



Policies

Inclusion Policy

"The Swim Hub" treats all children and adults equally. "The Swim Hub" aims to create a welcoming, inclusive environment where both Children & Adults feel safe and happy during their Swimming Lesson with us.

"The Swim Hub" is aware of all legislation and existing codes of practice produced by the Equality and Human Rights Commission, the Equality Act 2010 and the Children and Families Act 2014.

"The Swim Hub" provides a range of challenging and enjoyable Swimming Lessons so that each child can learn and develop their swimming skills - up to Swim England Stage 10.

"The Swim Hub" will work closely with parents to support the Children's individual needs where appropriate

"The Swim Hub" will ensure that all business policies and documents are accessible to all.

"The Swim Hub" will promote self esteem and appreciation of others by celebrating the differences which make us all unique. "The Swim Hub" will be proactive in providing the highest level of Swimming lesson possible to all children regardless of their individual needs, and consider reasonable adjustments to equipment and lesson structure where necessary.

"The Swim Hub" is able to teach children from 2years onwards. In the interest of safety to children under 2, where the water temperature is unsuitable, lessons are not available.

"The Swim Hub" will not discriminate against children or their families for reasons such as race, religion, sex or ability.

"The Swim Hub" will challenge racist and other discriminatory remarks, attitudes and behaviour from all children and adults with whom we have contact.

"The Swim Hub" is happy to take on children with special needs providing we can offer them a swimming lesson that meets their needs, and request that parents discuss their child's needs upon initial contact, in order for expectations to be met.

As far as is reasonable, "The Swim Hub" will ensure all children, including those who are disabled or have special educational needs, will be included, valued and supported, by making reasonable adjustments to, facilities, equipment and access so they are suitable for children with disabilities.

"The Swim Hub" will give all children in their lessons the opportunity to reach their full potential. This may mean adapting an activity to the child's ability and/or stage of development.

"The Swim Hub" will regularly review, monitor and evaluate their teaching and keep teachers up to date by attending relevant training.

Accident, Illness & Emergencies

It is "The Swim Hub" policy to keep children safe during swimming lessons. A Risk assessment of the poolside & premises has been carried out to prevent accidents, and to ensure expected standards are met (including Safeguarding and welfare requirements). "The Swim Hub" follows the Pool Operating Procedure laid out by both Cumnor House Pool and St Wilfrid's Pool.

All teachers have a rescue award which includes the ability to administer emergency life-saving should the need arise. All teachers are required to renew this certificate every 3 years.

All teachers can administer basic first-aid treatment. Emergency medical treatment will be administered if it is in the best interest of the child, and we will inform parents immediately. A responsible adult must always stay in the immediate vicinity of the pool building and be contactable during the lesson in case of an emergency.

The Poolside has a first aid box clearly labelled and easily accessible.

If there is an accident to any child: Upon awareness that a child is in danger in the water: All remaining swimmers will be asked to leave the water for their safety. The immediate retrieval of the child from the water will be put into action. Children will not be allowed to re-enter the water until the child in danger is safe and its deemed safe to continue with lessons.

If the accident is minor, and requires only basic first aid, it will be dealt with by the first teacher poolside. If not 999 call will be made immediately. Parent will be contacted (if not directly poolside).

If a child is taken to hospital, the Health & safety executive and our Insurance Company will be contacted within 14 days of the accident occurring.

Sickness: If a child becomes unwell during a lesson, or it is believed they may cause an incident in the water (e.g stomach upset, feels faint) - they will be asked to go home. "The Swim Hub" asks parents to be aware of the governments recommended sickness exclusion timescales.

As per the Pool Operating Procedures, should a child have an accident in the pool (e.g vomiting) the pool will be evacuated and lessons will be unable to continue until the pool has been cleaned.

Emergency evacuation: Should there be an emergency outside of the pool environment - eg. Gas leak/ fire/ power failure - children will be evacuated from the pool, and all individuals present in the building will be asked to leave via the designated fire escapes.

Recording: All accidents and incidents will be recorded. Documents will be stored in accordance with our confidentiality policy

Health & safety Policy

it is "The Swim Hub" policy to keep children safe during swimming lessons. "The Swim Hub" will promote and ensure the good health and safety of children during their swimming lessons in line with the requirements laid out by the Health and safety executive.

"The Swim Hub" follows the Pool Operating Procedure set by the Schools which run the Pools. "The Swim Hub" will make our own risk assessment of the premises to ensure that the procedures work in partnership

with "The Swim Hub" sessions. "The Swim Hub" will put additional measures in place if necessary, and make sure that all staff are aware of these procedures.

"The Swim Hub" will ensure that all reasonable steps are in place to keep staff and children safe. All equipment used will be regularly checked and cleaned. "The Swim Hub" will remain in contact with the designated Pool operator to be up to date with water quality levels.

"The Swim Hub" will ensure that teachers have sought medical advice before undertaking if they have been prescribed medication that may affect their ability to carry out lessons safely. "The Swim Hub" will ensure that no teacher is under the influence of alcohol or any other drug that may affect their ability to carry out lessons safely.

The School Pools in which we teach have a No Smoking Policy. No one is permitted to smoke on the grounds of the schools.

Steps will be used where necessary to assist weaker swimmers when out of their depth. The use of back floats will also be used during stages 1 - 3 to assist with safety and smooth running of the lesson.

Safeguarding Policy

"The Swim Hub" first responsibility and priority is towards the children during lessons. In line with our responsibility, if there is any cause for concern, we will report it to the relevant bodies, following the Local Safeguarding Children Board (LSCB) procedures. Our LSCB is West Sussex Safeguarding Children Board and the LSCB procedures can be found at www.westsussexscb.org.uk/our-procedures/

"The Swim Hub" understands that child abuse can be physical, sexual, emotional, neglect, domestic or a mixture of these. All teachers are aware of the signs and symptoms of these.

"The Swim Hub" must have due regard to the need to prevent people being drawn into terrorism. This is referred to in the Prevent Duty. "The Swim Hub" teachers are aware of the signs and indicators of extremism or radicalisation. If any concerns arise the MAS or the Sussex Police Prevent Team will be contacted.

"The Swim Hub" must notify Local Safeguarding Board of any allegations of abuse that are alleged to have taken place while the child has been at "The Swim Hub" lesson, including any allegations against staff, or other adults or children at the Pool site.

"The Swim Hub" will ensure that no individual who is unsuitable to work with children is recruited. "The Swim Hub" is aware of the national statutory guidance document Working Together to Safeguard Children 2015. A DBS check is carried out on all our teachers before a start date has been agreed.

"The Swim Hub" will ensure teachers keep up to date with child protection issues and relevant legislation by taking regular training courses.

"The Swim Hub" will follow the procedures outlined in its Data Protection & Working together with Parents policies. "The Swim Hub" will aim to share all information with parents but in some instances (where there are concerns over a child's wellbeing) may have to refer concerns without discussing this with you.

Parents must notify "The Swim Hub" of any accidents, incidents or injuries affecting the child's ability during their swim lesson.

Unless "The Swim Hub" believes that it would put the child at risk of further harm, teachers will discuss concerns with a child's parent if they notice:

significant changes in children's behaviour, deterioration in children's general well-being, unexplained bruising, marks or signs of possible abuse or neglect, children or parents comments which give cause for concern including expressing extremist views, inappropriate behaviour displayed by other members of staff, or any person poolside. (For example inappropriate sexual comments, excessive one-to one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images)

"The Swim Hub" recognise the additional barriers that exist when recognising the signs of abuse and neglect of children who have special educational needs and/or disabilities.

If a child tells their swimming teacher that they or another child is being abused, they have a duty to:

- Show that they have heard what they are saying, and will take their allegations seriously.
- Encourage the child to talk, but will not prompt them or ask them leading questions. will not interrupt when a child is recalling significant events and will not make a child repeat their account.
- Teachers will explain what actions they must take, in a way that is appropriate to the age and understanding of the child.
- Record what they have been told using exact words where possible.
- Make a note of the date, time, place and people who were present at the discussion.

"The Swim Hub" will call the local social services' duty desk for advice and an assessment of the situation.

If an allegation is made against any "The Swim Hub" teacher, or any other adult or child during "The Swim Hub" sessions, it will be reported to Authority designated officer or team of officers, following the Local Safeguarding Children Board procedures.

In all instances the following will be recorded:

- the child's full name and address
- the date and time of the record
- factual details of the concern, for example bruising, what the child said, who was present
- details of any previous concerns
- details of any explanations from the parents
- any action taken such as speaking to parents.

It is not the responsibility of "The Swim Hub" to attempt to investigate the situation myself.

Useful telephone numbers:

Child Protection Referral (MASH) 01403 229 900 (Emergency Out of Hours 0330 222 6664)

Designated Nurse Safeguarding Children 0770 800 247 Safeguarding Investigations Unit 101

CSSIW 01443 848450

NSPCC child protection helpline - 24-hour helpline for people worried about a child 0808 800 5000

Sussex Police Prevent Team: Telephone: 101 | Ext. 531355 Email: prevent@sussex.pnn.police.uk

Risk Assessment Policy

It is "The Swim Hub" policy to keep children & Adults safe by assessing any risks to their safety whilst during swimming lessons.

"The Swim Hub" staff, will check both the changing rooms and poolside space before each session to ensure its is safe for lessons to continue.

"The Swim Hub" will remain in contact with the Pool Operators to ensure the water conditions are safe for swimmers.

"The Swim Hub" will assess any risks and hazards around the poolside and take action when necessary to minimise any accidents or incidents. Where appropriate written risk assessments have been made. These detail:

- the environment to be checked
- the hazards
- who might be harmed and how
- what safety measures/precautions I am taking • what further action is required
- frequency of checks

A review date and review when there is a significant change.

"The Swim Hub" teachers are required to have their lessons well planned and organised. This includes planning for unique needs of individual children in a lesson (depending on their age and stage of development).

This policy also links with accident and emergency procedures, and health and safety policy.

POOLSIDE ETIQUETTE

In accordance with the guidelines set by the pool in which "The Swim Hub" hire, we ask that parents and swimmers adhere to the following:

Upon arriving on poolside, please remove or cover your shoes.

Adults & Children aged 8 years or older must use your own gender changing room. Please respect the changing room facilities and leave them as you found them.

No food, fizzy drinks, sweets or chewing gum allowed poolside. Water may be consumed in plastic or sports bottle. Strictly no glass bottles allowed on poolside.

No running in the pool building, particularly on poolside where it is slippery and dangerous.

Swimmers are not allowed to enter the pool until instructed to do so by their teacher - this is for their safety.

Please arrive 5 minutes before your swim sessions begins to allow for a smooth start to lessons.

Parents/guardians may view lessons poolside. A responsible adult must always stay in the immediate vicinity of the pool building and be contactable during the lesson.

Please do not use any of the outdoor playground facilities on site of Cumnor House School Pool. We do not have permission to use these facilities and therefore "The Swim Hub" or "Cumnor House School" will not take any responsibility for any accidents that occur on these facilities.

All swimmers should wear appropriate swimming costumes during lessons. Strictly no underwear is allowed to be worn in the pool due to hygiene reasons.

Remove any jewellery before entering the pool.

Non-toilet trained swimmers should wear a special "swim nappy" with swim pants over the top. We are happy to provide guidance and give advice about purchasing suitable and practical swimwear if required.

Behaviour Policy

By providing a happy, safe environment, children will be encouraged to develop and progress their swim skills.

"The Swim Hub" recognises the need to set out reasonable and appropriate limits to manage the behaviour of children during lessons.

Teachers will not administer physical punishment, cause pain, discomfort, humiliate or hurt any child during a lesson.

"The Swim Hub" endorses positive discipline as an effective way of setting boundaries for children:

Setting a good example: "The Swim Hub" teachers aim to be positive role models as children copy what they see.

"The Swim Hub" Teachers will readily praise, approve and reward good progress and behaviour, such as good listening to encourage it to be repeated. Using praise helps our swimmers build their self-esteem.

"The Swim Hub" Teachers will try to be consistent when saying "no" and explain reasons why it is not appropriate and considered unwanted behaviour.

"The Swim Hub" Teachers will listen to what the children have to say

"The Swim Hub" will set realistic limits according to the child's age, understanding and development.

If a child is showing unwanted behaviour, "The Swim Hub" Teachers will:

- Remove the child from the lesson by getting them to sit on the poolside quietly for a few minutes.
- Remove the child from the remainder of the lesson if the bad behaviour was dangerous to themselves or others, or had been repeated despite previous actions.
- Sometimes the bad behaviour will be ignored if it is felt it is being done to get a reaction and it isn't harmful to themselves or others

Any significant behaviour incidents that result in a dangerous situation for any other swimmer present in the water, will be recorded in an incident book. All incidents will be discussed with the child's parents, so that together we can work to resolve any behavioural issues.

"The Swim Hub" will not tolerate foul language or aggressive behaviour of parents towards our teaching staff. If you have any concerns about your lessons - please direct your concerns to info@theswimhub.co.uk

Any unacceptable behaviour towards our staff will result in cancellation of your lessons.

Complaints

"The Swim Hub" aims to work in close partnership with parents to give the children the best swim experience possible. Maintaining good communication between both parties will aid this. "The Swim Hub" asks that parents bring to attention any aspect of service they are not happy with so that every effort can be made to resolve the matter.

Parents can make a complaint verbally, or via email info@theswimhub.co.uk

All complaints will be investigated and notify you of the outcomes within 28 days.

A written record of all complaints and their outcome will be kept for at least three years. Confidentiality will be maintained.

The following information will be recorded:

- The name of the person making the complaint.
- The nature of the complaint and to whom it relates (if relevant)
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

Working with Parents

"The Swim Hub" aims to work in partnership with parents/carers to deliver quality Swimming lessons.

"The Swim Hub" treats all children and adults equally and aims create a welcoming, inclusive poolside environment.

All parents have access to "The Swim Hub" policies and procedures.

"The Swim Hub" ask that parents agree to our Terms & conditions before lessons start. The agreement is signed electronically via Love Admin. Printed copies of our Terms and Conditions can be made available at parents request.

Terms and Conditions will be reviewed every 12 months, or when circumstances change. Should changes need to be made, parents will be required to agree to any updated versions.

Confirmation of receipt for payments can be seen via Love Admin.

"The Swim Hub" will work together with parents to keep them updated of their child's swimming progress,

"The Swim Hub" will periodically ask for feedback from parents via questionnaires to ensure we are delivering lessons as expected.

mobile phones and cameras Policy

"The Swim Hub" understands that mobile phones are an everyday part of life. We will have a mobile phone fully charged poolside in case of emergencies.

"The Swim Hub" have the facility to take photographs on both mobile phone and camera and will seek your permission to take any photographs of your child to record activities.

Any photographs taken will be for the following purposes:

- The Swim Hub Newsletter
- The Swim Hub Staff Training purposes
- The Swim Hub Advertising Material
- Swimmers Development (stages 8-10)

We will not publish any photographs of your child on any social networking sites without your permission.

Parents are not allowed to take photographs or video footage of their child poolside. Please seek permission from "The Swim Hub" staff if wishing to do so. This is in the interest of safeguarding other children in the pool at that time.

LOST PROPERTY

"The Swim Hub" cannot accept responsibility for any lost items.

Please keep your valuable and personal belongings secure. If you lose any valuable items please inform your swimming instructor on the day, email us as soon as possible info@theswimhub.co.uk