

2018/19

Crawley Town
Community Foundation

COACHES' HANDBOOK



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Employment Guidelines

Coaches at Crawley Town Community Foundation are among the most important employees we have.

You are the face of Crawley Town Community Foundation, and we want you to be happy, professional, positive, punctual, and presentable and most importantly to be a role model to the young people.

Coaches at Crawley Town Community Foundation will:

- ✓ Be a member of the FA Licenced Coaches Club
- ✓ Hold a current FA (Crawley Town FC), enhanced DBS check
- ✓ Hold an up to date FA emergency aid certificate
- ✓ Hold an FA Safeguarding Children Certificate
- ✓ Be qualified to coach

Copies of all qualifications should be given to the Community Foundation Office.

The coach has a responsibility to keep all qualifications / DBS checks up to date.

All coaches are directly responsible to their line manager and ultimately the Foundation Manager.

It is expected that you can work independently without supervision. However at certain courses / venues the Foundation will appoint a lead coach to take responsibility for the venue, sessions and staff.

Each coach is responsible for submitting their timesheets to their line manager by the 10th of each month. Failure to do so will result in wages not being processed for that month. Any incomplete, incorrect or late timesheets may also delay wages.

It is the responsibility of the coach to inform the Community Foundation Office of any scheduled holidays in at least one month's advance.

A Coach's Key Points:

- ✓ Child safety
- ✓ Good practice
- ✓ High session quality
- ✓ Continual improvement of knowledge and understanding
- ✓ Development of practical working relationships
- ✓ Focus on player development



- ✓ Professional standards
- ✓ Responsibility for your group

Coaching Guidelines

The following guidelines should be adhered to in every session unless otherwise stated. These guidelines are put in place to create the best possible environment and experience for the children and also ensure a high standard of coaching from Crawley Town Community Foundation Coaches. It is important to remember 'first impressions count' and that the service you provide reflects not only upon yourself but also Crawley Town Community Foundation, and Crawley Town Football Club.

Appearance

All coaching staff will be provided with Crawley Town Community Foundation kit. If you do not have the correct kit, ensure you make this aware to the line manager.

Coaches should:

- ✓ Wear only Community Foundation kit when working
- ✓ Ensure their kit is presentable and clean at all times
- ✓ Wear a watch, DO NOT USE your mobile.
- ✓ Ensure they are wearing the correct shoes/boots for the session
- ✓ Turn up to all sessions already correctly dressed. Never change at a venue.
- ✓ Wear hats and gloves that have NO branding

Identification

All coaches must wear branded coaching kit whilst working for the Foundation.

Equipment

Coaching staff will be provided appropriate equipment for each session. You will need to sign equipment in and out before and after each session. If you do not have the correct equipment, make this aware to the line manager.

Coaches should:

- ✓ **Be responsible for the upkeep of equipment i.e. clean bibs, pumped balls**
- ✓ Inform their line manager when equipment is lost or damaged
- ✓ Ensure they are using the correct size footballs depending on the age of the children (Size 3 U9's, Size 4 U14's & Size 5 for 15+)



- ✓ Use equipment only for Community Foundation programmes

Arrival Procedure

Coaches must:

- ✓ Arrive at all session venues at least 15 minutes before the start of the session and sign in where appropriate
- ✓ Have the session set up prior to scheduled start. Arrival activities.
- ✓ Take responsibility for welcoming the group prior to the session, introducing themselves and explaining the session's agenda and learning outcomes.
- ✓ Ensure they collect a child from an adult and leave them with the appropriate adult. They should be accounted for and be in the coach's or another adults care at all times.

Mobile Phones

Coaches must have a mobile phone switched on, on silent with them at all sessions. Under no circumstances are mobiles to be used for personal use whilst coaching.

Registration

It is the coaches' responsibility to:

- ✓ Register all participants at the start of each session
- ✓ Sign out all participants at the end of each session
- ✓ Record emergency contact numbers, medical information for coaching sessions or get this from the school if it's the school that administers this
- ✓ Keep the register on site at all times, unless otherwise asked by school or Coordinator.
- ✓ Enquire with teachers or parents regarding participants with medical conditions or behavioural problems
- ✓ You are responsible for reporting any incidents, accidents or issues that may occur at a session.
- ✓ Stay with all children until they are picked up from the appropriate parent or guardian
- ✓ Ensure if a child says they have been given permission to walk home, you have checked with the school that this is ok. DO NOT let the child leave your care until you are certain.
- ✓ If you're ever uncertain at a school session inform a teacher or school office so they can assist you.



Health and Safety

It is your responsibility to ensure that you are familiar with and understand Crawley Town Community Foundation Policies and Procedures, and to ask if you are unsure of anything.

Accident/Incidents

There is a First Aid Procedure guide contained within your pack.

It the coaches' responsibility to:

- ✓ Take a first aid kit to every session
- ✓ Manage and maintain their first aid kit
- ✓ Administer basic first aid to injuries
- ✓ Complete and file a Community Foundation accident / incident report form for injuries
- ✓ Inform parents or school staff / teachers of accidents / incidents
- ✓ Record injuries in accident /incident book at venue if necessary
- ✓ Inform a member of school staff and a senior member of Community Foundation staff regarding any concerning injuries

Head Injuries

If a child sustains a bumped head whilst at the session, you **must** follow the following procedure:

- Complete a Crawley Town Community Foundation accident reporting form as detailed above
- Complete the accident book at the venue
- Complete a Bumped Head form, and issue the child with a bumped head sticker.
- Inform the parent/carer when they come to collect the child, and ensure they sign and date all forms to confirm acknowledgement and understanding.

Serious Accident Procedure

Should a participant on your session become seriously injured, ensure you follow these steps:

- ✓ Make another member of staff, school teacher or adult aware of the accident straight away.
- ✓ Call an Ambulance.



- ✓ Follow First Aid Guidelines (CPR etc)
- ✓ Ensure all other participants are safe.
- ✓ Then follow accident procedure

Risk assessment

Before completing any session at any venue it is the responsibility of the coaches attending the session to complete a risk assessment form, which will involve a field inspection. The form is then to be filed in Community Foundation office, a copy stored in your file, and a copy given to the venue. Risk assessment may already have been completed by the venue staff – always ask for a copy and use this to enhance your own risk assessment.

Toilet Procedures

- Children should be encouraged to use the toilet during natural breaks in the session/day. This may mean building a toilet break into the programme.
- Children should not be allowed to leave the practice area alone.
- A group toilet break will be necessary for any child unable to wait for a natural toilet break.
- Avoid accompanying a child into the toilets alone. Send children in groups and wait in a suitable area.

Weather Procedures

Crawley Town Community Foundation school sessions are *never* cancelled, unless the school cancel. Coaches are required to provide an alternative wet weather contingency plan dependent on the facility used, i.e. limited football in an indoor facility, or classroom based activity. Coaches should advise participants of appropriate clothing, sunscreen, water, and for weather.



Additional Policies and Procedures

It is the responsibility of all coaches to ensure that have read and understand the key policies and procedures of Crawley Town Community Foundation. These policies include, but are not limited to:

- Child Protection and Safeguarding Vulnerable Adults
 - Including accident and incident reporting

- Equality and Diversity

Full copies of these, and all other relevant policies, can be found in the Community Foundation office. Coaches must ensure that they are familiar with these policies, and have read, understood and agree to them, prior to commencing employment with Crawley Town Community Foundation. A summary of these policies can be found below:

Child Protection and Safeguarding Vulnerable Adults

Crawley Town Community Foundation is committed to the protection and safekeeping of all children who are under Crawley Town Community Foundation care and acknowledges and accepts it has a responsibility for their wellbeing and safety. It is the duty of all adults working at Crawley Town Community Foundation to safeguard the welfare of children by creating an environment that protects them from harm. All staff have a duty to report any abuse, whether discovered or suspected.

Responding to Allegations or Suspicions

It is not the responsibility of anyone operating in Crawley Town Community Foundation to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns through contact with the appropriate authorities.

Crawley Town Community Foundation will ensure that it fully supports and protects anyone, who in good faith, reports his or her concern that a colleague is, or may be, abusing a child.

Concerns may arise because:

- A child or young person informs you directly that he or she is concerned about someone's behaviour towards them



- You become aware, through your own observations or through a third party, of possible abuse occurring. Most suspicions of abuse come about from observation of changes in the child or young person's behaviour, appearance, attitude or relationship with others.

Where the concern does not involve individuals in football settings, the matter should be reported directly to local Children's Social Care or the local Police. Coach reports to the schools designated Safeguarding Officer or our Welfare Officer depending on the terms agreed in the SLA.

What to do if a child discloses to you

Do:

- Treat all allegations extremely seriously
- React calmly so as not to frighten the child or young person
- Ensure the immediate safety of the child or young person. If the child requires medical attention, telephone for an ambulance and ensure that they are aware that it is a child protection issue.
- Tell the child or young person that they are not to blame and that they were right to disclose
- Be honest about your position, who you might have to tell and why
- Ask only what is necessary to ensure understanding of what has been disclosed
- Make a detailed note of everything that has been disclosed, and what has been done.
- Inform the Child Safeguarding Officer at Crawley Town Community Foundation.
- Inform the parents/carers immediately unless you have a specific reason not to, e.g. the child has named the parent/ carer as the abuser. If this is the case then contact the Safeguarding Officer. If they are unavailable contact local Children's Social Care or the Police for guidance.

Do not:

- Make promises you cannot keep, including those of confidentiality or outcome.
- Make judgements on any information disclosed
- Interrogate the young person- it is not your responsibility to carry out an investigation.

Equality and Diversity

Crawley Town Community Foundation encourage a working environment where diversity is recognised and valued, fully appreciating the multi-cultural and diverse nature of the UK population.

We are committed to principles of fairness and mutual respect where the concept of individual freedom is accepted by all. It is therefore the responsibility of **all** employees to ensure they observe and adhere to this



policy at all times. Any breach is viewed seriously and will lead to investigation and potentially disciplinary action.

Crawley Town Community Foundation is committed to ensuring that no individual receives less favourable treatment based on the following protected characteristics:

- Age
- Disability
- Gender
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or Belief
- Sex
- Sexual Orientation

Every employee is a stakeholder in the success of this policy. We expect every employee to make a positive contribution towards creating an environment of equal opportunity throughout the organization by observing this policy at all times.

This includes the following:

- Refrain from pursuing discriminatory actions or taking decisions which are contrary to the spirit of this policy
- Do not harass, abuse or intimidate anyone on account of their protected characteristics
- Do not place pressure on any other employee to act in a discriminatory manner
- Resist pressure placed on you to discriminate, and report such instances

Crawley Town Community Foundation will ensure that all staff and volunteers receive training in equality and diversity. This training will take the following forms:

- Annual face to face training sessions
- Regular team meetings
- Access to the Equality and Diversity policy during induction, and throughout employment with the Foundation.



Coaches Code of Conduct

The following code of conduct is to be adhered to by all employees and people associated with Crawley Town Community Foundation.

Coaches are the key to the establishment of ethics in football. Their concept of ethics and their attitude directly affects the behaviour of players under their supervision. Coaches are, therefore, expected to pay particular care to the moral aspect of their conduct.

Coaches have to be aware that almost all of their everyday decisions and choices of actions, as well as strategic targets, have ethical implications.

Increased responsibility is requested from coaches involved in coaching young people. The health, welfare and moral education of young people are a first priority, before the achievement or the reputation of the club, school, coach or parent.

Coaches must:

- Respect the rights, dignity and work of each and every person and treat each equally within the context of the sport.
- Set a positive example for others, especially children and players
- Place the well-being and safety of each player above all other considerations, including the development of performance.
- Adhere to all guidelines laid down by the FA Licensed Coaches Club and of the Football Association.
- Not exert undue influence on children and young adults on any initiatives to obtain personal benefit or reward. This includes using their influence to attract players to private football teams or initiatives not connected to Crawley Town Community Foundation.
- Ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the participants.
- Where possible work with other coaches or at least in pairs and should never get in to a situation where they are alone with a child or a young adult.
- Promote the positive aspects of sport (e.g. fair play) and never condone violations of the laws of the game, behaviour contrary to the spirit of the laws of the game or relevant rules and regulations or the use of prohibited substances or techniques.



- Consistently display the high standards of behaviour and appearance of Crawley Town Community Foundation.
- Arrive at each session at least 15 minutes before it is due to start and are not to leave until every single child has left safely
- Encourage and guide players to accept responsibility for their own behaviour and performance.
- Clarify with the players (and where appropriate, parent) exactly what is expected of them and also what they are entitled to expect from their coach.
- Be responsible for developing the rules governing the conduct of the group and the behaviour of the attendees will be made clear to all concerned, such as toilet breaks, remaining in the playground at all times, no foul and abusive language will be permitted, no bullying or violence will be permitted etc.
- Ensure that the rules are applied consistently, so that the attendees can build up useful habits of behaviour.
- Praise and highlight good behaviour such as kindness, helpfulness and “fair-play”.
- Refrain from using inappropriate language or innuendo at any time.
- Never shout or raise their voice in a threatening way.
- Not undertake private work from Crawley Town Community Foundation customers. Any approaches must be redirected to the office, failure to do so will be treated as gross misconduct.
- Give the office a minimum of 2 weeks notice if they are unable to fulfil their session commitments. Failure to do so will result in a review of the allocation of future sessions.
- In the case of illness, a coach must report it to the office as soon as possible. If no-one is in the office please contact your line manager on their mobile.
- Ring the office or head coach if they are going to be late for a session, so the office can inform the school office or the head coach as soon as possible.