



Growing Golf Ltd

## Policies and Procedures Booklet

*At Growing Golf we take our responsibilities to the people we work with and for seriously and, as a result, we have created a series of policies and procedures that we aim to follow at all times. These can be found in the following document.*



## **PRIVACY POLICY**

Here at Growing Golf Ltd we take your privacy seriously. Therefore, we will only use your personal information to communicate with you about our coaching sessions, events and news. Your personal information will be stored securely on our database and we will never pass this information on to a third party. If you require your personal details to be removed from our database, you can do this by contacting us at: [contact@growinggolf.co.uk](mailto:contact@growinggolf.co.uk)

## **EQUAL OPPORTUNITIES POLICY FOR THOSE RECEIVING COACHING SERVICES FROM GROWING GOLF LTD**

Growing Golf Ltd practises the principles of equal opportunities in its coaching programmes, courses and workshops. The company is committed to the development of practices that do not discriminate, either directly or indirectly, on the grounds of nationality or colour, ethnic, racial or national group, religion or belief, gender, marital status, gender reassignment, age or disability. It is company policy to treat learners equally, fairly and consistently. It is the responsibility of each manager to ensure that the following policy is understood and carried out and each employee has personal responsibility for the implementation of the Policy. Not to do so is unlawful under UK legislation, under the Sex Discrimination Act 1986, the Race Relations Act 1976 and the Disability Discrimination Act 1995. All employees are expected to abide by the requirements of these Acts.

## **COACHING WITH GROWING GOLF LTD**

- Growing Golf Ltd maintains and seeks to apply a series of core values which it believes make it a reputable, professional and high quality coaching organisation.
- Growing Golf Ltd takes very seriously the welfare and safety of those attending its coaching programmes, courses and other events, and the quality of the work of its contractors.
- The company aims to ensure the best possible levels of customer care, learning environment, learning resources and value for money.
- In the event that any customer or client to the company expresses dissatisfaction with the standards and quality of work of the company or any of its contractors, the company will listen to any complaints or suggestions, endeavouring where possible to correct and improve on the cause of the initial complaint, subject only to feasibility, practicality, the economic viability and the company's wish for it.

## **SPECIFICALLY, DISCRIMINATION IS PROHIBITED IN:**

- Treating any individual on the grounds of nationality or colour, ethnic, racial or national group, religion or belief, gender, marital status, gender reassignment, age, disability or membership or non-membership of a trade union, less favourably than others.
- To expect an individual for any reason whatsoever related to their coaching, to comply with requirements that are different to the requirements for others solely on the grounds stated above.
- Victimisation of a participant on grounds of gender, colour, marital status, race, nationality or ethnic or national origin, religion, sexual orientation, disability or membership or non-membership of a trade union.

Growing Golf Ltd will immediately investigate any written claims of discrimination on the above grounds. Growing Golf Ltd will not discriminate, either directly or indirectly, on the grounds of colour, race, gender, marital status, disability or any other grounds of discrimination not prohibited by legislation, such as religion, age and sexual orientation. Every possible step will be made to ensure that decisions relating to an individual's experience are based solely on coaching-related criteria.

## **SCOPE**



The policy applies to the coaching of players and to the treatment of those players and others who may receive assistance, training through a coaching programme, course or workshop provided by Growing Golf Ltd.

## **PEOPLE WITH DISABILITIES**

Growing Golf Ltd commits itself to the coaching of people with disabilities whenever possible, and will treat such players in aspects of their coaching in exactly the same manner as other players, the difficulties of their disablement permitting. Assistance may be given and reasonable adjustments made, wherever possible, to ensure that people with disabilities are helped in their coaching and, in gaining access to course premises, and in progressing in their training and development, subject only to the opportunity existing, the economic viability, the player's suitability, talent, and wish for it. Growing Golf Ltd is keen to hear ideas whereby its coaching courses can be made more user-friendly for the benefit of people with disabilities.

## **COMPLAINTS OF DISCRIMINATION**

To make a complaint about direct or indirect discriminatory conduct the company's Grievance Procedure should be used. Growing Golf Ltd will investigate immediately any written claim of discrimination and, where a case is proved, take action to ensure the discrimination is stopped. If the matter relates to sexual or racial bullying or harassment, or bullying and harassment on the basis of disability, then the grievance may be raised.

Under the terms of the Company's 'Bullying and Harassment' Policy, complaints of discrimination must be submitted in writing to the offices of Growing Golf Ltd and addressed to the Company Secretary. To make a complaint of discrimination, bullying and harassment, victimisation or unfair treatment, the complainant should try to have available:

- written details of what, when and where the occurrence(s) took place
- any witness statements or names
- names of any others who have been treated in a similar way
- details of any former complaint made about the incident, date, where and to whom made
- a proposal for a solution to the incident.

The company is concerned to ensure that contractors feel able to raise such grievances and no individual will be penalised for raising such a grievance unless it is false and found to be malicious, in which case it will be dealt with under the company's Disciplinary Procedure.

## **DISCIPLINE**

Any contractor accused of discrimination will be investigated. Any contractor guilty of discrimination, who is responsible for harassing any other contractor on the grounds of gender, race or disability, will be subject to the company's Disciplinary Procedure. In serious cases, such behaviour will be deemed to constitute gross misconduct and, as such, may result in summary dismissal, under the terms of the company's Disciplinary Procedure.

## **MONITORING**

Applicants for coaching courses delivered by Growing Golf Ltd may be asked to complete a form denoting their gender, race, ethnic origin and any disabilities in accordance with the Monitoring of Ethnic Origins Policy. The company guarantees that this form will be used for the purpose of monitoring the effectiveness of its Equal Opportunities Policy only.



## **GROWING GOLF HEALTH AND SAFETY**

One of your primary responsibilities as a golf coach is the safety of the players to ensure that:

- the environment of the coaching situation is as safe as possible – e.g. the surface is not slippery or, in the case of indoor venues, the fire exits are known
- the physical demands put on the players during coaching do not cause injury – either in the short or long term.

This section provides information and guidelines to help you carry out the above responsibilities.

## **GUIDELINES ON HEALTH AND SAFETY IN GOLF**

These guidelines appear under the following headings:

- Players
- Equipment
- Court surface area and facilities
- Coach/assistant

### **PLAYERS**

The number of players in a coaching session should be safe in terms of proximity and amount of space available for each player, and controllable by the number of coaches and assistants involved. In general, young children need more adults for supervision. In hot weather dehydration can become a significant problem especially for younger players. Therefore, fluid intake before, during and after play is vital and rest periods are important.

Players with medical conditions such as asthma or diabetes, hearing impairment or those with a disability, should be known to coaches before the session begins. Coaches should ensure that application forms request information on health issues which may affect the players during coaching sessions. Players should be given information concerning the procedures in situations such as fire or security emergencies in indoor venues. These will vary from venue to venue. Players should:

- Only practise particular skills in golf for reasonable periods of time to reduce the possibility of muscle or overuse injury. Age and ability should be a major consideration in what is reasonable
- Be aware, and reminded as necessary, of safety considerations when practising in groups, especially during activities such as driving
- Be dressed in appropriate clothing and have suitable footwear for the surface on which they are playing
- Be taught always to warm up and cool down

By law, there is an extra duty of care when coaching players with disabilities – the type of care depends upon the following situations:

- Players with a learning disability may be less aware of safety, with other people and of emergency situations such as fire alarms. They should be given a partner to help them in an emergency situation.
- Players with a hearing impairment may not hear the fire alarm (some venues now have flashing lights) and so should be given assistance.

### **EQUIPMENT**



With regard to equipment:

- Clubs should be of the correct size for the height and age of the player. They should be inspected regularly regarding grips (e.g. too slippery for players to hold) and damage.
- Balls (foam, transition, golf) should be available for the age and ability of the player.

## **FACILITIES**

With regard to facilities:

- Playing surfaces should be suitable for golf.
- The surrounds and playing area should be clear of obstructions such as ball baskets. Debris such as glass should either be removed or the area not used.
- Indoor venues should be clear of equipment which could obstruct players.
- The surrounds and playing area should be non-slip. Some surfaces can become very slippery when wet.

## **COACH / ASSISTANT**

Coaches and/or assistants should:

- Be very familiar with the techniques, tactics and rules of the game, and apply them with regard to the age and ability of the players.
- Be confident of helping a number of players of mixed ability in one session and be able to control several players with safety.
- Be able to show players how to use all equipment safely and advise them of all situations (e.g. full swings) in which the safety of themselves and other players are more under threat.
- Be able to stop the group immediately at any time.
- Know where the nearest phone is located.
- Have a contact name and telephone number for each player.
- Be familiar with any illness or medical condition – and remember to ask each time.
- Ensure they begin every session with a warm-up which follows the pattern of:
  - increasing the heart rate (perhaps by gentle jogging)
  - stretching
  - golf related activities
- Finish every session with a cool-down.
- Be aware of situations which can increase the likelihood of accidents and constantly monitor all aspects of the safety of the session.
- Be familiar with possible golf injuries and aware of relevant principles of First Aid.
- Stay calm, observe the situation, listen to the injured player, and, if necessary, then wait for assistance.
- Have a First Aid kit with them or know where one is.
- Have accident forms available and complete them if an accident occurs (a sample form is attached to these guidelines).
- Hold public liability insurance, or be sure that the facility/centre management has the necessary insurance cover.
- Know how to obtain help in the event of an accident.



The coach/assistant must also be aware of the health and safety requirements of the venue as well as the PGA's policy on health and safety.

If you have any queries relating to the health and safety issues raised in these Guidelines, please contact the Growing Golf Ltd office.

## **COMPLAINTS AND APPEALS PROCEDURE FOR PLAYERS RECEIVING COACHING WITH GROWING GOLF LTD**

Growing Golf Ltd aims to deliver all its coaching sessions to the highest standards and prides itself on its excellent reputation. In the unlikely event that you may wish to make a complaint you should follow the guidelines below.

If you wish to make a complaint:

### **Stage 1**

- Firstly, complete the coaching course evaluation questionnaires following the course.
- If this is insufficient, an informal complaint can be made to your coach. The coach will discuss the complaint with you and attempt to agree a way forward or a solution that suits both parties.
- Players should allow the coach sufficient time to investigate the grievance in the timescales agreed.

### **Stage 2**

- If the complaint cannot be resolved informally to your satisfaction, or if you feel that you cannot make an informal complaint to your coach, the complaint should be submitted in writing to the Company Secretary at Growing Golf Ltd.
- You should give a detailed account of your grievance to the Director at Growing Golf Ltd so that it can be investigated. The Director will write to you to acknowledge receipt of the complaint within seven days and outline the course of action to be taken.
- The Director will carry out an investigation and write to you within one calendar month with their findings and a decision as to whether the complaint was justified. (Companies are required to retain records of complaints for a minimum period of two years)

### **Stage 3**

- If you have followed Stage 1 and/or Stage 2 of the complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to the EGU. The EGU are the governing body of golf in England.

## **CONFIDENTIALITY**

Growing Golf Ltd undertakes that none of its contractors will disclose matters relating to the complaint beyond the party or parties involved unless legally required to do so.

## **QUALITY ASSURANCE**

- Growing Golf Ltd is committed to providing a first-class service to all their customers and to ensuring they are treated in a courteous and considerate manner.



- Growing Golf Ltd will investigate any complaint fully, where enquiry is required and facts are in dispute.
- Where failings are demonstrated, Growing Golf Ltd will undertake to address them and remedy them where resources permit.

## PREVENT DUTY

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies, listed in Schedule 3 to the Act, to have 'due regard to the need to prevent people from being drawn into terrorism'. To ensure Growing Golf Ltd's compliance, we will:

- Ensure all contractors have an understanding of the factors that make people vulnerable to being drawn into terrorism.
- Ensure all contractors understand what action to take in response to a concern about a vulnerable individual.
- Ensure all contractors challenge extremist ideas used by terrorist groups and which can purport to legitimise terrorism. Extremism is defined in law as: 'vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas'. (Counter-terrorism and Security Act 2015).
- Ensure Safeguarding and Prevent specialist staff understand the process and policies in place for when vulnerability has been identified, know when to make referrals through the local authority specified 'Channel' processes and where to get advice and support.
- Promote British Values, defined as 'Democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs'.
- Ensure that we promote mutual respect and tolerance encouraging students to respect other people with particular regard to the protected characteristics of the Equality Act (2010).

Prevent Duty Responsibilities All contractors, volunteers and directors will:

- Undertake appropriate Prevent training identified by leaders and managers.
- Understand the risk of radicalisation.
- Implement the Duty effectively.
- Know how to refer an individual who is vulnerable.

Leaders and managers will:

- Implement the Prevent duty strategy.
- Review the implementation of the Prevent duty and report on this to the Directors.
- Ensure all staff and volunteers undertake appropriate Prevent duty training.
- Include the Prevent duty as part of the Safeguarding duty.
- Operate an effective Prevent reporting system which will normally be part of the Safeguarding process.
- Communicate to all staff that the relevant Prevent Lead, Mark Trow, will receive reported concerns.



## **SAFEGUARDING AND CHILD PROTECTION POLICY**

Growing Golf Ltd has considered its responsibilities to the children participating in golf at our premises and within our coaching programme very carefully, and has produced the following Safeguarding and Child Protection Policy and underpinning procedures in order to set out the standards we wish to uphold in providing activities for children and safeguarding the welfare of children in our care.

Growing Golf Ltd acknowledges its duty of care to safeguard the welfare of all children (defined as those under 18) involved in golf within the coaching programme. All children have a right to protection, and have their particular needs taken into account. Growing Golf Ltd will therefore endeavour to ensure the safety and protection of all children involved with the programme.

### **POLICY AIMS**

- To provide children with appropriate safety and protection whilst in the care of the coaching programme and also help them to enjoy their experience of the sport.
- To reassure parents that their children will receive the best practicable care possible whilst participating in activities within the coaching programme.
- To provide support to coaches and volunteers to make informed and confident responses to specific child protection issues and to fulfil their role effectively.

### **PRINCIPLES**

- The welfare of children is paramount.
- All children, whatever their age, culture, disability, gender, language, ethnic origin and religious beliefs have the right to protection from abuse.
- All suspicions and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately.
- All coaches and volunteers working in golf have a responsibility to report concerns to the Growing Golf Ltd Director.
- Volunteers, coaches, and members will be supported to understand their role and responsibility with regard to the duty of care and protection of children and young people.
- Individuals will receive support through education and training to be aware of and understand best practice and how to manage any welfare or child protection issues that may come to light. Growing Golf Ltd will work in partnership with parents to review and implement child protection and welfare procedures. Growing Golf Ltd's policy and procedures are based on the above principles and UK and international legislation and government guidance and take the following into consideration:

- The Children Act 1989 and 2004
- The Data Protection Act 1994 & 1998
- The Police Act 1997
- The Human Rights Act 1998
- The Protection of Children Act 1999
- Caring for the young and vulnerable -Home Office Guidance for preventing the abuse of trust 1999
- The Criminal and Court Services Act 2000





- What to do if you are worried a child is being abused 2005
- Working Together to Safeguard Children 2010
- The UN Convention on the Rights of the Child
- Any subsequent legislation relating to child protection would implicitly be incorporated into this document

## RESPONSIBILITIES & COMMUNICATION

The Growing Golf Ltd Safeguarding and Child Protection Policy will be available to all members, parents, staff, volunteers and participants. The Policy will be reviewed every three years by the company, and amended as appropriate. Guidance from golf's governing bodies will be sought as part of the review process. The company has responsibility for ensuring that the policy and procedures are implemented, including taking any appropriate disciplinary action necessary. The company Director has responsibility for responding to any allegations, concerns or child protection incidents, passing information to the appropriate National Governing Body Lead Child Protection Officer and informing the appropriate staff. Parents have a responsibility to work together with Growing Golf Ltd in implementing procedures and providing their children with the necessary information to safeguard themselves.

Growing Golf Ltd  
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