

## **SERVICE SPECIFICATION**

### **SPORTS COACHING AND PHYSICAL EDUCATION SERVICES**

#### **1.0 INTRODUCTION**

- 1.1** In order to promote sport and physical activity and increase participation London Borough of Haringey (LBH) will in specific designated periods require Suppliers to carry out coaching and other sports and physical activity related work with the local community, in particular young people. Additionally, the Council will also engage sport and physical activity providers for a range of other purposes including crime diversion, community cohesion and educational purposes.

Sport and Physical activity programmes may vary from a few hours per week to comprehensive and extensive sessions over a fairly long period. All programmes will include performance targets. Most targets will relate to overall gender, BME and age range usage, with possible specific targets being set around 'at risk' categories. Additionally, some programmes may have specific outputs such as numbers of participants achieving awards, coaching qualifications or numbers joining a local club.

The delivery of high-quality sports coaching, physical activity delivery and physical education services will contribute to the Council's key priorities:

#### **Priority 2 People:**

##### **Objectives**

Best start in life: the first few years of every child's life will give them the long-term foundations to thrive.

Happy childhood: all children across the borough will be happy and healthy as they grow up, feeling safe and secure in their family, networks, and communities.

All adults are able to live healthy and fulfilling lives, with dignity, staying active and connected in their communities.

#### **Priority 3 Place:**

##### **Objectives**

A healthier, active, and greener place

A culturally engaged place.

A safer borough

- 1.2** Further these services will make an important contribution to the achievement of Health and Well Being Strategy priorities:

- Reducing obesity
- Increasing life expectancy and healthy life expectancy
- Improving mental health and well being

- 1.3** Physical Activity and Sport Strategy - Vision

To create and embed a culture of activity so that Haringey becomes one of the most physically active and healthy borough's in London.

**1.4** For the purpose of procuring Sports Coaching and Physical Education services, the following categories have been created:

- Sports Coaching/Training for Individuals
- Sports Coaching/Training for Groups
- Physical Education Services and Sports Coaching for Schools

## **2.0 GENERAL REQUIREMENTS**

**2.1** The supplier's approach will support and meet the aims and objectives of the Council and help meet their objectives throughout the contract period.

**2.2** The Supplier will maintain regular contact with the Council through the period of the contract.

**2.3** The Supplier will throughout the Contract period, implement innovative solutions to achieve the Council's ethos of continuous improvement and financial efficiency.

**2.4** Non-performance of attaining the specification and method statements agreed between the Supplier and the Council will be dealt with through discussion and if applicable cost recovery will be made.

## **3.0 OVERALL SERVICE REQUIREMENTS**

**3.1** In delivering services to the Council Suppliers shall:

3.1.1 Deliver a service that is in line and contributes to achieving the priorities outlined above in the Introduction and the Vision, Mission and Aims of the for Physical Activity and Sport Strategy:

3.1.2 Deliver a high-quality service. Utilising well trained and qualified staff and by adhering to quality standards detailed in their own submission and any stipulated by the Council.

3.1.3 Seek opportunities when engaged by the Council to invest in community resilience to achieve sustainable physical activity opportunities.

3.1.4 Provide effective stakeholder and partner collaboration across the Borough's Sport and physical activity sector to achieve wider outcomes.

- 3.1.5 Increase customer satisfaction, especially amongst those hardest to reach; (older people, young people, BAME, disabled people and people living in the more deprived parts of Haringey)
- 3.1.6 Provide excellent levels of customer care, in line with their submission and Council standards.
- 3.1.7 Maintain high levels of professionalism when delivering services.
- 3.1.8 Provide marketing and promotion of the activities in an accessible, attractive, and professional manner that targets those least likely to participate in sport and activity.
- 3.1.9 Provide suitably qualified staff sufficient to comply with all aspects of the Agreement at all times.
- 3.1.10 Provide suitable equipment to operate to ensure excellent programme delivery.
- 3.1.11 Support the development of community organisations clubs/groups and school activities.
- 3.1.12 Comply with all statutory regulations regarding Health and Safety and GDPR
- 3.1.13 Has suitable ICT and administrative systems to ensure compliance with data collection and collation requirements.

## **4.0 SERVICE DELIVERY**

### **4.1 Programme Delivery Structure**

- 4.1.1 The Supplier must deliver a programme of coaching in the relevant sport or activity in that particular designated period in accordance with a delivery structure worked out for each designated period and the Suppliers relevant Method Statement for that sport/physical activity.
- 4.1.2 The delivery structure for any given designated period will specify:
  - The location where the activity will take place.
  - The number of weeks that the activity will take place.
  - The days of the week that the activity will take place.
  - The start and finish time of the activity sessions.
  - The number of qualified Coaches or suitably qualified staff required.
  - The qualification level of each coach or staff member.
  - The age level, where relevant, of the participants taking part.
  - The marketing and promotional activities that the provider will carry out.
  - The equipment requirements for the activity (if varied from the suppliers Method Statement); and
  - the performance targets.
  - Income to be collected.

## **5.0 PROGRAMME DELIVERY REQUIREMENTS**

- 5.1** The Supplier is responsible for ensuring its Coaches have sufficient and appropriate equipment (as deemed by the Authorised Officer) for the number and age of the children in attendance at each session.
- 5.2** The Supplier will ensure that its Coaches check that there is a fully stocked first aid kit on site at each session.
- 5.3** The Supplier will ensure that all Coaches follow the programme delivery structure and other programme material as distributed by the Authorised Officer from time to time and the suppliers relevant Method Statement.
- 5.4** The Supplier will also ensure that:
- All Coaches arrive at sessions no less than 15 minutes prior to the start of the session.
  - All Coaches do not leave sessions under any circumstances unless permitted to do so by the Authorised Officer or as set out in the wet weather procedures.
  - Coaches do not leave sessions until all children have been collected by parents/carers in accordance with the 'Haringey Council Sports Delivery Guidance Procedures' (see schedule 10)
- 5.5** Any operational complications fixed or mobile equipment damage or breakage that they are made aware of are reported to the Authorised Officer.

## **6.0 Coach Conduct**

- 6.1** The Service Provider will ensure that all Coaches display the highest standards of professionalism such as:
- No swearing or use of aggressive language.
  - No wearing of jewelry (a wedding band and plain watch are acceptable)
  - No smoking
  - No chewing of gum or eating.
  - No wearing of sunglasses (unless specifically exempt as a result of a risk assessment of the activity e.g., tennis coaching)
  - Only drink water or soft drink from plastic bottles
  - Coaches wearing a uniform (or other suitable attire e.g., dance/aerobic specific) at all times and in a neat and tidy manner.
  - Coaches involved in sports coaching to carry a whistle at all times.
  - Ensuring other requirements are to the standard of conduct of Coaches set out in 'Haringey Council Sports Delivery Guidance Procedures' (see schedule 10).
- 6.2 Changes to Coaching Personnel during the Designated Period**
- 6.2.1** The Supplier will use its best endeavour not to change the coaching staff during a designated period, however, occasional changes due to illness and other exceptional circumstances are acceptable.

6.2.2 The Supplier must use its best endeavour to ensure that where replacement coaches are used that 'like for like' coaching staff are used as replacements, that is for example, a Level Two will deputise for a Level Two and a Level One will deputise for a Level One for the appropriate activity.

6.2.3 Any changes to personnel must be reported to the Authorised Officer prior to the start of the session.

## **7.0 MARKETING**

7.1 The Supplier will ensure they carry out such marketing required to meet the performance targets set for that specific designated period and as laid down as part of the Delivery Structure.

7.2 Generally, the Authorised Officer will issue the relevant publicity material prior to the designated period to the Supplier (additionally the Authorised Officer may detail schools and other outreach opportunities that the Council wishes the Supplier to disseminate material to).

7.3 Suppliers are encouraged to use their own material to publicise programmes they are delivering, with the Authorised Officer's prior permission.

7.4 Suppliers using their own material will ensure that the Council's logo is used correctly and is positioned as such so that it is clear to the public that the Council is funding the programme.

## **8.0 VOLUNTEERS**

8.1 The Council are actively encouraging suppliers to use suitable volunteers on Haringey Contracted programmes.

8.2 There is an expectation that suppliers will work proactively with the:

- London Borough of Haringey
- The Bridge Renewal Trust
- London Sport
- Community organisations
- Local sports clubs

8.3 To develop volunteers to assist in meeting a number of outcomes such as:

- Improving employment prospects for individual volunteers
- Improving value for money
- Improving the capacity of local sports clubs and other community organisations

8.4 Notwithstanding that the Council encourages the use of volunteers the supplier must ensure that:

- Volunteers must be qualified to Level One or otherwise suitably qualified.
- Volunteers must be DBS checked.
- Volunteers must be covered by the supplier's insurance in all respects.

- Volunteers must always be placed with a Level Two coach, or an otherwise suitably qualified member of staff.

**8.5** Additionally, as part of the Council's capacity building there will be times when the Authorised Officer will require to accept a volunteer into a particular programme.

## **9.0 CLUB LINKS AND COMMUNITY DEVELOPMENT / ENGAGEMENT**

**9.1** The Suppliers will detail the clubs/organisations they will be linking to for specific sports/activities in their Method Statement for each sport and activity for which they are bidding. The supplier will detail how they will ensure sustainability for the activity they are coaching in terms of specifically how the club links/other sustainable activities will work.

**9.2** Additionally, the Authorised Officer will seek to encourage the Supplier to work with particular clubs in order to build the capacity and strengthen club structures.

**9.3** The Council may require the Suppliers to engage specific clubs or community organisations to provide particular programmes and build capacity within community sport and other settings. In these circumstances the Supplier will ensure the organisation being engaged complies with all aspects of the Specification.

**9.4** The Council will use the DPS wherever possible to build social capital and grassroots sports sustainability and will seek innovative solutions to achieving this from Suppliers.

## **10.0 HEALTH AND SAFETY**

**10.1** In addition to complying with their own organisation's health and safety procedures, the supplier shall ensure that as a minimum:

- Prior to the start of sessions, Coaches complete a thorough check of the playing areas to eliminate any potential hazard and to ensure Health and Safety guidelines are adhered to.
- Coaches check the equipment for safety prior to the start of sessions.
- All Coaches maintain their Emergency First Aid and Child Protection qualifications to ensure they are up to date.
- All Coaches have signed a recent and in date DBS.
- All incidences where first aid is administered are recorded on the appropriate form.
- All child guidance/protection issues that arise are recorded and reported in full and in writing to the Authorised Officer All accidents and incidents are recorded on the approved form or the organisation's relevant form Prior to the start of a designated period of coaching the Contract Manager or the delegated deputy will carry out a risk assessment of the coaching area.
- The risk assessment will inform any appropriate control measures that the Contract Manager must ensure are in place so that the sessions run safely.
- The Contract Manager must report as soon as possible, in writing to the Authorised Officer, any physical or other problems highlighted from the risk assessment that may be within the Council's remit to resolve.

## **11.0 SAFEGUARDING**

**11.1** The Service Provider will ensure that coaching sessions are carried out in accordance with the Provider's own procedures and that all staff have a DBS check that is in date (achieved in last 3 years)

## **12.0 DISCIPLINARY, GRIEVANCE AND COMPLAINTS**

- 12.1** The Supplier will ensure that they have a robust Disciplinary and Grievance Procedure.
- 12.2** Any formal complaints or grievances received by the Authorised Officer will require a written report from the Supplier as part of the formal investigation into the matter.
- 12.3** All complaints and incidents must be reported by the supplier to the Authorised Officer (or a member of his/her team within the Council's Leisure Service) as soon as possible, and no later than 24 hours after the incident/complaint.

## **13.0 INCOME GENERATION**

- 13.1** Some requirements will require that the Supplier seeks funding from other sources such as income generated by participants, funding from National Governing Bodies of Sport etc. Suppliers will be fully responsible for achieving this income and will ensure the safe and timely collection of it.

## **14.0 LEISURE CENTRE MEMBERSHIP AND OTHER PHYSICAL ACTIVITY OPPORTUNITIES**

- 14.1** Suppliers will actively signpost as appropriate participants to safe, local, and affordable activities and from time to time may be required to carry out specific marketing regarding this.

## **15.0 CONTRACT MONITORING AND QUALITY ASSURANCE**

- 15.1** As a minimum requirement the Council will meet with suppliers who hold contracts with the Council, no more than on a quarterly basis, with every fourth meeting replacing the monitoring meeting with an annual review.
- 15.2** Policy documents that are submitted and self-certified by a supplier on the DPS will be assessed as part of the Council's Contract Management arrangements. Suppliers will be required to update their policies in accordance with new legislation and provide an updated copy to the Council.
- 15.3** The Council reserves the right to decrease or increase the level of monitoring based on the assessment of risk to the Council. In instances whereby the Commissioning Officer makes a decision to deviate from the minimum monitoring standards above the Commissioning Officer will inform the contracted supplier.
- 15.4** Key Performance Indicators will be set by the Commissioning Officer at the Pre-Contract Start meeting.

## **16.0 ONSITE MONITORING AND EVALUATION**

- 16.1** The Supplier will ensure that its Coaches complete Council issued register and monitoring forms at each session. The data collected must be returned to the Authorised Officer on the Council issued form and/or electronically within one week of the activity sessions for that designated period finishing. Copies of all registers and other monitoring material will be kept for two years by the supplier and be available for inspection, by the Authorised Officer.

- 16.2** The Supplier will ensure that its Coaches also make this monitoring documentation available when the Authorised Officer monitors a coaching session.
- 16.3** The Supplier will also collect participant feedback either on a format provided by the Council or forms devised by the Supplier.
- 16.4** Commensurate with the programme length and programme value a report will be completed for each programme based on the template provided by the Council.

## **17.0 TRAINING**

- 17.1** The Supplier will ensure that all Coaches have a Personal File accessible to the Authorised Officer. This file should include the Coach's copies of DBS checks (*note the council do not have to see the details recorded only that the employee has passed the 'enhanced criteria'*), Governing Body Qualification Certificates, First Aid and Child Protection qualifications, record of induction training and the Coach's CPD to date.
- 17.2** The Supplier will ensure that all Coaches attend Continued Professional Development courses and workshops when required by the Authorised Officer.
- 17.3** The Supplier will ensure that all Coaches keep up to date with their Emergency First Aid and Child Protection qualifications.
- 17.4** The Supplier will provide for each Sport/Physical Activity lot delivered:
- Training Plan
  - How their staff's training needs are identified
  - How their staff's development will be provided for
  - How staff performance will be monitored

## **18.0 QUALITY STANDARDS**

- 18.1** All Suppliers will be encouraged to achieve a relevant quality award.
- 18.2** Suppliers will submit to the Authorised Officer a 'Quality Plan' detailing their organisation's planning for the attainment and maintenance of the relevant quality award for their organisation (e.g., Club-Mark, Quest) within two months of being asked to do so by the Authorised Officer.
- 18.3** The Suppliers shall detail in their Method Statement for each Sport/Physical Activity Staff to young people ratio.
- Systems for monitoring standards of service delivery
  - Systems for collecting customer feedback and action arising from feedback.

## **19.0 COMPLAINTS**

- 19.1** Complaints received by the supplier from the public or other third parties, in relation to the Service, shall be passed immediately to the Authorised Officer.
- 19.2** The Council may contact the Provider to obtain his response to any complaint received. The supplier's e-mail system should enable immediate receipt of such forwarded complaints and the supplier's response to the Authorised Officer.
- 19.3** In certain circumstances, the Authorised Officer may instruct the supplier to respond to complainants directly. In such cases, this shall be at the Authorised Officer's absolute discretion, and the suppliers shall inform the Authorised Officer of the results of their communications with complainants. The Authorised Officer will check the supplier's response and action taken.
- 19.4** The supplier shall maintain detailed records of all complaints received and actions undertaken in response to complaints in a form to be reviewed as requested by the Council.
- 19.5** Timescales for responding to complaints, the style of response and all matters relating to complaints shall be in accordance with the Council's Complaints Procedure, as provided by the Authorised Officer.