



ACTIVE CHILDCARE FOR 4-11 YEAR OLDS

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About Active Care

Active Care was launched by First Step Sports Group to support schools and families as a 'guilt-free' childcare solution.

For children, we understand the importance of creating a childcare option that is fun, engaging, and inclusive, placing an emphasis on creating a happy and nurturing environment. Active Care provides the opportunity to take part in fun activities to suit everyone, to make new friends and to keep fit and active. It also supports the development of confidence and self-esteem.

Child Engagement

It is essential we do our best to ensure the children who attend Active Care have the best possible experience without compromising on standards. During the Active Care, please ensure you:

- Maintain a fun but professional relationship with the children
- Engage with as many children as possible
- Manage Behaviour setting out clear rules, behaviour expectations and sanctions. These should be displayed as well as communicated – Golden Rules.
- Older Children should be given additional responsibility and can always be used to help with some of the younger children to an extent.

For Parents, Active Care is a cost-effective, active alternative childcare option that is available every day throughout school term, that wraps around the normal school day. It includes inclusive, organised, and engaging activities with a timetable designed to keep children engaged, fit and active. They are designed for working parents and delivered by DBS checked, First Aid & Child Protection trained staff members. Active Care is operated by appropriately trained staff members with experience in childcare and coaching, ensuring children have fun and go home at the end of the day happy.

Parent Engagement

Engaging with parents correctly is a key part of Active Care. First impressions are important, and it is essential we use this opportunity to showcase friendliness and professionalism. Doing this will fill the parent with confidence that they are leaving their children in safe hands. It is important we:

- Confirm details with parents including numbers, who is collecting their child, additional needs, or requirements.
- Tell them about their child's day, what activities they took part in, anything they did well, any accident/incidents.

Our Practitioners

Delivery Standards – What is expected?

First Step Sport Group are proud of our reputation, maintaining this is essential. As a coach/practitioner you are representing the company and our brand, therefore all employees must adhere to this standard.

Before Active Care

All delivery staff should have attended a safeguarding course, first aid course and a food hygiene course if responsible for preparing food. They should have had their FSSG and Active Care Inductions. Staff are required to

- Attend Staff Training
- Familiarise themselves with the manual, policies, and procedures
- Review the venue induction and risk assessment noting potential hazards, emergency procedures, site map and venue images
- Review their role and team they are working with
- Review the numbers booked onto Active Care
- Review any lesson plans or activity cards and ensure they have the correct equipment and resources available.

Weekly Preparation

Ensure the site has everything it needs for the week. It is important to ensure Active Care has sufficient equipment and resources for the week, including food, snacks and drinks. This also includes cleaning products and sanitiser. If there is something missing the Active Care Site Lead should contact Head Office.

Location

Although we have a set area and facilities in most venues, it is important to review the situation daily and make informed decisions based on the completion of a dynamic risk assessment (H&S Checklist). Physical activities should take place outside as much as possible. It should only be bad weather or the need for electricity that requires a physical activity to take place inside. Ensure there is suitable space, safe to use and big enough for the group of children. If there are questions about space or facilities, please contact Head Office.

Managing Ratio's

The Site Lead, at each registration period should monitor the adult to child ratio. Be aware of this during activities, especially if the coaches/practitioners are delivering in different areas. It can occur that children book on Active Care late and turn up on the day unexpectedly. If this happens and the adult to child ratio changes to more than 1:12 Head Office must be contacted so suitable cover can be arranged for the remainder of the day. The ratio may be modified depending on the needs of the group and more practitioners required if there are a high number of young children or children with SEND.

Display the following:

- Activity Programme
- Ofsted Certificate
- Golden Rules
- Consent Form
- Notice Board with information on the week and welcoming message

Food Preparation and Service

All food preparation should be carried out by a member of staff who is suitably trained in food hygiene practice.

There should be a suitable area for food preparation which should be only accessible to adults, unless suitable children are selected to support.

All meals, snacks, and drinks must be healthy, balanced and nutritious.

Before a child is served food/drinks the Site Lead should review the information on the register about any special dietary requirements, preferences, and food allergies that each child has, and any special health requirements.

The Timetable

Our Active Care programme is made up of a full range of activities to make encourage inclusivity. We have developed the programme to include all the key sports and dance activities, as well as crafts, Lego building, board games and chill out activities etc.

Typical Active Care Timings (site timings may differ)

7:30 - 8:45am | Morning Club & Breakfast

3:00 - 4:00pm | Active Care/Sports Club

4:00 - 5:00pm | Active Care & Snack Time

5:00 - 6:00pm | Extended Active Care

Changing the timetable should be avoided wherever possible as a child not being able to do the activity that was advertised.

Registration, sign in/out and outstanding payments

During sign:

- Be polite and welcoming
- Ensure parents correctly sign in
- Show knowledge of procedures and answer any questions
- Be organised and knowledgeable
- Show knowledge of the child or interest if you have not met
- Document any concerns the parent has and provide suitable reassurance. Ask Head Office if unsure.

The Site Lead is responsible for managing the sign-in and sign-out process each day.

Payments are to be made in advance of attending Active Care and will all be processed online. No cash payments are available.

Registration

- Connected to the internet, log onto the CRM.
- Once logged in, view your timetable and select today's session.
- Scroll down and click 'View register' option
- Ensure you are on the 'Overview' – You can navigate the registers you have access to from the overview. Use the drop-down list to choose specific days and times or use the links to the specific registers. This information should not be shared with the customers as it would be a violation of our GDPR policies.
- Find the Participants name on the register – Usually it will be alphabetical order using the child's name, however this may change when using different registers. If you cannot find a name, ensure to look through all the registers. If you still cannot find the name, contact Head Office. Do not let the child in until you are able to locate them on the register or you have contacted the Head Office, and they have booked the child on.
- Check to see if the child has any medical information by clicking the 'More Details' button - located underneath their name. Use this to check the contact number and photo consent are correct. – If any information needs changing, notify the office at the earliest convenience.
- From here you can also see any additional days that week that the child is booked on for by clicking the 'Register' button.
- Check 'X' in the sign in column – This will time stamp the participant so that the office can see when they attended. This will change to a tick when complete.
- The Assistant coach should then escort the children to the activity area and the parent will leave – Parents are not allowed in the activity area to ensure the children are properly safeguarded.

Head Count/Register

Ensure that a head count or register is completed before and after each activity or break.

Active Care Golden Rules

We want to provide all children with the opportunity to take part in fun activities during Active Care in a safe, rewarding environment. Our staff should be committed to ensuring children's safety and enjoyment on all our sessions. For this to happen we have procedures in place that children must follow to keep them and others safe.

- Children must follow all instructions given by the Coach Squad
- Children must respect all coaches and other participants present at Active Care
- Be polite, kind, and helpful always
- Equipment must be used correctly and with respect
- Children must NOT leave the activity area without the permission of a coach
- No form of bad language or aggression should be displayed at any time

In extreme behaviour circumstances a child may be asked to leave. If such behaviour occurs, you must first speak to the Active Care Lead and/or Head Office. This may result in us contacting a child's parent to collect them.

This may be behaviours such as:

- Bullying
- Bad language towards a coach or another participant
- Aggressive behaviour such as fighting or hitting

- Deliberately damaging equipment or facilities
- Stealing
- Disobeying the golden rules

Golden Rule should be on display and referred back to where necessary.

Toilet Breaks

Children should be encouraged to use the toilet throughout Active Care. Breaks and snack times are the opportune time for this to occur, children should be encouraged to go at this time. Children are not permitted to use the toilet on their own. All children should be supervised. Coaches should stand outside of the door to the toilet block where the children should reconvene to walk back to the activity together.

Activity Set Up

Each activity should be set up prior to the activity starting. Working with some of the older children to help with this is good practice. For each activity ensure there is enough space and the area being used is safe.

End of Day/Sign Out

Sign Out

During sign out ensure you:

- Designate a specific area for sign-out
- Are polite and friendly with parents
- Provide some feedback on the child's experience at Active Care
- Inform parents of any accidents and hand over the incident report
- Ensure parents/children are properly signed out
- Ensuring children are signed out safely and efficiently is key to ensuring the day has been run successfully.

For children's safety:

- Every child should be signed out by the person specified on the sign in/out sheet and should not leave Active Care with another adult unless the coach has permission from the booking contact.
- No child should be allowed to leave without permission.
- No child should be allowed to walk home alone unless cleared by their parents.
- Ensure all personal information is kept out of sight.

If for some reason a parent does not collect their child within their allocated time the procedure would be

- Contact the parent first. Leave Voicemail, use all contact numbers.
- Contact the Main Office and tell them the child's name and parent details so they can try and contact them.
- Stay with the child and the assistant coach (never be left on your own with the child).
- Never let them leave on their own, even if they live close by.
- Never offer to take them home.

In the instance that a person who is not listed on the sign in/out sheet comes to collect a child.

- Ask for the person's name and ask them to wait outside whilst you contact the child's parent/guardian.
- The child should remain in the activity area and not be notified.
- Contact the parent/guardian to ask if the child can be picked up by the person.
- If the parent/guardian gives permission, the person can sign out the child as normal.
- If the parent/guardian does not give permission for the child to be collected, politely tell the person that the parent does not give permission for them to collect.
- Ensure to safeguard all children by securing all doors.
- This can be a misunderstanding or can be a delicate situation to handle. Verbalise that the most important person to you is the child and that you are doing what you can to safeguard the child by following our procedures.
- Contact Head Office or the Active Care Lead if you feel you need support.

Staffing, Roles and Ratio's

Staff Roles and Responsibilities

We expect all staff to work together during Active Care to support each other when running activities and maintaining the programme standards. We do however have key roles and responsibilities which need to be followed.

The full team should read and familiarise themselves with all Active Care policies and procedures.

We expect all delivery staff to:

- be planned and prepared
- know the Programme
- be professional and maintain high standards
- follow procedures
- create a fun and caring environment
- work as a team

Active Care Lead

The Active Care Lead position is a senior management position within First Step Sports Group and is responsible for the overall performance of the Active Care brand. The Active Care Leads responsibility include but are not limited to:

- Management of contracts with facilities or sites
- Completing and submitting funding applications
- Management of policies and procedures relevant to Wraparound Care
- Government Compliance
- Ofsted Compliance
- Nominated Individual for Ofsted visits
- Providing information, advice and guidance to Site Leads
- Review contracts
- Contacting Parents regarding complaints or incidents

Site Lead

The Site Lead is responsible for making sure each element of Active Care runs effectively and efficiently, the programme is followed, and high standards are maintained. Outlined below are some key responsibilities:

- Be the first on site arriving 30 mins before the start of Active Care
- Brief the team before the start of the session and before customers arrive
- Ensure all equipment and food for wraparound care transported to site.
- Complete dynamic Risk Assessments to ensure the children are safe.
- Check Equipment is safe
- Ensure the team set up equipment ready for the children's arrival.
- Ensure Ofsted documentation and behaviour policies are displayed
- Direct the team during sessions ensuring all roles and responsibilities are complete
- Ensure that the First Step code of conduct is always being adhered to
- First point of contact for parents and children
- Liaise with facility staff to resolve any issues
- Ensure the smooth running of Active Care and all elements complete
- Ensure the programme is followed by all team members
- Report any incidents, accidents, injuries or near misses to your line manager
- Report any damage to the facility
- Ensure good practice in relation to child protection and health & safety
- Manage Staff to children's ratios
- Ensuring the facility is left in a good condition
- Conduct a changeover meeting if required
- Ensure all policies and procedures are followed – Accident etc
- Ensure that appropriate first aid is given when needed
- Ensure the management of behaviour and Golden Rules are adhered to

Assistant Coaches

- Assistant Coaches must arrive 15 minutes prior to the session start time
- Report to the Site Lead on arrival
- Engage with and make children feel welcome on arrival
- Set up all activities
- Supervise breaks and lunch – ensure children do not leave the activity area without supervision
- Work under the instruction of the Site Lead but use initiative
- Ensure you always adhere to the First Step code of conduct
- Follow all policies and Procedures
- Report all incidents to the Site Lead
- Ensure the smooth running of the programme throughout the session
- Ensure that all sessions run smoothly, and the children are enjoying themselves as well as developing their skills
- Lead your own sessions/activities where required
- Set a good example for visitors and work experience or volunteer coaches
- Manage children's behaviour
- Follow good safeguarding practice
- Ensure everyone's needs are catered for.
- Support with food preparation and service

Staff Ratio's

- Our Active Care staff ratio is strictly 1:12
- We manage our staff ratios by ensuring there are always 2 coaches working together. This means there will be 2 members of staff working up to the first 24 children.
- For every 12 children after that we add an additional assistant coach.

Key Procedures

Additional information is provided the specific Policies/Procedure document, the following procedures are an overview and highlight key points from the full policy document. Familiarising yourself with these procedures will ensure the smooth running of Active Care.

Ofsted Visits

Active Care sites are Ofsted Registered. This may mean an Ofsted inspection takes place during and Active Care session. It is essential you follow the guidelines outlined in this manual as some have been included to be in line with Ofsted regulations.

In the event of an Ofsted visit please ensure:

- The Active Care Lead is informed as they are responsible for liaising with the inspector on the day.
- The relevant documents are displayed including the Ofsted certificate.
- You monitor the Coach to child ratio at each registration period.
- You familiarise yourself with the policies and procedures manual

Health & Safety

Maintaining excellent health and safety standards is imperative to ensure the safety of you and the participants. Before running Active Care, ensure you have read, and you understand all health and safety policies and procedures, including the risk assessment and H&S Checklist for your site.

Please use the following points as a guide and direction for running safe Active Care sessions:

- Read the venue induction and risk assessment
- Conduct your own risk assessment and complete the health and safety checklist
- Check the safety of all equipment before use
- Liaise with the venue should you notice any areas that are not safe and communicate this to participants
- Familiarise yourself with the venue facilities and emergency exits
- Familiarise yourself with participant's medical conditions
- Ensure there is always at least 1 first aider from the company available
- Ensure participants are accompanied when leaving the main space for toilet breaks etc
- Communicate rules, safety instructions and emergency procedure with all participants
- Follow the safeguarding procedure in the event of any safeguarding concerns
- Read the Sports Specific Risk assessments if required
- Ensure participants are always supervised
- Ensure safety briefings are provided to every child before each activity
- Ensure coaching instructions and techniques are provided to every child before each activity
- Follow the sign out procedure at the end of the day
- Should any incidents or accidents occur, follow the incident/accident procedure

S.E.N(D)

It is important to know when there is a child with S.E.N(D) at Active Care. If a child is considered S.E.N.D, Active Care staff should be fully aware of the child and how to approach varying situations. Prior to the child attending, we should have all relevant information that enables us to care for the child and ensure their safety at Active Care. On the booking system, there is a section of the booking form which asks parents/carers for details of any SEND that attendees may have. This will be available on the register which should be reviewed daily. It may also be useful to have a conversation with the child's responsible adult to better understand their needs. If you feel we

need more information about a specific child, please ask their responsible adult to complete an 'All About My Child' Form. If you suspect there is a child at Active Care who has S.E.N.D and you believe we are unaware or we can't get the information from an adult, please let the SEND Advisor know, and they will contact the parent. No child is alike, and it is the practitioner's responsibility to recognise how they need to act and react to keep the child happy and safe. All information that is relevant to a child is available on the register. We do not offer 1-1 care at Active Care.

Safeguarding Children

Please always use your safeguarding training on Active Care and use the correct processes when dealing with any safeguarding concerns. It is **imperative** that you are aware of our safeguarding policy and procedures.

- It is of the upmost importance to safeguard all children in our care. Practitioners/Coaches should always know how many children they have and who they are.
- You should always do a head count when leaving and arriving at an area.
- You should ensure that the child leaves with the person stated on the sign in sheet.
- You do not work alone with a child
- Doors are always secured. Children are kept separate from the public.
- Children do not use public toilets.
- Children do not go anywhere without a coach's supervision.

If you do have a safeguarding concern, please ensure you report it to the FSSG designated safeguarding officer, where appropriate action will be taken. You are required to complete a report. Be aware of your duty as a professional, working with children; ensure all external doors are closed, we are using designated toilets, head counts are completed throughout the day, children leave with the person specified on the sign in/out sheet.

Complaints

If you are faced with a complaint on the day, it is essential you do the following:

- All complaints should be addressed by the Site Lead on the day
- Ensure you are polite and listen to the customer's point of view
- Explain to the parents you will raise the concern with the Active Care Lead/Operations Manager who will follow up with the parent directly.
- Ensure you contact Head Office and the Active Care Lead to inform them of the complaint so that they can contact the parent.
- You are required to send in a statement if a complaint involves you or the site you were working at.

Behaviour

There may be occasions where you are required to manage challenging behaviour. Before dealing with such behaviour, it is important you have done the following:

Read our behaviour policy

Outline the rules, expectations, and sanctions to all participants at the beginning of the day

Display the Golden rules for Active Care

Ensure that any sanctions are appropriate for the level of misbehaviour

Any inappropriate behaviour should be discussed with the Parent.

It is at the Active Care Lead/Operations Managers discretion to remove a child from Active Care should a child's behaviour be inappropriate, affect the safety of other children or be the result of

ignoring numerous warnings. Should the decision be that removal from Active Care is the appropriate action, they are required to contact and discuss with the parent directly.

Incident/Accident Procedure

Should an incident or accident occur, please insure you do the following:

- Administer first aid – Check Children’s medical information
 - In the event of an **emergency**, contact emergency services or the parent depending on the severity of the accident. If the emergency services are needed, parent should be contacted after. Please inform the Active Care Lead after the parent to inform them of the situation.
- Continue to check on the child’s wellbeing throughout the day
- Complete a small accident report (Bump Slip) to give to the parent at the end of the day
- Complete an internal accident report and pass to Head Office, who may need to discuss the incident in more detail. This should be completed whenever a small slip is completed.
- Always discuss **any** incidents with the parent on collection of their child no matter how small, you would also need to give them the small accident form completed at the time of the incident/accident.
- Report any incident to Head Office.

Medical Information

When delivering to a child with a specific medical need, you will be briefed and will have a **care plan** for each child to ensure you know who these children are and what their specific needs are. This is also listed on the medical information on the register. The Care plans will be printed and available for the Site Lead. It is the Site lead/Assistant’s responsibility to make themselves aware of the child and their needs and to ensure all procedures are followed to keep that child safe. It is the Active Care Lead’s responsibility to ensure all Site Leads are aware of each venue care plans and to ensure their staff know which child has a care plan and that it has been read by all practitioners.

Prior to the Active Care, Site Leads are responsible for looking through their registers and highlighting any **missing information** and requesting information they have not been given if it states there should be a care plan.

If a child is seen to be ill or infectious, at the risk of themselves or others in the session, a parent, carer should be contacted to collect the child at the earliest convenience. If a child is sick, they must not return to Active Care until they are 48 hours clear of the last time they were sick.

Administering Medicine

Were possible we would not administer medicine; the Parent or Guardian would have to come to Active Care and administer this themselves.

The exceptions are Inhalers and Allergy medication (training would be provided to staff when needed for this)

In the instance that an Active Care site has children in attendance that have specific Care Plans, coaches may be required to administer medicine in the case of an emergency. Please check with your Lead if you have a child with a Care Plan on your sessions.

Prescription medicines must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse, or pharmacist (medicines containing aspirin should only be given if prescribed by a doctor).