



Development Services

Coach and

Volunteer

Handbook



SOUTH LANARKSHIRE
Leisure & Culture

www.sleisureandculture.co.uk

South Lanarkshire Leisure and Culture SCIO is a recognised Scottish Charity, No. SC032549

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1. Introduction

Welcome to South Lanarkshire and Culture

South Lanarkshire Leisure and Culture is responsible for the operation, management and development of sport and leisure facilities, community halls, arts venues, country parks, libraries and museum service throughout South Lanarkshire.

Sport and Physical Activity is a service that's sit within SLLC. This includes Sports Development, Active Schools and Health Development, all three of which are central to the development and support of a sustainable infrastructure which will not only increase opportunities for individuals to be engaged in physical activity but will also strengthen pathways to participation and performance. This is achieved through working in local schools and communities in partnership with NHS, local clubs, volunteers, sports councils, national governing bodies and the voluntary sector. This service is also responsible for 22 indoor leisure facilities, 9 swimming pools, an ice rink and two athletics tracks.

Coaches and volunteers will deliver coached sessions within Leisure Facilities, schools, Outdoor facilities and community halls. You will have an assigned line manager from the Development Services Team which is made up of the staffing structure overpage (see page 4).

The aim of this handbook is to introduce coaches / volunteers working for South Lanarkshire Leisure & Culture, to our policies and procedures and to prepare them to meet the high standards of performance expected of them. It also aims to assist them in their preparation to ensure that, as the organiser, South Lanarkshire Leisure & Culture is operating professionally and adopting methods of best practice in their programmes and courses.

To ensure an efficient and professional service is attained, South Lanarkshire Leisure & Culture asks each coach & volunteer to familiarise themselves with the following information and ensure that they carry out all the necessary checks and procedures prior to the start of any course, class within our Leisure facilities or volunteering with your local Active Schools Coordinator or the wider Development Team.

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Development Services Team

Development Services Team - staffing structure

Development Services Manager

Active Schools Manager

Senior Development officer (x4)

Development Officers (x33)

Active Schools Coordinators, Health Development Officers,
Sports Development Officers, Programme development

Coaches and Volunteers



Vision, Mission and Values

Vision: Healthier, happier, more connected lives

Mission: Improve health and wellbeing by offering attractive, affordable activities delivered with warmth and friendliness and individual pride.

Values:

- **Do the right thing** Even when no one's looking
- **Be a great team** Work together. Share ideas. Share mistakes. Share successes.
- **Own it** Be accountable for outcomes good and bad. Don't pass the buck.
- **Be positive** Be hospitable. Make people feel good.



2. Child Protection Policy

What is child Protection? - Child protection means protecting a child from child abuse or neglect. Abuse or neglect need not have taken place; it is sufficient for a risk assessment to have identified a likelihood or risk of significant harm from abuse or neglect.

A. Vision

The shared vision for Child Protection in Lanarkshire is that;

All children and young people in Lanarkshire have the right to be cared for and protected from abuse and harm in a safe environment in which their rights are respected. All agencies will work together in a collaborative way to promote the safety and wellbeing of children and young people in Lanarkshire.

Supporting this vision South Lanarkshire Leisure and Culture will promote activities where children and young people are able to participate in sport, physical activity, art and cultural activities and play in an environment where they are safe, included, nurtured and respected. They should be able to maximise their full potential through access to good quality health, education and leisure and cultural services.

The key principles, which underpin this policy, are:

- Anyone under the age of 18 should be considered as a child for the purposes of this document.
- The child's welfare is paramount.
- All children whatever their age, culture, ability, gender, religious belief and/or sexual identity have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- Staff working with children have knowledge of best practice and appropriate conduct in their work with children.

The guidelines are procedural and should not therefore be deviated from, unless to do otherwise would jeopardise the safety and welfare of the child.

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B. What is Child Abuse?

Child abuse is the term used to describe ways in which children are harmed, usually by adults, and often by people they know and trust (*Please note however that children can abuse other children and that coaches/instructors should be diligent in eradicating bullying, name calling etc). The National Guidance for Child Protection in Scotland 2014 defines child abuse as:

- **Physical Abuse**

Physical abuse is the causing of physical harm to a child or young person. Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child they are looking after.

- **Emotional Abuse**

Emotional abuse is persistent emotional neglect or ill treatment that has severe and persistent adverse effects on a 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 involve the imposition of age - or developmentally – inappropriate expectations on a child. It may involve causing children to feel frightened or in danger or exploiting or corrupting children. Some level of emotional abuse is present in all types of ill treatment of a child: it can also occur independently of other forms of abuse.

- **Sexual Abuse**

Sexual abuse is any act that involves the child in any activity for the sexual gratification of another person, whether or not it is claimed that the child either consented or assented. Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, indecent images or in watching sexual activities, using sexual language towards a child or encouraging children to behave in sexually inappropriate ways.



- **Neglect**

Neglect is 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. It may involve a parent or carer failing to provide adequate food, shelter and clothing, to protect a child from physical harm or danger, or to ensure access to appropriate medical care or treatment. It may also include neglect of, or failure to respond to, a child's basic emotional needs. Neglect may also result in the child being diagnosed as suffering from 'non-organic failure to thrive', where they have significantly failed to reach normal weight and growth or development milestones and where physical and genetic reasons have been medically eliminated. In its extreme form children can be at serious risk from the effects of malnutrition, lack of nurturing and stimulation. This can lead to serious long-term effects such as greater susceptibility to serious childhood illnesses and reduction in potential stature. With young children in particular, the consequences may be life-threatening within a relatively short period of time.

- **Bullying** *(Please note - Not part of SLLC Policy)*

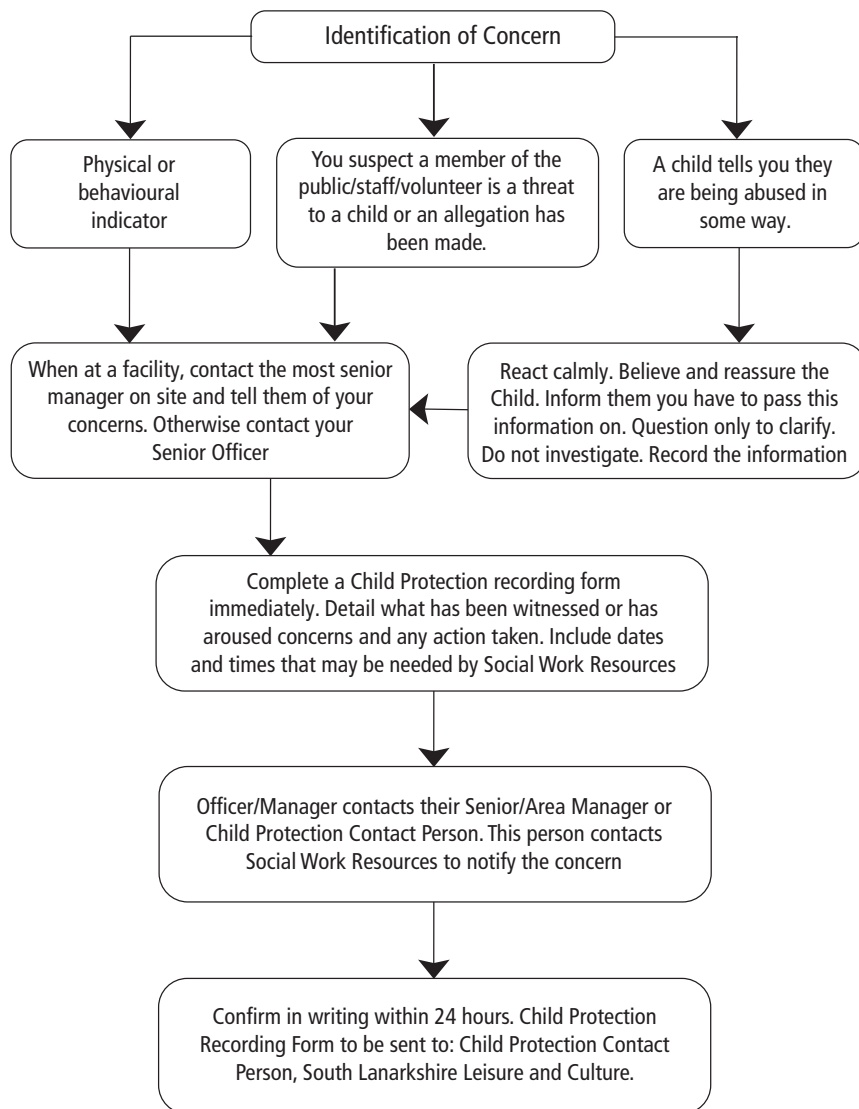
Is deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those being bullied to defend themselves. Bullying can be verbal, written, or physical

C. Reporting Suspected Child Abuse

All staff who work and/or come into contact with children and their families have a role to play in child protection. As previously highlighted it is not the responsibility of those working within South Lanarkshire Leisure and Culture to decide that child abuse is occurring, but it is their responsibility to act on any concerns. The decision to react to allegations of, or suspicions about, abuse can be a very difficult one. There is however a responsibility to protect the child in order that appropriate agencies can then make enquiries and take the necessary action. Do not be afraid to report your concerns, remember you may not be the only one to have them. You can also be reassured that all referrals are discussed thoroughly by the statutory agencies prior to any action being taken. Your concerns will be genuine and treated as such by them.

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Reporting Procedure





D. Reporting Suspected Child Abuse Procedure.

I. Reporting to the Senior Officer/Manager

- Any concerns that a child has been abused by either a member of the public, or staff or a volunteer should be reported to the most senior person on site. This person shall take steps to ensure the safety of the child in question and any other child who may be at risk.
- When working in another area e.g. school facility/village hall/non-supervised outdoor facility, the first point of contact is the SLLC Officer in charge of the programme.
- If this person is not available the report must be made to this person's Line Manager.
- This officer shall then contact their Senior/Area Manager (listed in section E under SLLC contact numbers) who shall report this to Social Work.

For Development teams, report to the Senior Development Officer, for Facility Managers report to the appropriate Senior/Area Manager etc.

Please note that if any staff member is the subject of the allegation:

- The report must be made to the Child Protection Contact Person in South Lanarkshire Leisure and Culture who is the Sport and Physical Activity Area Manager (Operations).
- If the Child Protection Contact Person is unavailable then direct contact must be made with the Local Social Work Office (of where the child lives) or, if out of hours, the Emergency Social Work Service or Police (Tel: 101) stating that you want to make a child protection referral. (see section E - South Lanarkshire Contact Numbers).
- Where the allegation is made against a paid or unpaid coach/instructor or tutor the most senior person must, following advice from Social Work Resources, notify the appropriate National Governing Body Senior Officer.

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II. What to do in the Event of Disclosure

If a child says or indicates that they are being abused or information is obtained which gives concern that a child is being abused the person receiving this information should:

- Stay calm and do not rush into any inappropriate action.
- Listen to what the child has to say and show them that you take them seriously.
- Reassure the child that they were right to tell you what happened and that they are not to blame.
- Keep questions to an absolute minimum, this could be critical to any legal process that might ensue later on. The child should be allowed to speak freely without any undue interruption or questioning, but a clear account should be ensured. Affirming what the child tells you is best practice.
- Reassure the child of discretion but do not make promises of confidentiality, which might not be feasible in light of subsequent developments.
- Make a full written record of what was said, heard and/or seen as soon as possible. This should include:

Name, address, age and telephone number of child

The nature of the allegation or concern (A description of any areas of concern)

A description of any visible bruising or injuries

The child's account, if he/she can give one, of what has happened and how any bruising or other injuries incurred

Any times, date or relevant information

A clear distinction between what is fact, opinion or hearsay

The South Lanarkshire Leisure and Culture Worker's name and status/title reporting the claim

Name and status/title of whom the worker reported the claims to



III. Child Protection Recording Form

A full record of what was said, heard and/or seen should be recorded on the Child Protection Recording Form for South Lanarkshire Leisure and Culture SCIO. These are available on site at Facilities, from the Child Protection Contact Officer or the Coach and Volunteer Development Co-ordinator. Forms are also available on the I drive and Q Pulse.

IV. Chain of Reporting

- The Senior/Area Manager shall refer the allegation to the Social Work Resources in the area where the child lives (see section E - South Lanarkshire contact numbers).
- Social Work Resources may involve the Police in investigations. If this happens you will be advised of what happens next. This will result in a Social Work inquiry and a separate Police inquiry running in parallel to investigate any allegations.
- The parents/carers will be contacted as soon as possible following advice from Social Work Resources.

E. South Lanarkshire Contact Numbers

The first point of contact for all staff is the most Senior Officer in the facility they are working or the Development Officer in charge of the programme. However, if you require further information or advice, help is available from a number of agencies including Social Work and the local Police. The telephone numbers are as follows:

- **South Lanarkshire Council, Social Work Resources/Police Contact Numbers**

| | |
|---|---------------|
| Social Work Resources | 0303 123 1008 |
| Emergency Social Work Service (out of hours only) | 0303 123 1008 |
| Police Scotland | 101 |

- **South Lanarkshire Leisure & Culture Contact Numbers**

- **Sport and Physical Activity**

- Area Manager (Operations) (Child Protection Contact) 01355 237731

- Area Manager (Development) 01698 454303 /
Mobile: 07795453914

- Training Manager 01698 454325


F. Good Practice for South Lanarkshire Leisure and Culture Staff

To ensure that all forms of abuse are prevented within the sports and culture context and to also help protect the staff who work with the children in this context, situations where abuse may occur can be minimised by:

- Always being publicly open when working with children. Avoid situations where you and a child are completely unobserved.
- Where possible, parents should take responsibility for their own children in changing rooms. If groups are to be supervised in changing rooms always ensure that adults work in pairs.
- Male and female staff should supervise mixed activities, where possible.
- In the event a parent or guardian doesn't arrive at the end of a session to pick up a child both coaches should remain with the child and try to contact the parent or guardian. If this is in a facility, please advise a member of the management team and your line manager. If the parent/guardian is late by more than 1 hour and cannot be contacted the police should be notified.
- Regular occurrences of a parent/guardian arriving late for pick up should also be reported to your line manager.

Those working with children should never:

- Engage in rough physical or sexually provocative games, even if it is considered horseplay.
- Allow or engage in inappropriate touching of any form.
- Allow a child to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Allow allegations by a child to go unreported, unrecorded or not acted upon.
- Do things of a personal nature that a child can do for themselves.



If a member of Leisure and Culture staff accidentally hurts or distresses a child in any way or a child misunderstands or misinterprets something you have done it should be reported as soon as possible to the most senior person available and a brief note made. Parents or carers should also be informed of the incident as soon as possible.

G. Employment of Casual Coaches/Instructors, Tutors, Self-Employed and Voluntary Staff

Anyone may have the potential to abuse children in some way and it is important that all reasonable steps are taken to ensure that unsuitable people are prevented from working with children and vulnerable adults. It is essential that the appropriate procedures are used consistently whether staff are paid, unpaid, in part time or full-time employment, permanent, casual or self-employed. For a copy of the recruitment procedures for staff, please contact the Human Resources section of South Lanarkshire Leisure and Culture SCIO, tel: 01698 476209.

Protecting Vulnerable Groups Scheme (PVG)

Staff working within SLLC programmes and facilities that have regular contact with children less than 18 years of age (or vulnerable adults) may be subject to checks through the Disclosure Scotland PVG scheme. Candidates considered for appointment will be required to consent and pay for a criminal records check provided through Disclosure Scotland. Students who volunteer will be required to ensure they have undertaken a PVG with their College/University where we have a Service Level Agreement in place. General volunteers will be required to undergo a PVG check via SLLC before being deployed within schools/ facilities.

Induction Procedure

Each new member of staff, coach/volunteer, instructor or tutor shall receive an induction session prior to commencing their role within South Lanarkshire Leisure and Culture's programmes and facilities. The following information shall be included in the induction meeting - Health & Safety, Child Protection Policy, Administration, payment details and HR Induction.

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Social Media and Photography Guidelines

The use of social media has become more prevalent as a means of communication and can bring many benefits. However, it can also be used in ways that are harmful to the sender, the recipient, and the service provider. In particular, there is the risk of inappropriate photographs and film footage of children being taken and shared. Permission must be sought for taking photographs or filming within SLLC facilities/schools by completing the appropriate forms.

Also be aware of children within classes/sessions using mobile phone cameras, which should be challenged and reported to parents/school.





3. Health & Safety Policy (including Risk Assessment)

Coaches & Volunteers of South Lanarkshire Leisure & Culture SCIO., coaches are required to be familiar with, understand and adhere to the Health & Safety Policy. Coaches & Volunteers must seek to promote and develop a positive attitude to health and safety by ensuring it features as an integral part of the way sessions are delivered. If coaches have any questions or concerns relating to the policy, they should contact either Facility Duty Officer, Sports Development Officer, Health Development Officer or the Active Schools Coordinator prior to commencing any coaching on behalf of South Lanarkshire Leisure & Culture.

Risk Assessment

Risk assessments are carried out in accordance with current legal & legislative requirements. Employees/coaches will be provided with information regarding risk assessments that have been completed for their particular work activities.

Coaches & Volunteers should check ('dynamic risk assessment') the area they are using prior to the session starting for any additional hazards. The list below is not exhaustive, but areas to consider for evaluation include:

- **Lighting** - the area must have sufficient lighting to take place.
- **Flooring** - the flooring must be safe, not slip, trip surface. Check the area for spillages, or damage.
- **Equipment** - Coaches & Volunteers must ensure that the equipment used is safe for use, before, during and on the completion of the session. It must not be used in any way other than its designated use.

If equipment is faulty, it must not be used and should be reported, and counter signed by site duty officer / senior recreation assistant on the session check list. If the problem persists contact the appropriate Active Schools Coordinator / Sports Development Officer/Health Development Officer. For equipment provided by an Active Schools Coordinator / Sports Development Officer/ Health Development Officer, any damage to the equipment must be reported to them immediately.

Please note that for manual handling activities where it is not reasonably practical to avoid risk of injury (e.g. putting up/taking down portable goals, trampolines etc.) an assessment shall be made and measures taken to eliminate or control the risk implemented. Coaches/ Volunteers will receive training regarding the measures/actions needed as appropriate and must not use the equipment without this training.

Emergency Procedure

All venue's will have an emergency procedure which the Duty Officer/Senior Recreation Officer/School Staff will familiarise you on your initial visit. When working in an SLLC facility or a School, the Facility manager/Duty Officer/ supervisor or Head Teacher/senior school staff member will lead the evacuation.

Make yourself aware of site specific Normal Operating Procedures (NOP); Emergency Operating Procedures (EOP).

- Be aware of fire exits, site muster points and be able to recognise the fire alarm
- If a child is seriously injured, ensure you stay with the young person whilst you send another 'helper' or child, if necessary, to find a member of staff to assist.
- If no other members of staff are present, then dial 999 and contact Active School Coordinator/ Sports Development/Health Development Officer immediately
- Active School Coordinator/ Sports Development Officer/ Health Development Officer will inform parent/guardians of the incident.

Accident Procedure

- Ensure you are aware of the location of the designated First Aider
- School staff, facility staff to inform the parent guardian of the incident when they collect the young person or by phone after the session has finished
- Inform the relevant Active Schools coordinator, the School, Facility, Sports Development officer or Health Development Officer of the incident
- Assist in the completion of relevant paperwork i.e. Accident Report Form.



4. Volunteering

Expectations

a) What can volunteers expect from SLLC?

In South Lanarkshire, volunteers are valued members of our team. We aim to provide all volunteers with a meaningful and enjoyable experience which may include – primary/ high school sport and physical activity clubs, assisting at events, organising festivals or tournaments. All of these opportunities can increase self-confidence, provide opportunities to be part of a team as well as leading to valuable experiences which may increase career prospects.

Throughout your volunteering journey we will ensure you receive regular contact with your mentor. You may also gain access to a range of potential training opportunities . Volunteering with our team will hopefully fulfil your expectations, which in turn will increase sport and physical activity participation of our young people, and the general wellbeing of our local communities.

b) What is Expected of a volunteer?

South Lanarkshire Leisure and Culture (SLLC) expects that volunteers will;

- Adhere to the volunteer code of conduct.
- Be reliable, honest and respect confidentiality.
- Deliver safe and fun sport and physical activity sessions, encouraging all young people to take part to the best of their ability.
- Attend training and meet with your mentor on a regular basis.
- Immediately contact your Lead Officer/Mentor if you have any concerns about any aspect of your placement.
- Work within the agreed guidelines, remits, and legal requirements and, in particular, adhere to SLLC's Health and Safety guidelines and be aware of child protection procedures.

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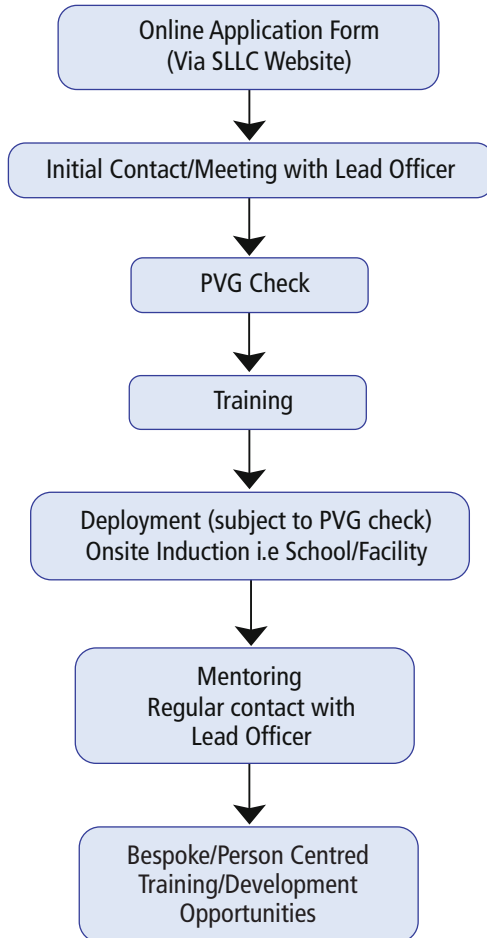
c) Who Volunteers?

We have a range of volunteers who deliver a wide and varied range of activities across our local communities. We offer a bespoke volunteering experience which is available to suit each individual's interests, skills, commitment and availability. Currently our volunteers include students, teachers, other school support staff, primary and high school pupils, local sports and community clubs, parents and family members to mention a few!





How to Volunteer



c) Contacts

If you are looking for further information on volunteering please see Appendix 1 - page 28 Facility & Development Services Contacts for details of your Active Schools Coordinators, Sports Development Officers and our Health Development Team.

5. Coach Information - Induction Guidelines

- **a) Coaches Noticeboard**

This is the primary communication tool to keep in touch with notices/information relating to your role, internal and external employment opportunities and pay submission deadlines.

- **b) People Connect**

Is an online portal where a range of online procedures/information is provided including

- Timesheet submissions
- View your payslip
- Amend your personal details

You will be provided with log on details to access remotely during your induction phase.

- **c) Qualifications**

All coaches must hold the appropriate qualification or teaching qualification as stipulated by South Lanarkshire Leisure & Culture attend all necessary training. A copy of any certificate(s) should be submitted prior to the commencement of any work. If appropriate to your post, you will be required to complete a Disclosure Scotland PVG application (including full and updated PVG), prior to commencement of employment. Please note this expense would be payable by the individual. Also note, that if you fail to submit or complete either of these actions, South Lanarkshire Leisure & Culture will withdraw consideration of your application for employment.

- **d) Education, Training & Development**

Through our robust internal training, South Lanarkshire Leisure & Culture, will actively encourage personal development by helping to support further play education and courses that the coach may wish to attend. However, this will be dependent on meeting the criteria as stipulated in your job description for employment.

- **e) Learn Online**

Learn Online is South Lanarkshire Councils platform for online learning and development and is made up of e-learning courses and webinars. Your line manager will arrange for a log in for you will need your employee number and a password to log in.



- **f) Uniform**

Please ensure that corporate clothing, is kept in clean and presentable order and worn during all sessions. The uniform you will be issued with, must only be worn for coaching sessions on behalf of South Lanarkshire Leisure & Culture. Contracted and casual coaches will also be issued an ID badge which should also be worn for identification purposes when you are in facilities.

If you do not have corporate clothing then please ensure that the clothing worn to coach at sessions is appropriate sports wear (no jeans/hats) and is in a presentable order (clean & tidy). Sharp or metallic jewellery, likely to cause injury, that cannot be removed, must be bandaged/covered up prior to the commencement of any coaching session. If there are any issues, please discuss with relevant staff.

- **g) Payments**

Coaches are paid 4 weekly. You are required to submit any additional/overtime hours using People Connect, prior to agreed deadline which you will find on the Coaches Noticeboard.

- **h) Rates of Pay**

Please note that coaches are paid an enhanced rate of pay that incorporates holiday and sick pay.

- **i) Mobile Telephones**

Coaches must ensure that their personal mobile phones are on silent and only used during an emergency during all coaching sessions. (First Aid/Fire etc).

- **j) Photographs**

Anyone wishing to take photographs, video footage of any aspects of South Lanarkshire Leisure & Cultures programmes should have the necessary permission (photo/social media consent form from Facility Manager / Active Schools Coordinator/ Sports Development Officer/Health Development Officer). If you see someone using a camera, contact the most senior person on site/school who will either confirm that permission has been given or will take action accordingly. The aim of the exercise is to ensure that customer privacy and South Lanarkshire Leisure & Cultures confidentiality is not compromised.

Also be aware of children within classes/sessions using mobile phone cameras, which should be challenged and reported to parents/school.

Please note that the taking of video, photographs using picture / photo messaging phones is prohibited.

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- **k) Coach Attendance/Maximising Attendance Policy**

It will be the responsibility of the Coach to advise Facility Staff if they are unable to attend a session; less than 24 hours and for the facility staff to arrange emergency cover via the Coaches Noticeboard. (Keeping their line manager updated).

If you are unable to attend a class, please contact your line manager. If you are unable to attend work please notify your line manager (unless within 24hrs as per appendix 2). Your line manager may also discuss the Maximising Attendance policy with you.

- **l) Sickness Reporting**

In the event of sickness depending on timelines you will be required to contact the following, your host facility and your Sports Development Officer. Please see appendix (2) (Absence and Sick Leave).

NB. If you do not speak to someone in person, then please contact the facility/school where you were due to work and notify them that the session has been cancelled.

- **m) Code of Conduct**

Our Code of Conduct is an agreement between staff, volunteers and SLLC, that they will adhere to. During the induction period you will be taken through an online Code of Conduct with the Lead Officer, who will also familiarise you with the code where you will then be required to agree and sign a training record of this.

When working in Leisure/Education facilities, coaches must also be aware of any 'site-specific' Code of Conduct or rules prior to starting coaching. Particular attention should be paid to First Aid cover, emergency fire regulations and evacuation procedures. Please contact the appropriate Facility Manager regarding this area.

- **n) Holiday & Leave Request/Term Time Contracts/Scheme of Enhanced Leave**

Contracted coaches will have the opportunity to purchase holidays (enhanced leave) for the following year Jan-Dec.

Requests for holidays will be submitted via People Connect, once purchased.



- **o) Customer Behaviour**

Customers, who behave in an unacceptable manner while attending a session, will be required to improve their behaviour. No obscene language or indecent behaviour is to be tolerated nor is the abuse of any equipment or property being used.

It is important that persistently disruptive or uncooperative individuals should not be allowed either to unduly distract coaches from their duties, or to inconvenience fellow participants. Coaches are advised to contact the appropriate onsite Facility Staff (Duty Officer/Senior Recreation Officer), Sports Development Officer, Active Schools Coordinator, Health Development Officer for advice if an individual continually disrupts sessions.

Please note that immediate expulsion should be used as a last resort and it will be normal practice to give some initial advice and direction. If a coach has considered expulsion to be necessary, the appropriate Facility Staff (Duty Officer/Senior Recreation Officer), Sports Development Officer, Active Schools Coordinator, Health Development Officer should be informed as soon as possible. Please note however, that customers who are under the influence of alcohol or drugs should not be allowed to participate in sessions.

The nature of some problems will dictate that the police need to be involved. They should always be contacted in circumstances involving thefts or assaults. In such cases, the participant's parents or guardians shall be contacted immediately. The appropriate Facility Staff (Duty Officer/Senior Recreation Officer), Sports Development Officer, Active Schools Coordinator, Health Development Officer should also be informed as soon as possible.

Please note, when working within a facility, coaches should contact the (Duty Officer/Senior Recreation Officer), senior manager who shall implement 'The Manager's Rules' procedures for expulsion.

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- **p) Reporting**

An efficient and safe operation demands that everyone plays a part towards ensuring that relevant information reaches those who need to know.

Coaches can best avoid exposing themselves and South Lanarkshire Leisure & Culture to criticism or liability by informing the appropriate Facility Staff (Duty Officer/Senior Recreation Officer), Sports Development Officer, Active Schools Coordinator, Health Development Officer, whenever circumstances necessitate their involvement i.e. major incident.

If not working within a leisure facility, the following document - Incident/Accident Form FOP 75 – and any other appropriate paperwork, if required, should be completed and returned to Facility Staff (Duty Officer/Senior Recreation Officer), Sports Development Officer, Active Schools Coordinator, Health Development Officer, within 3 working days:

- | | |
|----------------------------|---|
| 1. Incident | e.g. Damage, unruly patron, assault, fire, theft, loss etc. |
| 2. Accident | Where clients require treatment in any form for an injury or ailment sustained during a coaching session or competition. Personal accidents or injuries that happen during coaching work. |
| 3. Violent Incident | Complete and return the Violent Incident form FOP 164, which will be available from Facility Staff (Duty Officer/Senior Recreation Officer), |

If a coach is working within a leisure facility, then they must, along with the designated facility officer (e.g. First Aider), complete the Incident/Accident Form at the facility at the time of the incident/accident.



- **q) Emergency Action Plan (EAP)**

If a coach is working within a Leisure Facility / School Facility then they must be familiar with and follow the Emergency Procedure of that venue.

- Ensure safety from further danger
- Ensure welfare of all concerned
- Arrange medical care if required
- Provide first aid in accordance with training received, unless at a supervised sports facility
- Contact the Facility Staff (Duty Officer/Senior Recreation Officer)

- **r) Fire Procedure**

Knowledge of the appropriate fire evacuation procedures, including location of fire-exits, extinguishers and telephones, must be gained when using any building/complex/centre, etc. When working in a Leisure Facility the Duty Officer will help with the evacuation procedures.

Remember:-

- a. Make yourself aware of site specific Normal operating procedure (NOP) and Emergency Action Plan (EAP)
- b. Upon hearing the fire alarm coaches must usher customers to the nearest suitable exit.
- c. Once the customers are in a safe area, call the Fire Brigade by using the, mobile phone, private house telephone or nearest telephone box. Remember 999 calls are free.
- d. Do not put yourself at risk nor take action to the neglect of customers in your care.
- e. Follow instruction from facility staff.

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- **s) First Aid Policy**

Coaches working at a supervised Leisure facility should refer all first aid matters to the 'Designated First Aider' on duty, and the appropriate forms should be completed.

- **t) Unmanned Site**

Each unmanned Facility will have a host site, the Host site Duty Officer will be the main contact to support coaches in an emergency first aid situation

Any individual/groups requiring assistance or treatment in any form for an injury or ailment sustained whilst participating in a South Lanarkshire Leisure & Culture activity must be the subject of an Incident Report FOP 75 . Parents/Guardian's should be informed of any injury that occurs to a child during a coaching session. Coaches should also notify the appropriate to Facility Staff (Duty Officer/Senior Recreation Officer), Active Schools Coordinator / Sport's Development Officer, Health Development Officer as soon as possible.

It is recommended that suitable protective gloves should be worn at all times when administering first aid on any casualty irrespective of the injury or ailment.

NB. All coaches must seek First Aid Treatment for any injury sustained at work and complete the appropriate documentation - Incident/Accident Form FOP 75 and Leisure Facility Accident Book.

- **u) Customer Comments/Dealing with complaints**

Should any customer wish to express an opinion in connection with any aspect of the activity provision made by South Lanarkshire Leisure and Culture, they should be referred to the Customer Comments Feedback cards (Have Your Say).

Please note that complaints in connection with any activities will be fully investigated and appropriate action taken. If the complaint is in connection with the facility itself, then facility managers will be informed. You may be asked to act as a witness.

If you receive a customer complaint and are unable to resolve the issue, please report this to your line manager.

- **v) Contact Telephone Numbers**

Please see appendix 1 Contact details for Facilities and Development Services Staff.

6. Conclusion

If a coach requires clarification on any of the information given in this document, then they must contact the appropriate Facility Staff (Duty Officer/Senior Recreation Officer), Active Schools Coordinator / Sport's Development Officer, Health Development Officer BEFORE the start of any coaching work carried out for South Lanarkshire Leisure & Culture.



Appendix 1

Facility & Development Services Contacts

Development Services Management

| | |
|------------------------------|----------------|
| Development Services Manager | (01698) 454303 |
| Clubs and Communities Senior | 07385403129 |
| Active Schools Manager | (01698) 454303 |
| Health Development | 07342032567 |
| HR Department | 01698 476209 |

Active Schools Coordinators

| | |
|--|---------------------------|
| Biggar Learning Community | 07342032566 / 07795453387 |
| Calderglen Learning Community | 07795090419 |
| Calderside Learning Community | 07795090460 |
| Carluke Learning Community | 07795453414 |
| Cathkin Learning Community | 07795453165 |
| Duncanrig Learning Community | 07795455328 |
| Hamilton Grammar Learning Community | 07385428629 |
| Holy Cross Learning Community | 07385428671 |
| John Ogilvie Learning Community | 07795455321 / 07795455326 |
| Lanark Learning Community | 07585984492 / 07795453387 |
| Larkhall Learning Community | 07736071866 |
| Lesmahagow Learning Community | 07795455325 |
| Stonelaw Learning Community | 07795455323 |
| Strathaven Learning Community | 07901118344 |
| St Andrew's & St Brides Learning Community | 07496306249 |
| Trinity Learning Community | 07795455324 |
| Uddingston Learning Community | 07825583840 |

Sports Development Officers

| | |
|--|-------------|
| Sports Development Officer - Cambuslang / Rutherglen | 07342032548 |
| Sports Development Officer - Clydesdale | 07795090251 |
| Sports Development Officer - East Kilbride | 07795453185 |
| Sports Development Officer - Hamilton | 07795090228 |



SLLC Facility Contact Details.

| | |
|--|---------------|
| Alistair McCoist Complex - | 01355 265696 |
| Biggar Sports Centre - | 01899 222066 |
| Blackwood and Kirkmuirhill Community Wing - | 01555 896638 |
| Blantyre Leisure Centre - | 01698 727800 |
| Carluke Leisure Centre - | 01555 751384 |
| Coalburn Leisure Centre - | 01555 820848 |
| Dollan Aqua Centre - | 01355 260000 |
| Duncanrig Sports Centre - | 01355 248922 |
| Eastfield Lifestyles - | 0141 642 9500 |
| Fairhill Lifestyles - | 01698 456350 |
| Forth Sports/Community Centre - | 01555 812058 |
| Hamilton Water Palace - | 01698 459950 |
| Hareleeshill Sports Barn - | 01698 887917 |
| Jock Stein Sports Centre - | 01698 828488 |
| John Wright Sports Centre - | 01355 237731 |
| Lanark Lifestyles - | 01555 666800 |
| Larkhall Leisure Centre - | 01698 881742 |
| Lesmahagow Sports Facility - | 01555 894127 |
| Stewartfield Community Centre - | 01355 227888 |
| Stonelaw Community Sports Centre - | 0141 647 6779 |
| Strathaven Leisure Centre - | 01357 522820 |
| Uddingston Sports Centre - | 01698 805055 |

Appendix 2

Lead Sports Coach information

Facility Staff

Facility Staff will provide a site induction when you arrive at a 'new to you' facility, you must make them aware of this.

Facility Staff will direct you to the Sign in/out folder and provide you with a coaches' pack, including registers. This must be returned to reception, unless previously agreed (satellite facility).

Equipment: this should be ready for you but in some cases we ask you to give assistance, especially in low staff facilities. Report any faulty/missing/requests for equipment to facility staff.

Customer Care - if you are unable to deal with a customer's situation, direct them to the facility staff for assistance, this may need to be the duty officer or manager who is on duty at this time.

Development Staff (Line Manager)

The Noticeboard is our main communications tool and you must familiarise yourself with this and log in frequently for corporate updates and work opportunities. You are responsible for keeping your contact details updated.

Line Manager will agree your contracted hours for the annual programme but be aware facilities may contact for emergency cover.

Contracts - are set at a 39 week contract paid over 52 weeks, NB this does include Annual Leave payment and Public Holiday's that fall within the 39 weeks.

A timesheet must be submitted for any work out with contracted hours. The Noticeboard will keep you updated with timelines.

Training/Upskilling will be offered but please contact your line manager if you have any specific needs.

Point of contact - your line manager is there to help/support you with any items not mentioned on this sheet.



Absence/Sick Leave

If less than 24hrs (weekend):

- Phone the facility asap to allow time to arrange cover/ cancel class, it is essential that you speak personally to the duty officer/manager giving full details of the sessions you cannot attend.
-
- Email your line manager with full details providing the date/ time/name of person you linked with.

If more than 24hrs:

- Email or phone your line manager with full details of the absence/ sickness leave required.
-

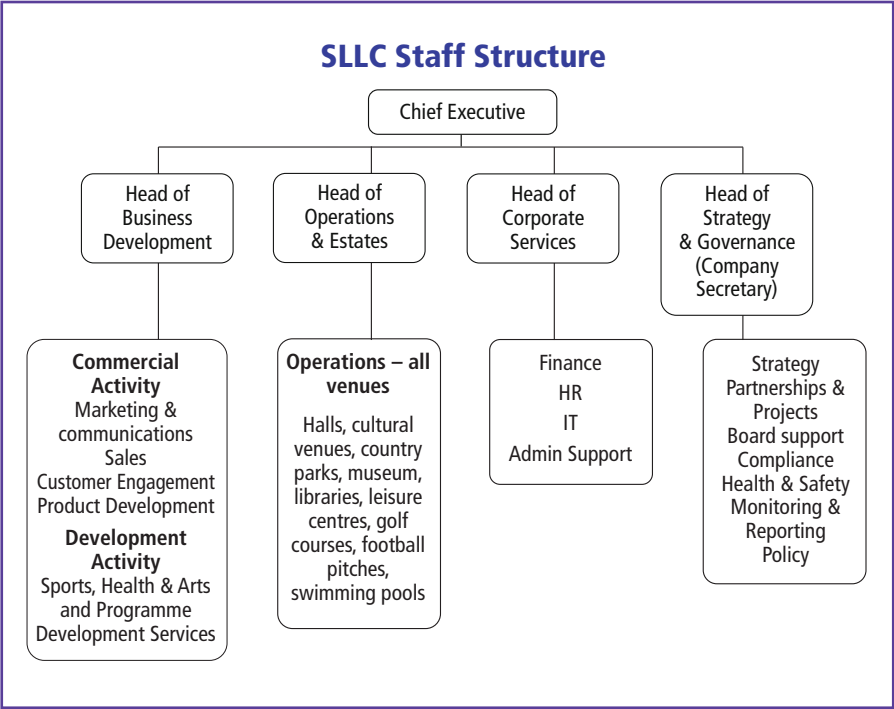
A full list of all contacts is shown on the Noticeboard

South Lanarkshire Leisure and Culture Headquarters
Floor 5
Council Offices
Almada Street
Hamilton
ML3 0EW

General Enquiries - 0303 123 1015

Appendix 3

SLLC Staff Structure





Notes



Notes



Notes



Development Services **Coach and Volunteer Handbook**

If you need this information in a different format or language,
please contact us to discuss how we can best meet your needs.
Telephone 01698 476262
or e-mail customer.services@southlanarkshireleisure.co.uk



SOUTH LANARKSHIRE
Leisure & Culture

Healthier, happier, more connected lives.

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