they leave. No-one under the age of 16 will be permitted to leave a venue 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.

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.

VIEWING CLASSES

Jolly Gymnastics have an open viewing policy and welcome those who wish to view a Jolly Gym or Jolly Tots Stage 3 independent class. That said, we have limited space and seating and must be able to monitor who is coming in and out, therefore we may restrict the number of adults spectating within the gymnastics studio itself; there may not be space for everyone.

For anyone that does take up the offer to watch, 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. We ask parents to be mindful of the volume of conversations held between themselves at the side of class and to ensure that any other children in their care do not cause a distraction to the class. Parents must let a coach know before leaving with their child or taking them to the toilet.
- **To represent Jolly Gymnastics in what they say and the way they speak.** We ask spectators to bear in mind other families using our venues - keep conversations positive & 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.**

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 venues.

Parents are able to take photos of their own children if participating in the class with them (Jolly Tots Stage 1 or 2) but must not 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 permitted to take photos from the side of class (Jolly Tots Stage 3 and Jolly Gym) 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 club venue.

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.

CHANGING AND TOILETS

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.

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 or those who are unable to use the toilet independently, must 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 ask their own parent to take them or otherwise will chaperone them there. They may 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).

OUR APPROACH TO BEHAVIOUR

Our expectations

Our priorities at Jolly Gymnastics are to keep your little ones safe (first and foremost) and ensure they are having fun, whilst learning and progressing within gymnastics. To do so, we do have some expectations of behaviour within class, detailed within our Code of Conduct at www.jollygym.com/downloads

Understanding behaviour

We recognise that an individual's behaviour is often a way of presenting or communicating their needs, feelings or experiences. Every behaviour has a reason. We try to avoid labelling a behaviour as 'good' or 'bad'; instead we try to understand what a little one is experiencing e.g. 'are they behaving this way because they are tired, hungry or overstimulated?', 'is the activity too hard, or too easy?', 'do they need more connection, choice or reassurance?'

Our approach

We aim to set little ones up for success and create an environment where they are too engaged, supported and motivated to disengage in the first place. How we do this:

- *Checking in:* on arrival and during warm up, coaches ask, "How's your day been?" This helps us understand each little one's headspace and gives us touchpoints to connect with them throughout the session, building connection and trusting relationships.
- *Setting boundaries:* rules are set out at the beginning and regularly throughout sessions so little ones know what is expected without 'catching them out'.
- *Recognising and rewarding focused behaviour, effort and kindness:* where we see positive behaviours we would like others to model, we acknowledge these, 'catching them in'.
- *Planning sessions which offer different levels of challenge:* We adapt activities to ensure they're not too hard (leading to frustration) or too easy (leading to boredom).
- *Planning sessions which are exciting and varied,* with activities to suit different preferences - hopefully something to capture everyone's imagination in some way. We include hand apparatus, games, songs, teamwork tasks and performance opportunities regularly.
- *Instruction pacing:* We give clear, short, interactive instructions to suit young attention spans.

- *Preventing inactive time:* We provide enough activities/ 'stations' to keep gymnasts active for as much of the session as possible, within what can be safely be supervised by a coach.
- *Offering choice:* We try to give little ones control where it is appropriate to do so and freedom within boundaries for instance asking children what their favourite games are or asking if they would like to do this activity or this activity first. We let children know they never have to do something they don't feel comfortable with.

The CALM Framework - our Behaviour Toolkit

We recognise that despite these efforts, there will be occasions that little ones display challenging behaviour. To help our coaches to stay grounded and consistent in the way they deal with these situations, we use this simple acronym CALM to guide our actions:

- **C - Catch them being good / Congratulate**
Recognise what *is* going right. Positive reinforcement is powerful and many little ones seek attention. By giving attention to the behaviours we want to see, we encourage more of it. E.g. notice effort, teamwork and kindness in the moment; we sometimes use 'special stickers' during the session to reinforce positive choices, not just at the end of class.
- **A - Acknowledge and Aim**
If a little one's behaviour and focus start to drift, we first recognise how they're feeling (e.g. 'I can hear that you're frustrated, that's ok') and then we help redirect their energy back to the task (e.g. by asking 'what are we supposed to be doing right now' or 'shall we use that strong energy in our jumps?'). We might quietly repeat instructions to an individual in a different way or restate rules clearly to the whole group.
- **L - Limit with clear choices**
We set calm, consistent limits and offer simple choices e.g. 'I can help you or you can watch and join in next time' or 'You can choose to be kind to your friends, or you can have a few moments break'.
- **M - Move to agreed consequences**
If behaviour is unsafe or disruptive despite interventions, we calmly explain what the consequences might be and move towards these, always with the aim of helping little one grow and make better choices next time. Example consequences might include a short reset break to calm down and reflect (at the side of class, with a parent or another adult in Reception) or in the most challenging situations, removal from a session.

Working with parents

We believe consistency between home and class is key to helping little ones thrive. We will work with parents to create a plan to support little ones to succeed, by:

- listening to your insights about how your little one might be feeling, what's going on at home and what coping strategies tend to work well at home - after all, you know your child best.
- discussing observations about behaviour and strategies we've used in class (verbally after class or if appropriate following up by email / phone call)
- documenting any behavioural challenges to help to identify any patterns (e.g. we might record any incidents of conflict between children / non-participation), sharing this with parents concerned or our Club Welfare Officer for support.

BULLYING

Jolly Gymnastics operates a no-tolerance position on bullying by any of our members, inside and outside of classes. Bullying comes in a number of different forms and can be:

- Emotional - being unfriendly, excluding or tormenting
- Verbal - name calling, sarcasm, spreading rumours or teasing
- Physical - any use of violence or inappropriate touching
- Racism - racial taunts or gestures
- Sexual - unwanted physical contact or inappropriate comments
- Mobile threats - e.g. any repeated unwanted calls or messages received to a device
- Cyber - e.g. sharing malicious content, trolling, setting up fake accounts or hateful groups on virtual / online platforms.

We believe it is the responsibility of everyone at Jolly Gymnastics, whatever their role or involvement, to speak up if they feel they are being bullied, or have seen bullying behaviour towards anyone else. We encourage members to raise any concerns 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, not to attend for a period of time or may have their future bookings cancelled.

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 an appropriate drink for their child and to store it at the side of the gymnastics studio with their shoes. Drink breaks are scheduled after Warm Up, after the first circuit of activities (half way through the class) and at the end of class (maximum 1 hour long). If children need additional drink breaks, they should ask their coach who will support them to do so when possible.

FOOD / DRINK / 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. No food is to be consumed inside the gymnastics studio itself during classes. Drinks must remain at the side of class on designated shelving.

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 professional is required and then approval is sought from British Gymnastics who advise it can take up to 30 days to receive a response.

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.

We also ask you to be mindful of what you post on social media and how this may be perceived by others - please be supportive and positive or where you have concerns or issues, discuss these privately with our team in the same way that you would hope we would.

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.

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.

ACCIDENTS, INJURIES AND FIRST AID

A first aid kit will be present in every class and at least one coach will have a current First Aid Qualification.

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. On booking a session with Jolly Gymnastics, parents confirm that Jolly Gymnastics coaches can act in loco-parentis, making any medical decisions in an emergency situation if they cannot be contacted in time. 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 [UK Concussion Guidelines for Grassroots Sport](#): '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 (e.g. Accident and Emergency Department):

- 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 or nausea
- dizziness or headache
- visual problems / sensi
- 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.

EMERGENCY PROCEDURES

Fire and Evacuation

In each of the venues hired by Jolly Gymnastics, we will follow the Emergency e.g. Fire and Evacuation Procedures provided and displayed. These will vary by venue. All staff will be aware of emergency exits and meeting points and the lead coach will be responsible for ensuring that all of a class is accounted for, using registers taken to check attendance. At least one mobile phone will be available for use in each session and usually a landline is available at the venue itself.

Responding to unusual and suspicious activity

The below guidance is taken from [Protective security and preparedness for the education sector](#). The Jolly Gymnastics coaching team will be alert to unusual situations by following these steps:

SEE	CHECK	NOTIFY
Be vigilant for suspicious activity, including: • someone trying to remain hidden or out of view. • someone covertly or overtly taking photographs of security measures, such as CCTV, access controls, entrances and exits, or staff. • a bag being left in a normally crowded area, or by an entrance/exit. • someone attempting to gain entry to restricted areas. • someone loitering in restricted or non-public areas. • someone asking unusual questions.	Use the 'power of hello': • Staff will approach anyone (if safe to do so) whose activity could be considered suspicious. This could disrupt potential criminal activity and shows them we are vigilant of activity being conducted in our setting.	Report suspicious activity: • Staff will respond quickly - if an immediate police response is required, they will dial 999 while the person is still on site, if possible. • If the person has left the scene, staff should attempt to note the route they took. • If this is not possible or a significant period of time has elapsed since the incident, we will contact the Anti-Terrorist Hotline on 0800 789321 or call 101.

Critical Incidents including terrorism or dangerous intruder

In case of a critical incident which overwhelms the immediate Jolly Gym staff team or puts the class in immediate physical danger, our team are aware of the Run, Hide, Tell principles:

RUN	HIDE	TELL
• If possible, locate the threat using sight and hearing. • If there is a safe route- run. • Staff, who are knowledgeable of the site, would guide children and members of the public. • Do not waste time collecting belongings or filming videos.	• If it is not possible or not safe to run, hide. • If possible, lock or barricade the class into a room and then move away from the door. • Stay out of sight and be quiet and still until rescued by identifiable police emergency responders.	• Call 999 only when it is safe to do so. • Listen carefully to the operator and give as much information as possible. • If appropriate, alert other users of the venues to the threat to avoid them heading towards the danger.

Missing Child Procedures

Children in our classes will always be chaperoned and never be unsupervised, to reduce the risk of a child going missing. However, if any member of our team discovers a child is missing they will:

- Alert the Lead Coach
- The Lead Coach will search the inside and outside of the building
- If there is no sign of the child they will immediately contact their parents to check they have not taken them home without informing us.
- If the missing child is aged under 5, the Lead Coach must then contact the Police as an Emergency.
- If the missing child is aged over 5, our coaches should contact the Police but only if they first have the parent's consent or if they consider the parent's decision to be unreasonable / that the child is at significant risk of harm.

- The Lead Coach should continue to look for the child whilst waiting for the Police to arrive and should cooperate with and assist the Police in any way they can.

HANDLING SAFEGUARDING CONCERNS

See something, say something.

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children who attend Jolly Gymnastics. 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 danger</u> 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 one of our Club Welfare Officers (Gemma Page) at welfare@jollygym.com. Gemma will be happy to arrange a phone call. If the Club Welfare Officer is unavailable or if the concern is attributed to a 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 Service (CADS) on 0344 800 8021 - A parent or member of the public could contact Norfolk Children's Advice and Duty Service (CADS) on 0344 800 8020

When **any** of our team receive a disclosure or concern, we will:

- listen and be supportive.
- not ask leading questions, interrogate, put ideas into a child's head or jump to conclusions.
- not 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.

We will consider disclosures and concerns **sensitively**. Where an individual passes on information but requests their identity remain **anonymous**, this will be respected if there is good reason for concern and/or their identity 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 an individual'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 on a **need-to-know** basis as detailed below.

We have a duty to refer Safeguarding matters to:

- **Police** (in case of immediate emergency or criminal activity)
- **Children's Advice and Duty Service** (if the Club Welfare Officer is concerned that a child is experiencing or likely to suffer significant harm). When considering whether to contact CADS we will first consult [The Norfolk Continuum of Needs Guidance](#) produced by the Norfolk Safeguarding Children Partnership and the [CADS flowchart](#). [This document](#) includes the contact details for CADS and what information will be required to be provided. 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 to resolve the concerns, 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. They will provide a Consultation Feedback letter as a record of all conversations and provide a clear audit trail of the outcome.
- **British Gymnastics** (for further investigation or support). More information and resources are available on the [Safe Sport](#) section of their website.

When referring Safeguarding matters to any of these agencies, we will:

- gain consent from the parent, unless doing so would place a child at further risk of harm or could undermine a criminal investigation.
- keep a written dated record of any conversations.

We will take all possible steps to safeguard children and ensure all of the adults at Jolly Gymnastics are safe to work with children. We also recognise our responsibility to report/ refer allegations made about adults in positions of trust known-to-us but who are not contracted by Jolly Gymnastics directly.

An allegation may relate to any person who works / volunteers with children who has:

- behaved in a way that(may have) harmed a child **and/or**
- possibly committed a criminal offence against or related to a child **and/or**
- behaved towards a child in a way that indicates they may pose a risk of harm to children **and/or**
- behaved in a way (including actions outside of Jolly Gym / not involving children) that indicates they may not be suitable to work with children (*transferable risk*).

When receiving an allegation against anyone working with children, we will:

- recognise it can be distressing and difficult for all involved.
- be aware that different people may have different recollections or understanding of the same event but also acknowledge that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children.
- work to the thresholds of harm/ definitions of ‘abuse’ and ‘neglect’ set out in ‘[Working Together to Safeguard Children \(2023\)](#)’ and in this Policy’s Appendix.
- adhere to the safeguarding actions outlined in this [Norfolk Safeguarding Children’s Partnership Policy](#) and [this guidance document](#).

If an allegation is made against:

We will immediately:

any adult who works or volunteers at Jolly Gymnastics (Including subcontractors) which suggests they may be unsuitable to work with children	inform Erin Madden, Director, who will report to the LADO by completing a LADO referral form .
Erin Madden, Director.	report to Gemma Page, Club Welfare Officers, to report to the LADO by completing a LADO referral form . If Gemma is not contactable, the information must be passed to British Gymnastics Safeguarding team
anyone outside of / not working in our organisation	refer to the LADO at lado@norfolk.gov.uk

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 Terms and Conditions inc. Booking / Cancellation Policy
- Our Data Privacy Policy
- Our Codes of Conduct for Coaches, Gymnasts and Parents

APPENDIX - Types and Definitions of Abuse

Safeguarding and promoting the welfare of children is defined as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe & effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework.

Child protection is part of safeguarding and promoting the welfare of children and is defined as activity that is undertaken to protect specific children who are suspected to be suffering, or likely to suffer, significant harm. This includes harm that occurs inside or outside the home, including online.

Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. **Harm** can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects. Children may be abused in a family or in an institutional or extra-familial contexts by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

- **Physical abuse** is a form of abuse which may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them, or making fun of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Sexual abuse** involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect refers to the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing:

- to provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- to protect a child from physical and emotional harm or danger
- to ensure adequate supervision (including the use of inadequate caregivers)
- to ensure access to appropriate medical care or treatment
- to provide suitable education. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs