

Get Active Stay Active!..... Feel Good In Hartlepool

What we do at Hartlepool Sports Development

Here at Hartlepool Sports Development we aim to plan, deliver and promote a range of high quality, innovative Sport & Physical Activity opportunities that will **increase participation** and make a positive contribution to the wider community.

We aspire to achieve this by raising awareness of the range of sport and physical activity opportunities available that contribute to the health and wellbeing of the community.

With the adoption of a multi-agency approach to provision and experience in, we are working towards our ultimate aim of providing sustainable sporting and physical activity opportunities with sufficient exit routes into lifelong participation.

By responding to the needs of the community we are dedicated to provide new, inclusive and exciting physical activities for all, recruit, retain and develop volunteers and ensure equality and diversity in all that we do.

Our Services

Sports Development offers the following services:

- A number of needs based projects to increase inclusive participation (e.g. addressing anti-social behaviour) in sport and physical activity including Hartlepool Exercise for Life (exercise on referral), holiday programmes (young people) and a weekly programme of activities.
- An outdoor and adventure activity service providing for groups, residential and single day activities in a range of locations.
- Strategic development, advice and support of physical activity and sport to schools, sports clubs, and other organisations.
- Signposting to training courses for potential coaches
- Advice for organisations on grants available re physical activity and sport.
- A directory of sports clubs throughout the town.
- Up-to-date & accurate information via www.hartlepool.gov.uk about what sport and physical activity opportunities are available across Hartlepool.

The standards you can expect from our service

We pride ourselves on being able to provide a high quality service to our service users and partners. We will endeavour to do this via:

Our Staff

- We provide helpful staff and a friendly, considerate workforce
- Staff are fully qualified and competent for all activities.
- Staff are clearly identifiable, wear uniform and a name badge.
- All staff have been checked by the Criminal Records Bureau



Facilities

- All activity locations are fully risk assessed.
- We ensure facilities are clean and accessible.
- A range of facilities are used across town.

Customer service

- We strive to ensure that your whole experience is safe and enjoyable.
- We offer value for money and continually improve our services.
- You will have the opportunity to give feedback about the service so we can continue to move forward.
- We will notify you of any unforeseen changes by a range of methods as soon as we can.
- We produce information that is clear, concise and easy to understand. Requests can also be made for information in other formats.
- Staff will answer the phone within 7 rings stating their name and that of the service or ensure that a voice mail service is activated.
- We seek to continually improve and in doing so adhere to the Quest Quality Assurance framework.

What we expect from you

- Respect for staff and other service users
- Leave the facilities you have used in the same clean and tidy state that you found them.
- Open communication- Let your instructor know if you have any queries or concerns with any part of the session.
- Give us feedback on our sessions, programmes and service so that we can continue to move forward.

Activity programmes for children and young people

- We endeavour to make our activities fully inclusive and suitable for girls and boys.
- Your child will need a drink for all of the activities, and a packed lunch for day long activities.
- Could you please ensure your child wears appropriate clothing and footwear for the activity e.g. trainers, tracksuit, t-shirt, shorts, waterproofs etc. You will be advised on the essential kit required for the activity as a matter of safety, e.g. plimsolls are not appropriate for outdoor activities.
- We are responsible for the children from when the session starts to when they are picked back up.
- Your child must behave throughout all activities. Swearing, bullying, not listening to the coach and general misbehaving will result in your child not participating in the session.
- It is your responsibility to fill out and hand in all relevant forms including medical forms with any illnesses or allergies your child suffers from when you register.
- All coaches are fully qualified and hold first aid qualifications and national governing body level 1 and 2 qualifications in the appropriate activities.

