



Dear Parent/Carer

Thank you for booking your child onto a **SportWorks Short Breaks programme!**

We're excited to welcome your child to a fun and engaging programme of sporting activities. Our sessions are designed not only for enjoyment but also to help children build confidence, develop new skills, and stay active and healthy.

Your child's safety and wellbeing are our top priorities. We take every step to ensure a safe, supportive, and rewarding experience while your child is with us.

This **Information Pack** has been created to provide you with key details about the programme, including the measures SportWorks puts in place to ensure a safe and enjoyable environment for all participants.

We look forward to seeing your child on our programme. If you have any questions or need further information, please don't hesitate to get in touch with me or one of our experienced team.

John Newton

Operations Director

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SportWorks Short Breaks: Quality Assurance Policies

At SportWorks, every programme is guided by clear policies to ensure safe, high-quality, and inclusive activities for all children.

Health and Safety

Your child's safety is our top priority.

- We maintain a proactive health and safety culture and continually improve our standards.
 - Risk assessments are conducted at all venues and monitored during all activities.
 - Children are grouped by age, with a pre agreed staff-to-child ratio to ensure safety and quality.
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Child Protection

We are committed to keeping every child safe:

- Children should never experience abuse; we take safeguarding very seriously.
 - Staff follow strict procedures if a child is suspected to be at risk or makes a disclosure.
 - Appropriate authorities or the local Child Protection Committee are contacted when necessary.
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Equal Opportunities

We welcome every child:

- Participation is open to all, regardless of sex, race, colour, national/ethnic origin, or disability.
 - Discrimination of any kind is not tolerated.
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Medical & First Aid

We are prepared to care for your child's health needs:

- Immediate care is provided if a child becomes unwell during a session.
 - Parents/guardians are contacted if needed, and emergency services are called for serious incidents.
 - We will ask about medical conditions before the first session.
 - Staff can provide basic first aid, but cannot administer medication unless a pre arranged care support worker is present.
 - For specialist medication, we will work with you to create a safe plan; in some cases, a qualified specialist may be required.
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Key Reminder for Parents:

- Please provide accurate medical information.
- Ensure your child brings any necessary snacks, drinks, and a packed lunch (no nut products).

Our Team

SportWorks is proud to have a team of specialist sports coaches, exercise instructors, teachers, and care workers, all with experience supporting children with additional needs.

Recruitment and Training:

- All staff and contractors go through a rigorous recruitment process, including a formal interview and observation leading a practical session.
- Every member of our team holds relevant qualifications at Level 2 or above.
- Staff receive in-house training every three months to keep skills and knowledge up to date.
- All staff are thoroughly vetted and have Disclosure and Barring Service (DBS) clearance.

Professional Standards:

- All staff follow the SportWorks Code of Conduct and Child Protection Policy.
- Any concerns about staff conduct are taken seriously and addressed in line with our Complaints Policy, Disciplinary Procedure, and Procedure for Responding to Concerns about Child Abuse.

Our aim is to ensure your child is supported by skilled, trustworthy, and caring professionals at all times.

Liability

SportWorks holds public liability and employer's liability insurance for all activities. While we take every precaution to ensure a safe environment, we cannot accept responsibility for incidents outside of our direct control, or for damage or injury unless caused by proven negligence on the part of SportWorks or its staff.

Data Protection

SportWorks fully complies with GDPR regulations. When we need to record personal information, we will always ask for your consent.

- Your data is treated with the utmost care and is only accessible to our senior management team.
- All records are stored securely.
- We will never share personal details with third parties unless legally required.

You can be confident that your child's and your family's information is handled safely and responsibly.

Behaviour and Positive Support

Our team's goal is for your child to have fun, let off some steam, and learn new skills in a safe and supportive environment.

- We focus on encouraging and rewarding positive behaviour wherever possible.
- Minor behaviour issues will be addressed calmly and promptly by our staff.

- In the rare case of serious or persistent behaviour concerns, we will contact you (or another suitable adult) to discuss the situation.
- Only in exceptional cases, if ongoing issues cannot be resolved, may it be necessary to exclude a child from the programme.

Our aim is always to support every child positively while maintaining a safe and enjoyable environment for all participants.

Feedback and Complaints

We always welcome suggestions to help us improve our services and take any concerns about our sessions seriously and promptly.

- Most issues can be resolved quickly through a friendly, informal conversation with the appropriate member of staff.
- If this does not resolve the concern, you can request an official complaints form, and we will connect you with the relevant member of staff to address the matter.

Our aim is to ensure every child has a positive experience, and we value your feedback in helping us achieve that.

On the Day of the Programme

To ensure the safety and wellbeing of all children, we ask that parents, guardians, or responsible adults follow the instructions below. Your agreed on the booking system indicates your acceptance and agreement.

Registration

- On the first day, parents, guardians, or responsible adults must introduce themselves to the lead coach.
- If someone else will be accompanying or collecting your child at any time, the lead coach must be informed and, where possible, introduced to that person.
- Children must be accompanied to registration on arrival, and adults must remain at the venue until registration is complete.

Collection

- Adults collecting a child must check in with a member of SportWorks staff before leaving with the child.
- Children must be collected at the agreed time. SportWorks is only responsible for your child during the programme hours specified on the booking form, unless alternative arrangements have been agreed in writing with the lead coach.
- If you are running late, please contact the lead coach.
- No child will be allowed to walk home alone or leave with another adult without your written permission.
- At least two staff members will remain with your child until collection; repeated late pickups may incur an additional charge.

Equipment and What to Bring

Please ensure your child comes prepared with:

- A packed lunch, snacks, and plenty of drinks
- Clothing suitable for sports and activities (trainers, tracksuits, shorts, etc.)
- Sun cream and a hat for warm weather
- Lots of energy and enthusiasm!

Staff Contact Details

- In the event of an emergency, we will contact the next of kin listed on the booking form.
- We encourage two-way communication—you are welcome to contact the lead coach at any point during the programme.
- If we cannot take your call immediately, please leave a message, and we will aim to return your call within 30 minutes.