

Safeguarding and Protecting Young People in Squash & Racketball

Policy, Procedures and Guidelines

Stratford Squash & Racketball is committed to creating and maintaining a safe and positive environment for all young people to play and enjoy Squash and Racketball.

It recognises the responsibility to safeguard their welfare and protect them from poor practice, bullying and abuse.

These policies, procedures and guidelines are adopted from the England Squash & Racketball Association

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Good Practice

To provide young people with the best possible experience and opportunities in squash & racketball, it is imperative that everyone operates within an acceptable ethical framework and demonstrates exemplary behaviour. This not only ensures that we all make a positive contribution to the development of young people and safeguards their welfare, but also helps to protect all personnel from allegations of abuse or poor practice.

This section will help you to identify what good practice means. If you are concerned about the welfare of any young person, or have any issues around poor practice or possible abuse, please follow England Squash & Racketball procedures, specifically the Taking Action section.

Principles of Good Practice

- Promote a culture in which all children are listened to and respected as individuals
- Put the welfare of the child/young person first
- Ensure that squash is fun and that fair play is promoted
- Challenge unacceptable behaviour
- Report all concerns regarding unacceptable behaviour
- Report all allegations/suspicions of abuse
- Work in an open environment and encourage parental involvement
- Avoid one to one situations with players unsupervised
- Work to the Principles of the Safeguarding and Protecting Young People in Squash Policy
- Adhere to the Codes of Conduct relevant to you
- Secure parental consent in writing to acting *in loco parentis* prior to the young person taking part in any squash activity. A Parent Consent Form should be completed and signed agreeing to parental consent regarding issues around, administration of emergency first aid and/or other medical treatment, transport, physical contact and photography ([Appendix A](#))

Good Practice – Changing

- Players aged 10 and under must be supervised at all times in changing rooms by two members of staff/volunteers, of the same gender as the players
- Adults, working with young teams, including, volunteers, coaches, referees or staff, should not change or shower at the same time using the same facility as young players
- If young players play for adult teams they and their parents must be informed of the Club's policy on changing arrangements
- If adults and young people need to share a changing facility, the Club must have consent from the parents that their child/children can share a changing room with adults in the club
- If young people need to share changing facilities with adults, their parents should be allowed to supervise them whilst they are changing
- If young people are uncomfortable changing or showering in public no pressure should be placed on them to do so. Encourage them to do this at home.
- If your Club has disabled players involve them and their carers in deciding how, if applicable, they wish to be assisted to change and ensure they provide full consent to any support or assistance required

Good Practice - Transport

Within your Club you need to develop and inform parents of your transport policy i.e. the dropping off and collection of young people to the Club.

- Coaches and Club staff will be responsible for young people in their care
- It is the responsibility of parent/carer to transport their child/children to and from the Club
- It is not the coach's or volunteer's responsibility to transport the young people to and from the Club
- The Club must receive permission from parents/carers for young people to participate in all competitions and away fixtures/events. For comprehensive guidance details please refer to Safe Sport Away which has been published by the CPSU (Child Protection in Sport Unit) or download example consent forms from www.CPSU.org.uk
- The Club will provide a timetable of activities / match fixtures at the beginning of a season and notify parents/carers of any changes to this timetable in writing where practically possible
- The Club will require emergency contact numbers for parents/carers
- The Club adopts and publicises a late collection policy (see below)
- The Club will provide the parents/carers with a contact number which may be used if the parent/carer will be late to collect their child/children
- The club will ask parents/carer to complete a form providing contact details, information about their child/children i.e. medical details etc

Late Collection

If a parent /carer is late the Club will:

- Attempt to contact the parent/carer
- Check the Club contact number for any information regarding the young person
- Wait with the young person at the Club and wherever possible with other staff/volunteers or parents
- Remind parents/carers of the policy relating to late collection
- If parents/carers remain un-contactable staff will need to report the situation to Children's Social Care or the Police

Staff/Volunteers should avoid

- Taking the child home or to any other location
- Asking the child to wait in a vehicle or the Club with you alone
- Sending the child home with another person without permission

Using private Cars

It is strongly advised that private cars, other than those of parents, are not used by coaches, club volunteers, team managers or umpires to transport young players at any time, either to and from a training session, or to away fixtures.

If for any reason this is the ONLY feasible method of transport the following guidelines must be followed:

- Drivers must register their vehicle with the Club (Appendix B)
- Drivers must ensure the safety of passengers
- Drivers must ensure that their vehicle is roadworthy and that they have a valid licence and insurance cover
- Drivers must only use vehicles with seat belts and ensure that their passengers are wearing these when in transit
- Drivers must be aware of their legal obligations when transporting young players

- Parents/guardians/or carers must give written permission if their child/children are being transported in another adults car
- Clear information on the expected time of departure and arrivals need to be communicated to relevant people i.e. parents/guardian or carer
- Drivers should not be alone with a young person in the car at any time. If this situation arises drivers need to ensure that the young person is in the back of the car and if applicable that the relevant booster seat is used
- The driver must comply with the recruitment procedures set out in the Recruitment Guidelines section.

If hiring transport and/or using transport

When booking transport for an away fixture you will need to remember the following points:

- Passenger safety
- Competence of the driver and whether the driver holds an appropriate valid licence
- Number of driving hours for the journey and length of the drivers day including non driving hours
- Whether more than one driver is required
- Type of journey, traffic conditions, weather, appropriate insurance cover
- Journey time and distance and stopping points
- Supervision requirements
- Suitability of transport if the team includes disabled players
- Drivers to take breaks and be aware of emergency procedures

Legislation Points to Remember

- Vehicles must be appropriate and road worthy
- The driver is responsible for the vehicle during the trip
- All minibuses and coaches carrying groups of three or more young people aged between 3 and 15 years **MUST BE FITTED WITH A SEAT BELT FOR EACH YOUNG PERSON¹**
- There must be an anchor point for wheelchair users

Minibuses

- Ensure that anyone who is driving a group minibus has received training on driving the minibus and the management of passengers

Good Practice - Supervision of and communication with Young People **Supervision**

- For young people over the age of 8 – the ratio of adults to children is a minimum 1:10
- For young people under the age of 8 government guidance outlined in the Care Standards Act 2000 should be followed
- All clubs should have First Aid provision by ensuring
 - there is a qualified First Aider on site
 - First Aid boxes are up to date and accessible
 - There is access to a phone to be able to contact the emergency services if required

¹ Restraints must comply with legal regulations – see Dept for Transport – “Minibus and Coach Seat Belts – Advice to Users and Operators..” www.dft.gov.uk

Communication

- When communicating with young people it is recommended that you:
 - Contact players only when necessary, but preferably contact should be made directly with parents
 - If players need to be contacted urgently i.e. a change in training arrangement, set up a grape vine system
 - Copy parents into written communication (i.e. letters or emails)
 - Speak with a player and their parents if there is a need to communicate information in relation to playing, training or competition
 - Clearly state the club's policy on communication with players and parents

- You should avoid
 - Contacting a young person unnecessarily
 - Using text as a medium of contact with a young person
 - Emailing one young person without copying in parents, other players or club members

Good Practice - Physical Contact

By its nature, sport sometimes requires a degree of physical contact between adults and young people, and squash & racketball are no different. Physical contact can be used appropriately to instruct, encourage, protect or comfort. The aim of the guidelines relating to physical contact is to provide adults and young people with appropriate types of and contexts for touching.

Physical contact between adults and young people should only be used when the aim is to:

- Develop sports skills or techniques
- Treat an injury
- Prevent an injury
- Safety reasons

Physical contact should:

- Not involve touching genital areas
- Meet the need of the young person and not the need of the adult
- Be fully explained to the young person and take place with their consent
- Take place from the front (i.e. facing the child) or from the side – NEVER from behind
- Not take place in secret or out of sight of others. All contact should take place in an open environment and with parental knowledge

Implementing Good Practice

To ensure that your club works within the principle of good practice you need to consider the following:

ACTION

To minimise the risk to children and young people the club should:

- Ensure you have a child/young person approach
- Consult and listen to children and young people in their squash & racketball environment

- Follow the England Squash & Racketball policy and guidelines on recruitment and ensure that all individuals working with children and young people are screened and are suitable and fit for purpose
- Ensure there are appropriate induction processes in place for new staff and volunteers
- Ensure all members of the club or county have access to appropriate and relevant education and training
- Adopt the England Squash & Racketball Safeguarding and Protecting Young People in Squash & Racketball Policy and Procedures
- Appoint and publicise the name of a Child Officer, who will be able to support and guide members, player and parents on the issues and implementation of safeguarding, welfare and good practice
- Adopt the England Squash & Racketball Anti Bullying Policy, ensuring that this is publicised and all members, players and parents are clear on the policy
- Have clear guidelines on managing players away from the club situation, ensuring these are published to parents, staff and volunteers
- Ensure that all members, players and parents comply with the England Squash & Racketball Codes of Conduct
- Adopt good practice policies and processes for
 - Changing
 - Competition and Tournaments
 - Supervision of Young People
 - Photography and use of images
 - Transporting young people
 - Physical Contact

Codes of Conduct

The Safeguarding and Protecting Young People in Squash Policy and Procedures are mandatory for all players and members (staff and volunteers) of England Squash & Racketball. All members must note that there are clear prohibited practices, which must not be breached. If there is a breach of the prohibited practice or codes of conduct, this should be reported.

All incidents reported will be taken seriously and managed within the Complaints and Disciplinary Procedures in accordance with the regulations of the game.

(see Taking Action section)

Disciplinary Procedure

The willing and active co-operative of all members, of squash & racketball volunteers, parents/carers, players and coaches in accepting certain standards is essential if the status of squash & racketball activities are to be raised in England. The procedures detailed below will be used in the handling of all disciplinary matters concerning squash & racketball members, volunteers, players, parents and coaches acting under the umbrella of England Squash & Racketball.

The exact nature of the offence will determine the appropriate course of action in any particular situation. All individuals will be treated impartially and no acts of favouritism or discrimination will be permitted.

- An individual will render himself/herself liable to disciplinary action if the Code of Conduct or Prohibited Practice is breached.
- The individual will be informed of the nature of the breach as laid against him/her as soon as possible and will have the opportunity and the right to state their case before any decision regarding the appropriate disciplinary action is taken. Relevant timescales will be enforced and the individual informed of these.
- When the facts have been established and responsibility is clear, disciplinary action can comprise of one of the following:
 - a) verbal warning
 - b) written warning
 - c) termination of status with England Squash & Racketball

Coaches Code of Conduct

The Coaches Code of Conduct applies to all coaches in squash & racketball at every level within the game. If the code is breached and reported, all complaints and allegations will be acted upon accordingly.

Coaches Will:

- Remember that players participate for pleasure and winning is part of the fun
- Operate within the rules and spirit of squash & racketball and teach players to do the same
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and developments
*Coaches should be adequately protected with **Third Party Insurance**, which covers them if a player is injured while in their charge
If they have other coaches who work under their direction or take work for them in their absence, they should be protected with adequate **Employers Liability Insurance***
- Avoid over playing of the best players by using a squad system
- Ensure there is appropriate and correct supervision of players on and off the court
- Be aware of and abide by England Squash & Racketball's Safeguarding and Protecting Young People Policy, Procedures and Guidelines
- Be a positive role model
- Provide positive feedback to all players during training and matches
- Respect all referees decisions and ensure players do the same
- Coaches shall refrain from public criticism of fellow coaches in the Association.
Public in this context means criticism expressed in any branch of the media or in a lecture or seminar. Any such criticism of a fellow member will be regarded as a prima facie breach of this code and may be subject to disciplinary action
- A coach is responsible to both players and fellow coaches and should not under any circumstances solicit away business from any other coach or club
- A coach should ensure that any advertising is accurate and professionally restrained. Permission to display advertising should be sought from any other coaches at the same club
- A coach should communicate and co-operate with medical and ancillary practitioners in the diagnosis, treatment and management of their player's medical and psychological problems
- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everyone has the right to be protected from abuse
- Respect the rights, dignity and worth of every person within the context of squash & racketball
- Report any concerns in relation to a young person, follow reporting procedures laid down by England Squash & Racketball
- A coach should not condone any form of discrimination or allow it to go unchallenged

Prohibited Practice - Coaches Will NOT:

- Spend time alone with young people away from others
- Take young people to their home where they will be alone with them
- Invite or allow young people to stay at your home
- Transport young people in their car alone
- Transport children if they are an unregistered driver (see Good Practice – Transport section)
- Engage in rough, physical or sexually provocative games with young people.
- Share a room with a young person
- Allow or engage in any form of inappropriate physical touching or sexual contact or behaviour
- Use or allow young people to use inappropriate language unchallenged
- Make sexually suggestive comments to a young person, even in fun
- Engage in any form of sexually related contact with a young player². This is strictly forbidden as is sexual innuendo, flirting or inappropriate gestures and terms
- Allow allegations made by a young person to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for young people that they can do for themselves, unless you have been requested to do so by the parents/carer. *(It is recognised that some young people will always need help with things such as lace tying and it is also recognised that this does not preclude anyone attending to an injured/ill young person or rendering first aid)*
- Depart the squash club or agreed rendezvous point until the safe dispersal of all young people is complete
- Cause an individual to lose self-esteem by embarrassing, humiliating or undermining the individual
- Treat some young people more favourably than others
- Agree to meet a young person on their own on a one to one basis
- Ridicule or shout at a player/team for making a mistake or not winning
- Expose players to extreme heat or cold or unacceptable risk of injury
- Smoke while working/participating in a squash & racketball environment
- Consume alcohol or illegal substances while working/participating in a squash & racketball environment
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct/prohibited practice
- Use illegal or dangerous tactics
- Give young people alcohol, cigarettes or drugs when they are under the care of the National Governing Body, County or Club

² In accordance with the Positions of Trust within the Sexual Offences Act and England Squash & Racketball Safeguarding and Protecting Young People in Squash & Racketball Policy

Player Code of Conduct

Who does this apply to?

The Players Code of Conduct applies to all individuals who participate in squash & racketball as a player (under the age of 18 years) at every level.

If the code is breached and reported, all complaints and allegations will be acted upon accordingly.

Players will:

- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everyone has the right to be protected from abuse
- Respect the rights, dignity and worth of every person within the context of squash & racketball
- Know and abide by the rules of the game
- Accept the referees decision without question or complaint (let the captain or coach ask the necessary questions)
- Avoid violence and rough play
- Help injured players and opponents where appropriate
- Keep to agreed timings for training and competitions or inform their coach or team manager if they are going to be late
- Players must wear suitable kit including England Squash & Racketball approved eye protection for training and match sessions, as agreed with the coach
- Players must pay any fees for training or events promptly

Prohibited Practice – Players will NOT

- Smoke on club premises or whilst representing the club at competitions
- Consume alcohol or illegal substances of any kind on the club premises or whilst representing the club
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct or prohibited practice
- Use illegal or dangerous tactics

National Academy Squad Members

The Players code of conduct applies to all National Academy Players and in addition:

Players will

- Keep their Player Log up to date
- Adhere to and commit to the programme's coaching philosophy
- Be an active, participating and contributing member of the squad
- Participate in any National Squad Training – screening / fitness testing / strength and conditioning programme
- Arrive on time and stay for the whole of the squad sessions
- Be 100% fully fit and healthy when attending squads
- Report injury or illness or any performance related issues prior to squad
- Participate in 'training squads'
- Be willing to work and learn / showing progress and development in own game.
- Contribute to all squad activities
- Demonstrate respect to other squad members

- Be involved in group time for promotional activities by England Squash & Racketball
- Demonstrate respect towards staff/clubs/hotel rules and regulations

Players will not:

- Use any mobile phone at squad sessions

Parents Code of Conduct

Who does this apply to?

The Parents Code of Conduct applies to all parents at any squash & racketball match or training session at every level within the game. If the code is breached and reported, all complaints and allegations will be acted upon accordingly.

Parents will:

- Focus on the child's efforts and enjoyment rather than winning or losing
- Encourage young people to play and not force them
- Provide positive verbal feedback in both training and matches
- Encourage players to participate within the rules and regulations of the game
- Applaud good performance and efforts from all individuals and teams
- Congratulate all participants on their performance regardless of the game's outcome
- Leave the coach to communicate with individual players during matches
- Respect the decisions of officials and teach children to do the same
- Respect referees, officials, coaches, players and spectators
- Inform the team coach or manager of any injury, health or welfare issue that it is felt appropriate for them to know
- Remember that children participate in sport for their enjoyment, not the parents
- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everybody has the right to be protected from abuse
- Respect the rights, dignity and worth of every person within the context of squash & racketball
- Report any concerns in relation to a young person, follow reporting procedures laid down by England Squash & Racketball
- A parent should not condone any form of discrimination or allow it to go unchallenged

Prohibited Practice – Parents will NOT

- Force children to participate in squash & racketball
- Ridicule or shout at children or other players for making a mistake or losing a game
- Question publicly the referee, coach or official's decisions within a game, match or training situation
- Enter the court of play
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct/prohibited practice
- Give young people alcohol or cigarettes when they are under the care of the County or Club
- Punish or belittle a child for losing or making mistakes.

Referee Code of Conduct

The Referee Code of Conduct applies to all referees in squash & racketball at every level within the game. If the code is breached and reported, all complaints and allegations will be acted upon.

Referees will:

- Compliment and encourage all participants
- Be consistent, objective and courteous when making decisions
- Emphasise the spirit of the game rather than the errors
- Keep up to date with the latest officiating developments
- Remember that referees set an example. Referees behaviour and comments should be positive and supportive
- Place the safety and welfare of the participants above all else
- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everybody has the right to be protected from abuse
- Respect the rights, dignity and worth of every person within the context of squash & racketball
- Report any concerns in relation to a young person, follow reporting procedures laid down by England Squash & Racketball
- A referee should not condone any form of discrimination or allow it to go unchallenged

Prohibited Practice - Referees will NOT:

- Ridicule or shout at a player/team for making a mistake or not winning
- Expose players to extreme heat or cold or unacceptable risk of injury
- Smoke while working/participating in a squash & racketball environment
- Consume alcohol or illegal substances while working/participating in a squash & racketball environment
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct/prohibited practice
- Use illegal or dangerous tactics

Parent/Carers Guide

Most parents want their children to enjoy the sports of their choice. This section provides you with key information when selecting a club for your son or daughter. It provides you with ideas of questions to ask, and helps to ensure that both you and your son or daughter understands the way the club works.

Always Check

- The qualifications and experience of the coaches
- The coaches are England Squash & Racketball Licensed
- The ratio of adults to young people
- The club has a health and safety policy
- How children and young people are looked after if they are not playing
- The club has clear codes of conduct stating expected behaviour of members, players and coaches
- What happens if there is an accident

Questions to ask

- My son/daughter has never played squash & racketball before; can they come along and try out a couple of sessions?
- When does coaching take place?
- When are the matches, tournaments & competitions?
- What kit and equipment do we need to buy?
- Does the club have a safeguarding policy?
- How does the club manage any issues, which may arise i.e. bullying?
- Are the coaches qualified and licensed (England Squash & Racketball DBS/CP workshop)?
- Are the adults helping with the teams England Squash & Racketball DBS checked and trained?
- Does my son/daughter have to share changing facilities with adult players?
- Do the club have social events?
- How much does it cost to be a member of the club?
- How are away matches organised?
- Is there a first aider on site?
- Is the club affiliated to England Squash & Racketball
- Is there a designated Child Welfare Officer at the Club?
- Does the Club welcome and cater for disabled children?

What do the club expect from me?

The club will expect you to

- ensure that your son/daughter is dropped off and picked up from the club and matches
- adhere to the rules of the club
- adhere to the codes of conduct within the club, in particular the Parents Code of Conduct

The Club would like you to

- become involved in the club as much as possible. This provides your son/daughter with the support to enjoy their squash &



racketball

- support the coaches by ensuring your son/daughter enjoys their squash & racketball and plays within the rules of the game



What do the club expect from my child?

There is a guide for young people which details the club's expectations which include:

- fair play
- listening to the coaches
- adhering to the codes of conduct
- adhering to the rules of the game and rules of the club



What can we expect from the club?

- A friendly welcome, an opportunity to meet new friends play and watch squash & racketball
- Opportunities for your son/daughter to have fun and develop their game as much as they want to
- A safe environment
- Qualified, licensed coaches and responsible volunteers
- Relationships based on trust, honesty and respect where your son/daughter are valued and listened to
- Your son/daughter's welfare and safety is paramount
- Club members will recognise your son/daughter's rights, whatever their age gender, culture, ability, language, religious belief, racial origin, and/or sexual identity
- Opportunities for you to get involved in the club
- Safeguarding Policy and Complaints Policy are available for you on request
- Clear lines of communication with you about your child, fixtures, training and events



What can we expect from the club coaches?

- Appropriately qualified and licensed coaches. An England Squash & Racketball licensed coach means they are up to date, have appropriate public liability insurance and are safe. Coaches will have received an England Squash & Racketball DBS enhanced disclosure and have attended appropriate child protection training
- The provision of group and individual coaching opportunities that are appropriate to players age, standard and needs
- A safe, positive and equitable coaching environment
- Professional and positive role models and ambassadors for the sport of squash & racketball
- What is being coached is put into context/related to a game situation
- Promotion/guidance on practice and competitive opportunities

What can we expect from an England Squash & Racketball Sanctioned Event?

- A well organised and professionally run tournament in accordance with the England Squash & Racketball mandatory organisational code, publicised and seeded by England Squash & Racketball
- All competing juniors wear approved eye protection
- Results used for ranking purposes
- A Tournament Referee & qualified first aider
- Available refreshments
- A maximum of matches played per day: -
 - Under 19,17 & 15 A events – 3 matches per day
 - Under 11 events – 4 matches per dayNB: This relates to full 2 day Sanctioned Events. Additional matches are permitted in 1 day events but matches are played to best of 3 games.
- Under 19 events to be scheduled a minimum of 40 minutes apart
- The gap between individual players matches to be scheduled at least 3 hours apart
- Players provided with the opportunity to play a minimum of two matches
- Disputes dealt with by the England Squash & Racketball Disciplinary Procedure

Communication

The club will need to ensure they can contact you if required, so they should ask you for your contact details

It is part of the squash & racketball philosophy that you are involved in your child's interest. Please ensure that you build a relationship with the coach and support the club by completing all paper work required.

Have you thought of volunteering ?

- There are many areas within the club, which rely on volunteers. Without this support the club would not run!
- There will be jobs to suit you, the time you have and that you may even enjoy!
- Ask your club chairman or team manager or son or daughter's coach if you can help

Policies and Procedures available on request

The club will have the following available to you on request:

- Health and Safety Policy
- Accident Policy
- Safeguarding Policy
- Codes of Conduct
- Ethics and Equity Policy

What can I expect from the Club?

- **A chance for you to become a member**
This will be explained to you when you arrive at the club. You will receive information on how much this will cost, kit you will require, rules of the club, when training sessions are and match information
- **Qualified coaches**
The coaches understand and know how to help you play the best squash you can
- **Volunteers**
Any adult working within the club will have been on training to ensure they know how to support and look after you
The club will have a First Aider, Team Managers and a Child Officer. Make sure you know who these people are and introduce yourself to them
- **Rules and laws**
There are rules for playing squash & racketball which you will learn as you play.
There will be rules of the club which you will also learn e.g.; junior members are not allowed to smoke
These are there for your safety and are not to be broken
- **Opportunities for you to play**
There will be teams and squads of boys and girls your own age that you will get to know and learn how to play squash & racketball with
- **Matches and competitions**
There will be a chance for you to train and play in your club team against other clubs
- **Anti bullying policy**
This clearly states how the club will deal with any situations of bullying, either adult to young person or young person to young person
- **Safeguarding Policies and Procedures**
This provides the club with ways of ensuring you are safe and enjoy your squash & racketball
- **Codes of Conduct**
These clearly state how club member must act towards you and support you. This includes coaches, volunteers, club officials and parents

What do the Club Expect from Me?

- **Code of Conduct**
The club will have clear messages of how they expect you to behave. This may be in the form of a Code of Conduct. The Code of Conduct will clearly state what is okay and what is not okay e.g.
 - Junior members are not permitted to smoke
 - Junior members are not permitted to drink alcohol

You have the Right To...

- Have fun when playing squash
- Be safe when playing squash
- Enjoy your squash
- Make friends at the club
- Be treated with respect by adults at the club

Are you Worried?

Something is wrong if someone:

- Constantly teases you, shouts at you or calls you names
- Threatens, hits, kicks, punches or physically hurts you
- Touches you or does anything which makes you feel uncomfortable
- Makes suggestive remarks or tries to pressurise you into sexual activity
- Damages or steals your belongings
- Does anything that makes you feel lonely, upset worried, unsafe, hurt or embarrassed
- Threatens you

If the answer is **YES** - **Don't keep it to yourself – Ask for help from your designated child officer**

What can I do?

Try to...

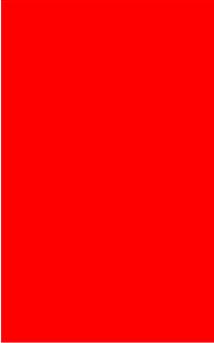
- Be firm and tell the person to stop, make a lot of noise to attract attention
- Get away from the situation, find help or call the police (999)
- Tell your parents/carer or an adult you trust what has happened
- Keep a note of when, time and place, what happened, how you felt and the names of anyone who may have seen what happened
- Use the free 24hour help lines:
Child Line **0800 1111**
NSPCC **0800 800 5000**

Who should I talk to?

Talk to your **Club Child Officer** or **someone you trust so they can help you.**

It can sometimes be difficult to speak to an adult about how you are feeling.

- **You might think that an adult will not understand**
THEY WILL LISTEN
- **You may think that they will not believe you**
THEY WILL BELIEVE YOU
- **You may be scared that they will tell other people that you do not want to know**
THEY WILL ONLY TELL SOMEONE WHO CAN HELP
- **You might think they have not got time to talk to you**
THEY WILL ALWAYS MAKE TO TIME TO TALK



It is better to talk to someone:

- Ignoring your worries or concerns could make them worse
- Talking to someone will begin to tackle your worries and concerns
- You only have to share information that you want to share

Telling someone will begin to help you

What will happen if I talk to someone?

All clubs, which are affiliated to England Squash & Racketball, will have Safeguarding and Protection Policy and Procedures. You can ask for a copy of this at any time.

The policy and procedures help ensure that you have fun and are safe. They also support the Child Officer to know what to do to help you if you talk to them.

Confidentiality

The Club Child Welfare Officer cannot promise to keep the information you share a secret. However, they do have to keep it CONFIDENTIAL. This means that they may have to tell someone to help with the situation, but only the person/people who can help.

When you are talking to the Child Officer ask them to explain who they need to speak to and why. They may say one of the following:

- **England Squash & Racketball Designated Officer**
The officer will know what to do in any circumstances in which behaviour of adult/s towards you is upsetting you or could be bullying.
Talking to the officer will begin to help the situation and ensure you can play squash in a happy and safe environment.
- **Children Social Care (Social Services) or the Police**
Social Services or the police will be called if the Child Officer thinks you may come to more harm or are in danger. This is to help you and ensure you are safe.

Club Child Officer Details:

My Club Child Welfare Officer is:

Their contact details:

Recruitment Guidelines

England Squash & Racketball will ensure that all reasonable steps will be taken to ensure unsuitable people are prevented from working with young people. Therefore, the following steps should be taken when recruiting paid staff or volunteers, either full part-time or on a 'one-off' employment.

Advertising - If any form of advertising is used to recruit staff, it should reflect:

- The aims of the organisation and where appropriate, the particular programme involved
- The responsibilities of the role
- The level of experience and qualifications required (e.g. experience of working with children and in what role is an advantage)
- The organisation's open and positive stance on safeguarding and protecting young people
- That the advertised jobs/roles comply with the England Squash & Racketball Equality Policy

Pre-Application Information - Pre-application information sent to interested or potential applicants should contain:

- A job/role description including roles and responsibilities
- A person specification (e.g. stating qualifications or experience required)
- An application form

Application

All applicants whether for paid or voluntary, full or part-time positions should complete an application form (see appendix C for an example), which should elicit the following information:

- Name, address and National Insurance Number (to confirm identity and right to work)
- Relevant experience, qualifications and training undertaken;
- Listing of past career or involvement in sport (to confirm experience and identify any gaps)
- Any criminal record, including convictions, cautions and formal warnings
- Personal Disclosure - whether the applicants are known to any children's services department as being an actual or potential risk to children or young people, a self-disclosure question to establish whether they have ever had action taken against them in relation to child abuse, sexual offences or violence (see appendix D for Self Disclosure Form)
- Any former involvement with the sport
- The applicant's consent to criminal record checks being undertaken if necessary
- The applicant's commitment to abide by the Club/County/England Squash & Racketball Codes of Conduct

Screening and Checking

- A minimum of two written references should be taken up and at least one should be associated with former work with children/young people (See Appendix E)
- All references must be followed up and confirmed by phone
- If concerns arise about the suitability of the individual through the reference, contact the England Squash & Racketball Designated Officer at England Squash & Racketball's Head Office
- A Disclosure and Barring Service (DBS) disclosure must be completed through England Squash & Racketball (see appendix F for DBS Statement)

- England Squash & Racketball have the jurisdiction to manage and act upon any concerns arising through a DBS check (see appendix G for advice and support for individuals receiving a disclosure).

Interview

The meeting/interview provides an opportunity to explore in greater detail information gathered on the application form.

It is also recommended that:

- Applicants are asked to bring official photographic proof of identity such as a passport or driving licence
- Prepare questions in advance that will give the applicant an opportunity to demonstrate their relevant experience

As well as considering an applicants ability to fulfil a position, it is also important to assess their attitudes and commitment to child welfare. Examples of questions that might be asked are:

- Tell us about any previous experience you have working with young people
- Give a child-related scenario and ask what they would do e.g. 'it is a winter evening and the training session has finished. A parent has not arrived – what would you do?' The applicant would be expected to say that they would stay with the child and contact parents to find out where they were
- Is there anything that we should know that would affect your suitability to work with children or young people?

All offers are subject to two satisfactory references and a check on relevant qualifications. Where relevant, a satisfactory DBS and/or approval of a work permit may also be required. References will be requested once applicants have indicated acceptance. If, subject to offer, the references or DBS checks are not satisfactory, the offer may be revoked.

Induction

All staff/volunteers whether paid or voluntary must undergo an induction (formal or informal) to include:

- Signing up to the organisations safeguarding policy and procedures, best practice guidelines and any codes of conduct that are appropriate
- Confirming and agreeing roles and responsibilities
- Any training needs are established and actioned
- An initial period of supervision or mentoring could be introduced to support the volunteer / staff member

Training

If an applicant/volunteer has no experience of working with children, consideration should be given as to the level of training that can be provided/may be required

Ongoing training will be provided to support the individual to fulfil their role. Appropriate Safeguarding and Child Protection training will enable an individual to recognise their responsibilities with regard to good practice and reporting poor practice or concerns regarding children

England Squash & Racketball recommend all adults working with children and young people attend sports coach UK's Safeguarding and Protecting Children in Sport three-hour awareness course

Monitoring

Appraisals/supervision meetings should be offered at regular intervals and more informal mentoring opportunities can support the individual on an ongoing basis. All staff or volunteers should be given the opportunity to:

- Receive feedback
- Identify training needs
- Set new goals
- Highlight any concerns about inappropriate behavior

Photography Guidelines

Guidelines on Photography and Video Images

Definition

Photographic Images and Video Images includes the use of cameras, digital cameras, video recorders, mobile phones and PDAs

Introduction

England Squash & Racketball is committed to providing a safe environment for children/young people under the age of 18. Essential to this commitment, is to ensure that all necessary steps are taken to protect children/young people from the inappropriate use of their images in resource and media publications, on the internet, and elsewhere.

Photographs can be used as a means of identifying children and young people when they are accompanied with personal information, for example, - *this is X who is a member of Hometown Squash Club who likes Westlife and supports Manchester United*. This information can make a child vulnerable to an individual who may wish to start to "groom" that child for abuse.

Secondly, the content of the photo can be used or adapted for inappropriate use. While this is rare in squash, there is evidence of adapted material finding its way onto child pornography sites. Squash Clubs and County Associations therefore need to develop a policy in relation to the use of images of children/young people on their web sites and in other publications (see appendix H for example).

When assessing the potential risks in the use of images of players, the most important factor is the potential of inappropriate use of images of children.

If your Club/County Association are aware of the potential risks, and take appropriate steps, the potential for misuse of images can be reduced.

Key Concerns

There have been concerns about the risks posed directly and indirectly to children and young people through the use of photographs on squash web sites and other publications. By adopting the points highlighted in these guidelines, you will be putting into place the best possible practice to protect children/young people wherever and whenever photographs and recorded images are taken and stored.

These guidelines focus on the following key areas:

- The publishing of photographic and/or recorded images of children/young people
- The use of photographic filming equipment at squash events
- The use of video equipment as a coaching aid

And adopt the following key principles:

- The interests and welfare of children taking part in squash & racketball are paramount
- Parents/carers and children have a right to decide whether children's images are to be taken, and how those images may be used
- Parents/carers and children must provide written consent for children's images to be taken and used
- Images should convey the best principles and aspects of squash & racketball, such as fairness and fun

- Care should be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation and misuse
- Images should only be taken by authorised persons, as agreed in the protocol for a particular event
- All images of children should be securely stored
- In the case of images used on web-sites, particular care must be taken to ensure that no identifying details facilitate contact with a child by a potential abuser

Publishing Images - Easy Rules to Remember:

- Ask for written permission from the player and parent/carers to take and use their image. This ensures that they are aware of the way the image is intended to be used to represent the sport. The Consent Form is one way of achieving this.
- If the player is named, avoid using their photograph
- If a photograph is used, avoid naming the player. And **NEVER** publish personal details (email addresses, telephone numbers, addresses etc) of a child/young person
- Only use images of players in suitable dress (Tracksuit, on court clothing i.e. T-shirt/shorts/skirt, off court clothing) to reduce the risk of inappropriate use
- Try to focus on the activity rather than a particular child and where possible use photographs that represent the broad range of children/young people taking part in squash. This might include:
 - Boys and girls
 - Ethnic minority communities
 - Children/young people with disabilities
 - Girls with hair covered e.g. baseball cap or a scarf
 - Children/young people wearing eye guards
 - Ensure that images reflect positive aspects of children's involvement in squash & racketball (enjoyment/competition etc)

Use of Photographic Filming Equipment at Squash & Racketball Events

England Squash & Racketball does not want to prevent parents, carers or other spectators being able to take legitimate photographs or video footage of competitors. However, there is evidence that certain individuals will visit sporting events to take inappropriate photographs or video footage of children/young people. All Clubs and County Associations should be vigilant about this possibility. Any concerns during an event should be reported to the Club/County Child Officer.

England Squash & Racketball strongly recommend the introduction of two types of registration for those wishing to take photographs or video footage of children/young people:

'Day Pass' (see appendix I for example)

An application should be made to the organising body who will issue an identification pass giving an individual the authority to take photographs or video footage of children/young people at a particular nominated event. Upon request, England Squash & Racketball will issue appropriately colour coded passes to all Clubs and County Associations.

'Season Ticket' (see appendix J for example)

An application should be made to the organising body who will issue an identification pass giving an individual the authority to take photographs or video footage of children/young people throughout the course of a given season. Upon request, England Squash & Racketball will issue appropriately colour coded passes to all Clubs and County Associations.

You should:

- Inform players and carers that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs (see appendix A for example of Parental Consent Form)
- Introduce a system to ensure that press photographers are made aware of those children/young people without consent for images to be taken
- Provide a clear brief about what is considered appropriate in terms of content and behaviour
- Issue the photographer with identification which must be worn at all times
- Do not allow unsupervised access to players or one to one photo sessions at events
- Do not approve/allow photo sessions outside the events or at a players home

If parents/carers or other spectators are intending to photograph or video at an event they should also be made aware of your expectations:

- Parents/carers and spectators should be asked to register at an event if they wish to use photographic equipment including mobile phones with photographic technology
- Players and spectators should be informed that if they have concerns they can report these to the organiser
- Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or official, and recorded in the same manner as any other child protection concern

Videoing as a coaching aid

Video can be a valuable coaching aid for club and county coaches.

When using video ensure that:

- Children and their parents/carers have given written consent
- Players and their parents are aware that this is part of the coaching programme and clear of the purpose of filming as a coaching aid
- The films are then stored safely

England Squash & Racketball Tour Guidelines Introduction

These guidelines have been designed to support clubs taking young people away on tour. The guidelines focus on a step-by-step process of planning ensuring that the young people have a positive and safe experience when on tour.

Definitions of Terms

Young Person/Player	person under the age of 18
Staff	refers to all adults in position of supervision i.e. coaches, volunteers, team managers, welfare officer etc
Parent	parent/carer
ESR	England Squash & Racketball

Acknowledgments

ESR would like to thank the Child Protection in Sport Unit and the ASA for kind permission to adaptation of materials from Safe Sport Events and Safe Sport Away.

Where to start...

The following checklist provides the framework for planning a tour. Each section needs to be managed and fulfilled.

Section		Page	Action	By Who	By When	Comments/ Budget
1	Planning		1.1 Purpose of tour 1.2 When 1.3 Where 1.4 Who 1.5 Risk Assessment 1.6 Itinerary 1.7 Kit 1.8 Cost 1.9 Over 18's			
2	Communication		2.1 With Parents 2.2 With Players 2.3 With Staff 2.4 Codes of Conduct while on Tour			
3	Staff and Supervision		3.1 Staff Screening and checks 3.2 Codes of Conduct 3.3 Ratios of staff to players 3.4 Roles and Responsibilities 3.5 Supervision 3.6 Club Home Contact			

Section		Page	Action	By Who	By When	Comments/ Budget
4	Transport	Forms of transport and supervision				
5	Accommodation Venue	5.1 Risk Assessment 5.2 Room Allocation 5.3 Catering 5.4 On Arrival				
6	Emergency procedures	6.1 In an Emergency 6.2 Welfare Procedure				
7	Insurance					
8	Travelling Abroad	Further considerations				

1 Planning

When planning for a tour it is advisable to set up a working group:

- Appoint a tour manager/leader
- Allocate clear tasks/roles and responsibilities to members of the group
- Ensure there is an agreed plan identifying what needs doing, by when and by whom
- Ensure there is time given to the planning process prior to leaving for the tour
- Involve young people in the planning

1.1 Purpose of the Tour

Identify the purpose of the tour:

- Social
- Training
- Competition
- Combination of the above

1.2 When

Once the purpose has been agreed the date/time of year for the tour needs to be identified. The following areas need to be considered:

- The club's competition/league fixtures calendar
- School term times, exam times and sporting calendars
- Cultural considerations i.e. religious festivals
- Duration of the trip

1.3 Where

The planning group need to consider and identify:

- Facilities
- Accommodation
- Non squash & racketball activity venues, if appropriate, i.e. is there a cinema, ten pin bowling etc
- Location of above in relation to each other and the club
- Arrange a pre – visit if possible to assess the suitability of the venue/facilities

1.4 Who

The purpose of the trip will determine who will be going on the trip.

The Squad:

- What age are the players
- What gender are the players
- Is the squad mixed gender
- How many players will there be in the tour squad
- Do any of the players have specific requirements i.e. dietary, players with a disability

Disabled Players

A higher standard of care may be necessary for players who have a known disability.

In this situation it is necessary to:

- Obtain written permission from a medical practitioner and parent
- Ensure that the medical practitioner and parent have a detailed itinerary of matches and activities
- Ensure the tour manager and staff have the relevant information to support the player/s
- Have full details of the disability and medical requirements
- Establish arrangements for a carer, if necessary, and plan for relief

1.5 Risk Assessment

A risk assessment will need to be carried out for:

- Tour activities e.g. ice skating, cinema
- The venue/accommodation
- The facilities i.e. courts, changing rooms etc

A Risk Assessment is an examination of what can cause harm to players or staff. The aim is to ensure that no players or staff come to any harm or become ill. You need to decide if the *hazard* is significant and whether the precautions taken are satisfactory to ensure the *risk* of harm is small.

Hazard – means anything that can cause harm

Risk – is the chance, high or low, that someone can be harmed from the hazard

Five Steps to Risk Assessment:

- | | |
|--------|---|
| Step 1 | Look for and identify the hazards |
| Step 2 | Identify who might be harmed and how |
| Step 3 | Evaluate the risk and decide if the precautions are adequate or more needs to be done |
| Step 4 | Record your findings |
| Step 5 | Review your assessment and revise if necessary |

See Page 35-36 for Sample Risk Assessment

1.6 Itinerary

To ensure that the parents, players and staff have a clear understanding of the tour it is a good idea to produce an itinerary.

- Purpose of the tour
- Day by day list of activities with times, venues, transport arrangements
- Plan a balanced programme of playing matches and relaxation time
- Clarify accompanied and directed time
- Key contacts i.e. team manager, welfare officer

1.7 Kit

Provide the parents and players with a list of kit required:

- Playing kit
- Non playing kit
- Is there tour dress code for after matches
- Are there any specific requirements relating to time of year or venue i.e. warm clothing/suntan lotion/ dress code for host squash & racketball club
- Identify which items will be supplied by the club and which need to be supplied by the player

1.8 Cost

The cost of the trip will need to be established:

- How much will the transport cost
- How much will the accommodation cost
- How much will food/meals cost
- Are there any kit costs
- Will the staff need paying
- What contingency monies are required
- What spending money do the players need
- What policy will be set for players/staff managing spending money
- How much will the whole tour cost
- How much are the players expected to pay
- Can the club subsidise the tour

- Who will be responsible for managing the tour accounts
See page 37-38 For Sample Financial Planning Sheet for Tours

1.9 Over 18s

- The same process for planning, communication, staff, accommodation needs to be followed as best practice
- Over 18s must be made aware of the ground rules for the tour prior to their signing up for it, where these differ from what is allowed by law e.g. smoking, alcohol, sleeping arrangements.
- Parental consent is not required for Over 18s but it is important that they complete and sign the form themselves, as you require the same information from them. You may wish to consider having a separate re-worded (in the first person) form for Over 18s to sign.
- Leaders do have a duty of care for over 18s, although the courts are prepared to accept that they may be assumed to be more responsible.

STEPS TO FOLLOW WHEN ASSESSING RISKS

1. Venue or activity e.g. a another city / going to the cinema

Potential Hazards:

- Walking in city streets
- Travelling by ferry
- Loss of passport
- Unsuitable hotel

2. List groups of people who are especially at risk from the significant hazards you have identified, eg:

- Players
- Coaches
- Staff
- Volunteers

3. List existing controls or note where the information may be found, eg:

- Ensure sufficient supervision
- Know details of consulate
- Clear guidance to players
- Exploratory visit

4. How will you cope with the hazards which are not currently controlled under (3)?

List the hazards and the measures taken to control them.

5. Continual monitoring of hazards throughout visit.

Adapt plans and then assess risks as necessary.

**SAMPLE - FINANCIAL PLANNING SHEET FOR SQUASH & RACKETBALL TOURS
CENTRE**

Date(s) of Tour:		Cost per head for Tour:		Destination:	
No of Participants:					
Leaders:	Other Adults:	Members U12:	12 – 20:	20+	
EXPENDITURE		PROPOSED	ACTUAL	INCOME	
				PROPOSED	ACTUAL
<u>TRAVEL:</u> Car/Minibus/ Coach/Rail/Sea/Air				<u>PARTICIPANTS:</u>	
..... persons : £			 persons : £	
..... persons : £			 persons : £	
..... persons : £			 persons : £	
Vehicle /Coach Hire				Staff/Adults	
Fuel			 persons : £	
<u>VENUE:</u> Entrance Fees/ Accommodation			 persons : £	
..... persons : £				DONATIONS	
..... persons : £				a)	
..... persons : £				b)	
<u>OUTGOINGS:</u>				SPONSORSHIP	
a) Insurance				a)	
b)				b)	
c)				c)	
d)				d)	
SPECIAL EXPENSES				FUND RAISING	
a)				a)	
b)				b)	
<u>OTHER EXPENSES</u>				<u>OTHER INCOME</u>	
				CLUB SUBSIDY	
<u>TOTAL EXPENDITURE</u>		£	£	<u>TOTAL INCOME</u>	£
Excess of expenditure over income		£	£	Surplus of income over expenditure	£

Approved by Management Committee Date

Register and instalment overleaf

REGISTER OF PARTICIPANTS AND INSTALMENTS RECEIVED

Date of event Destination Cost of Activity

NAME		DEPOSIT	INSTALMENTS							TOTAL PAID
	Date									
	Receipt No									
	Amount Paid									
	Date									
	Receipt No									
	Amount Paid									
	Date									
	Receipt No									
	Amount Paid									
	Date									
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	Amount Paid									
	Date									
	Receipt No									
	Amount Paid									
	Date									
	Receipt No									
	Amount Paid									

2 Communication

2.1 With Parents

Parents will need to be informed in detail on the tour. They will need a pack of information including:

- purpose of the tour
- dates, times and venues
- relevant forms i.e. consent forms, medical forms etc
- Accommodation details including address, contact numbers and details of sleeping arrangements
- Staff names, roles and responsibilities and contact details
- Full itinerary
- Transport details
- Insurance details
- Supervision details including:
 - Codes of conduct and consequence of them being breached
 - Emergency procedures and contacts
 - Welfare Policy
- Kit list
- Cost of the tour and when/how monies needs to be paid
- Spending money for the players
- Contact details for the club home contact

From Parents:

- Completed and signed consent form (see Sample Form – page 41)
- Completed and signed medical form (see Sample Form – page 42)
- Completed and signed codes of conduct acceptance (see Young Person Code of Conduct – Page 43.)
- Specific dietary requirements
- Any information about the player that the staff may need to know i.e. a bereavement etc.

You will need to organise a meeting/briefing for both the players and their parents to agree final details and provide an opportunity for questions.

2.2 With Players

It is good practice to meet with the players prior to the tour to discuss and agree:

- Purpose of the tour
- Dates, times and venue
- Codes of conduct (See Page 43 for Codes of Conduct)
- Expectations of players and staff
- The itinerary
- Supervision and safety
- Accommodation and room allocation
- Who to speak to if they are worried, unhappy or homesick
- Emergency procedures

2.3 With Staff

Staff briefing:

- Purpose of the tour
- Roles and responsibilities
All staff must be clear on their roles and responsibilities and expectations for them fulfilling this role
- Codes of Conduct

Safeguarding and Protecting Young People in Squash Policy, Procedures and Guidelines

- All staff must sign up to and adhere to the code of conduct and be clear of the consequence if this is breached (see page 43 for codes of conduct)
- Training needs
All staff must have completed the sports coach UK Safeguarding Young People in Sport workshop and have a clear understanding of the ESR Child Protection Policy and procedures for the tour
 - Supervision of players
 - Staff/player ratios
 - Full list of players, summary of medical details and emergency contacts (see page 44 for Sample Summary of Information Sheet)
 - Emergency procedures
All staff must be clear on the emergency procedures and the lines of communication
 - ESR Child Protection Policy

Parental/Carer Consent Form for Squash & Racketball Tour

Copy to be taken by tour/team manager and copy to be retained by Home Contact

Name of Young Person		Date of Birth	
Dates of tour			
Emergency Contact Name		Relationship to young person	
Home Address		Tel Home	
		Tel Work	
		Mobile	

- I have received comprehensive details of the above tour and am aware of ESR Policies and guidelines in relation to tours.
- I consent to my child taking part in the activities indicated. I acknowledge that the Club will be liable in the event of any accident, only if they have failed to take reasonable steps in their duty of care for my child during the tour.
- I agree to be at the pick-up/drop off point at the agreed time

Signed – parent/carers	
Printed	
Date	

England Squash & Racketball Tour
Medical Information

1. Does your child experience any conditions requiring medical treatment and /or medication?

Yes No

If yes please give details

--

2. Does your child have any allergies?

Yes No

If yes please give details

--

3. Does your child have any specific dietary requirements

Yes No

If yes please give details

--

4. Please provide any further information you feel is necessary

--

- **I confirm to the best of my knowledge that my son/daughter does not suffer from any medical condition other than those detailed**
- **I consent to my child receiving medical treatment which in the opinion of a qualified medical practitioner may be necessary**

Signed – parent/carer	
Printed	
Date	

Young Person Code of Conduct

Safeguarding and Protecting Young People in Squash Policy, Procedures and Guidelines

You must not:

- Smoke
- Use foul language
- Engage in sexual behaviour
- Consume alcohol or illegal drugs
- Leave the site for any reason unless accompanied by a member of staff

You must:

- Treat others with the same respect and fairness that you would like them to show you
- Demonstrate fair play on and off the court
- Look out for the welfare of yourself and others
- Challenge behaviour which is not okay
- Talk to a member of staff if you have a concern
- Be on time when meeting the team

Staff Code of Conduct

- All tour staff must respect the rights, dignity and worth of every young person with whom they work with and treat them equally within the context of squash & racketball
- All tour staff must place the physical and emotional well being of all young players above all other considerations, including the development of performance
- The relationship that a tour staff develops with the players with whom they work must be based on mutual trust and respect
- All tour staff must ensure that all activities undertaken are appropriate to the age, maturity, experience and ability of the young players
- All tour staff should clarify with the young players (and their parents/carers) what is expected of them both on and off the squash & racketball court and also what they are entitled to expect from the coach

Tour Staff Must Not:

- Share a room with a player
- Smoke
- Consume alcohol or take illegal drugs
- Engage in sexual activity with each other or with players
- Engage in inappropriate physical contact
- Make sexually suggestive comments to a player in fun
- Swear or use inappropriate language
- Arrange to meet a player on their own

SUMMARY OF INFORMATION ABOUT YOUNG PERSONS

Safeguarding and Protecting Young People in Squash Policy, Procedures and Guidelines

AND ADULTS ON TOUR

SURNAME	FORENAME	DATE OF BIRTH	ADDRESS	NEXT OF KIN	CONTACT TEL NUMBER	RELEVANT MEDICAL INFORMATION	PASSPORT NUMBER

3 Staff and Supervision

3.1 Staff Recruitment and Screening

All staff working on the tour must have been recruited using the ESR Policy and Procedures for the Welfare of Young People in Squash & Racketball – Recruitment and Selection of Staff, Coaches and Volunteers (See page 23-25)

All screening processes and checks must be complete and satisfactory prior to going on Tour.

3.2 Codes of Conduct (see page 43)

All staff must sign up to and adhere to the Staff Code of Conduct. If staff breach the code of conduct this could result in disciplinary proceeding taken by the club and ESR.

All coaches will have signed up and be working to the ESR Coaches Code of Conduct (see page 11). On tour they are also expected to adhere to the staff codes of conduct.

Staff must not:

- Consume alcohol
- Smoke
- Use recreational or illegal drugs
- Provide alcohol, cigarettes or illegal drugs to the players
- Use inappropriate or foul language
- Condone poor practice or behaviour by any players or staff

3.3 Ratios of Staff to players

It is important to recognise the necessity for high ratios of staff to players.

In general terms a ratio of 1:10 is a minimum standard for players over 8 years old. However consideration needs to be given to what if.... And how many staff does there need to be if there is an emergency i.e. a minimum of 2 staff in any situation to deal with an emergency

If the players are younger or have a disability there needs to be a higher ratio taking into considerations the needs of the team and players.

When identifying the number staff and who to recruit consider:

- Gender, age, ethnicity and ability of the players/team
- Players with special needs or medical requirements or who are disabled
- The competence and likely behaviour of the players
- The number of Team Mangers, assistants, Coaches and specialist staff
- The experience of the staff in supervising young people
- Supervision when travelling – the duration of the journey

3.4 Roles and Responsibilities

The Tour Manager/Leader must appoint key roles within the staff including:

- Team Manager
- Deputy Tour Manager/Leader
- Head Coach and coaches
- Welfare Officer
- Tour support officers
- First Aider

All Staff must:

- Attend an induction/tour briefing
- Have completed the sports coach UK Safeguarding and Protecting Young People in Sport workshop (see www.sportscoachuk.org)
- Be familiar with the ESR Child Protection Policy and specifically for the tour
- Be familiar with the emergency procedures
- Know and understand the chain of reporting for any welfare issues or other emergency issues
- Have copies of player details and emergency contacts
- Have copies of staff contact details
- Have copies of home contact details

ID Cards should be designed with photos, allocated and worn by tour staff at all times

3.5 Supervision

All supervision procedures must be agreed prior to going on tour:

- The players should not be left unsupervised at any time i.e. daytime rota, night time rota, and allocation of group leaders
- All rotas must be communicated to the staff and players with relevant contact details i.e. mobile numbers of staff on duty
- Overnight on call supervision is provided for all players and accommodation is regularly patrolled
- 24 hour medical care must be provided
- Fire alarm procedures are clearly communicated to all staff and players
- Clear boundaries and rules are agreed and set regarding meal times, bed times, lights out etc

Supervision whilst travelling

- The Team Manager is responsible for the players and staff at all times including maintaining good discipline
- The driver should not be responsible for supervision
- All of the players and staff are familiar with emergency procedures within the vehicle i.e. emergency door

The Team Manager needs to consider the following;

- The level of supervision necessary on double-decker buses and coaches i.e. one supervisor on each deck
- The safety of the group when crossing the road
- Clarity of the ground rules when the team is in transit. The main cause of accidents is misbehaviour
- Sufficient and supervised stops
- In event of a breakdown or accident the players and staff remain under the management and supervision of the Team Manager
- Head count when the players are getting on and off any form of transport

3.6 Club Home Contact

The Tour Manager/Leader can appoint a “club home contact”. The person will be based back in the location of the club. The club home contact will be required if an emergency occurs. Ensure they have:

- List of players, contact details and medical information
- List of staff, their contact details
- Full itinerary
- Name, address and contact details for the accommodation and venues used on the tour

- For tours abroad – copies of passport numbers, travel documents and ticket receipts

4 Transport

Careful consideration must be given to the form of transport required for the tour.

Main Considerations:

- Passenger safety
- Type of journey, time, distance, stops required
- Qualifications, competence and training of the driver
- Number of drivers required
- Supervision of players whilst travelling (see pages 6-7)
- Suitability of the transport if disabled players are members of the team
- Insurance cover required
- Legislation requirements i.e. seat belts in coaches and minibuses, types of licence required to drive a minibus

For information on using and driving minibuses in the UK and abroad, licence requirements and permits visit www.dvla.gov.uk or contact the DVLA.

5 Accommodation

It is important that where possible the accommodation is visited prior to the tour and that it is safe, clean and secure.

5.1 Risk Assessment (see page 35) and checks on the accommodation should ensure:

- Meets basic fire regulations
- Accessible for all players and staff
- Clear policies adhered to on smoking and alcohol
- It meets health and safety requirements i.e. electrical appliances have up to date safety certificates, fire extinguishers are available and in date
- It is near to the squash club where matches will be played
- There are security arrangements to prevent unauthorised visitors

Further considerations:

- Immediate accommodation area should be exclusively for the team/staff use if possible
- When booking accommodation check if any other groups are booked in at the same time. If there is, ascertain the name, address and telephone number of the other user(s) and make contact before the visit to give an outline of your programme and how it is to be managed
- Careful consideration should be given to sharing the accommodation
- Recreational room or facility available for the players and staff to relax
- The accommodation can meet any religious/cultural requirements from the players or staff

5.2 Room Allocation

Tour manager/leader and the team manager should allocate the rooms prior to arrival at the accommodation. Considerations:

- Same age and gender together
- Disabled players carers/support to be in adjoining rooms
- No adult should share a room with a player
- The same gender should be accommodated on the same floor
- Staff should only enter a players room in an emergency

Safeguarding and Protecting Young People in Squash Policy, Procedures and Guidelines

- All rooms must be accessible in case of an emergency
- If the rooms have sky ensure there is no access to unsuitable channels
- If rooms have a mini bar ensure there is no access to alcohol

5.3 Catering

Catering is a vital part of any residential trip and every effort should be made to:

- Provide regular mealtimes appropriate to the programme
- Provide the caterers with all dietary requirements of players and staff
- Discuss menus with catering providers

5.4 On Arrival

- Sort out the accommodation
- Familiarise players and staff with venue/s
- Briefing meeting on the rules, emergency procedures, programme, expectations, reminder of the consequences if codes of conduct and rules are broken.
Introduce the venue staff and ensure that they know who is who and what they are responsible for
- Fire drill

6 Emergency Procedures

In case of emergency staff should have a copy of the player's home contact details and summary of any medical conditions.

6.1 If an emergency

- Remain calm
- Establish the facts and nature of the situation
- Ensure all players are safe and supervised
- Contact the team manager as soon as possible
(The team manager will ensure that all relevant personnel are contacted i.e. tour manager, parents and home contact)
- Identify if any players/staff are hurt and their immediate medical requirements
- If medical attention is required call the first aider or 999 for an ambulance
If abroad ensure you have relevant numbers for emergency services or first aiders
Staff must be aware of who is the first aid contact either within the staff or on site (accommodation or club)
- Ensure that any player going to hospital is accompanied by a member of staff
- Complete an incident form once the situation is resolved (See page 49)

If the Club Home Contact is involved, they will:

- Contact parents and keep them up to date with information
- Liaise with the tour manager and if necessary ESR
- Report the incident to insurers if required

6.2 Welfare Procedure

If there is a Welfare issue:

- Report the incident to the Welfare Officer
- Complete an incident form (See page 50)
- The Welfare officer with the Tour manager decide on a course of action using the ESR Policy and Procedures for the Welfare of Young People in Squash & Racketball
- The Welfare Officer will contact social services, the police and the England Squash & Racketball Designated Officer at head office

Tour Emergency Report Form

England Squash & Racketball Emergency / Incident Report Form		
Your Name	Your Position	
Child's Name	D.O.B.	Male or Female
Child's address	Parents/carers names & address:	
Ethnic Group		Disability (if applicable)
<p>1. White British <input type="checkbox"/> Irish <input type="checkbox"/> Other <input type="checkbox"/> please specify:</p> <p>2. Mixed White /Black Caribbean <input type="checkbox"/> White/Black African <input type="checkbox"/> White/Asian <input type="checkbox"/> Other mixed background <input type="checkbox"/> please specify:</p> <p>3. Asian or Asian British Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other Asian background <input type="checkbox"/> please specify :</p> <p>4 Black or Black British Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other black background <input type="checkbox"/> please specify:</p> <p>5. Chinese or other Oriental group Chinese <input type="checkbox"/> Other <input type="checkbox"/> please specify</p> <p>6. Other group not included above <input type="checkbox"/> please specify</p>		
Time and date of any incident:		
Nature of the incident		
Your observations:		
Action Taken		
By Who		
When		
Signed		
Print Name		
Role		
Date/Time		

Send a copy of the Incident Form to the Tour Manager/ Leader

Tour Welfare Incident Record Form

England Squash & Racketball Welfare Incident Record Form		
Your Name	Your Position	
Child's Name	D.O.B.	Male or Female
Child's address	Parents/carers names & address:	
Ethnic Group	Disability (if applicable)	
1. White	British <input type="checkbox"/> Irish <input type="checkbox"/> Other <input type="checkbox"/> please specify:	
2. Mixed	White /Black Caribbean <input type="checkbox"/> White/Black African <input type="checkbox"/> White/Asian <input type="checkbox"/> Other mixed background <input type="checkbox"/> (please specify)	
3. Asian or Asian British	Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other Asian background <input type="checkbox"/> (please specify)	
4. Black or Black British	Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other black background <input type="checkbox"/> (please specify)	
5. Chinese or other Oriental group	Chinese <input type="checkbox"/> Other <input type="checkbox"/> please specify	
6. Other group not included above	<input type="checkbox"/> please specify	
Time and date of any incident:		
Your observations:		
State exactly what the child said and what you said: remember do not lead the child – record actual details		
Action taken so far:		

Name of Accused	Position in Sport	
Relationship between the accused and child		
Ethnic origin (please state as per chart above)	Marital status	Age
Address:		
External Agencies contacted (date and time)		
Police. If yes – which: Name and contact number Details of Advice given		
Social Services. If yes – which: Name and contact number Details of Advice given		
NGB. If yes – which: Name and contact number Details of Advice given		
Local Authority. If yes – which: Name and contact number Details of Advice given		
Other (e.g. NSPCC). If yes – which: Name and contact number Details of Advice given		

Signed	
Print Name	
Role	
Date/Time	

N.B. A copy of this form should be sent to social services or police after the telephone report.

Remember to maintain confidentiality on a need to know basis – only if it will protect the child. Do not discuss this incident with anyone other than those who need to know.

7 Insurance

When planning the tour the tour manager/leader must contact ESR to establish:

- Type of cover required
- Type of cover the club already has
- Be clear when liaising with accommodation venues and host clubs on their insurance cover

The types of insurance to consider and enquire about are

- Public liability
- Civil Liability
- Personal Accident
- Travel insurance

When liaising with insurers be clear regarding the:

- Nature of the activity
- Age of participants
- Travel arrangements
- What the insurance covers
- Who the insurance covers

8 Travelling Abroad

All of the section within this document applies to planning a tour abroad. There are additional areas, which will need to be managed.

Hosting

- The use of host families is not recommended where proper safeguards are not in place
- The tour manager should use the guidelines outlined within this document to ensure that host families and clubs are checked, screened and venues risk assessed ensuring the safety and welfare of the players
- If the host club is unable to manage and work to the tour planning and checking framework, the team manager and planning group should reconsider this option, and identify alternative accommodation and venues
(Adapted from the NSPCC Child Protection in Sport Unit's 'Safe Sport Events' publication, page 73)

Communication

Follow guidelines in Section 2

Staff and Supervision

Follow guidelines in Section 3

The tour manager/leader may consider there is a need for more staff when travelling abroad. All staff must be recruited through appropriate methods.

Transport

Follow guidelines in Section 4

Ensure that when booking transport, there are clear boundaries for the players i.e. if travelling on a ferry where are they allowed to go, what are the rendezvous points, what happens in an emergency

Accommodation

Follow guidelines in Section 5

Safeguarding and Protecting Young People in Squash Policy, Procedures and Guidelines

On arrival ensure that everyone is clear on:

- Fire exits
- Emergency procedures
- Rendezvous Points
- How to contact staff

Emergency Procedures

Follow guidelines in Section 6

- Ensure that you have the contact details for the British Embassy
- Ensure you know how to access medical help and where the nearest hospital is
- Ensure you know relevant procedures at the host club

Insurance

Follow guidelines in section 7

Further policies need to cover the following:

- Medical Cover (E111)
- Travel insurance to include cover for lost luggage (always check the policy cover)

Planning

Ensure that you follow the planning guidelines in Section 1

In addition:

Further Planning	Action Required	By Who	By When	Complete/Not Complete
<p>Authorisation by the club and line manager in the case of professional staff.</p> <ul style="list-style-type: none"> • Partner abroad if appropriate • Foreign currency • Passports – Check all passports at the planning stage ensuring that all is in order (expiry date etc.) Are they all UK passports? – if not, seek advice re visa requirements • Make a note of passport numbers • Add passport no. onto the “Summary of participant information” sheet which is to be left with the contact at home. Page 44 • If a preliminary visit isn’t possible get as much information as possible on the areas to be visited from: <ul style="list-style-type: none"> ○ The Foreign & Commonwealth Office’s Travel Advice Unit – 0207 238 4503/4504 ○ Travel advice notices and leaflets are available at www.fco.gov.uk ○ Central Bureau for Educational Visits and Exchanges – 0207 389 4004 ○ Other clubs or schools who have used the facilities or been to the areas to be visited ○ National travel offices ○ Embassies 				

Further Planning	Action Required	By Who	By When	Complete/Not Complete
<ul style="list-style-type: none"> ○ Travel agents ○ The internet, books and magazines ● Details of the nearest British Embassy or Consulate in the countries you will be visiting and the telephone numbers. Give these details to the participants also. Find through the Foreign and Commonwealth Office's Travel Advice Unit – 0207 238 4503/4504 ● Climate – what to take ● Local hazards, local emergencies, local holidays ● Customs and Excise – a leaflet can be obtained from the Collector of Customs and Excise, Burlington House, Dover, which lists duty and tax free allowances and describes prohibited and restricted goods. NB it is an offence for fireworks or flick knives to be brought into the country. ● E111, which will cover limited medical expenses within the EU. Registration on these forms must take place prior to the journey. Available in the booklet, Health Advice for Travellers – Leaflet T2 – giving information on reciprocal medical assistance available in the EU countries and available from Post Offices and Travel Agents or Freephone 0800 555777. ● If you are going outside Europe, are any injections or special medications needed or advisable? ● Is a fitness programme necessary, particularly for out of season tours? ● Route plans prepared. Are street maps/plans necessary ● Disclosure checks for additional helpers on the hosting leg ● Briefing of families if the exchange is a home-stay and checking out the accommodation for the incoming group ● Special training/preparation for the group 				

Further Planning	Action Required	By Who	By When	Complete/Not Complete
<ul style="list-style-type: none"> • Language - List of useful phrases in the language of the country to be visited should be prepared and given to each participant. • Culture considerations - dress codes, local customs, attitudes to gender etc • Drugs, alcohol-usage – what are your rules concerning this. Is everyone, including parents, aware of them • Food and drink – is the tap water safe to drink in the countries to be visited. Take care with raw vegetables, salads and unpeeled fruit, raw shellfish, underdone meat or fish • How to use phones abroad, money required and the code for phoning home • How to carry money and valuables discreetly e.g. money belts, zip armlets etc • What to do in an emergency • Transport Safety Rules – make sure they are aware which side of the road the traffic is 				

Tour Manager/Leaders' Paperwork

Ensure you have:

- Travel tickets
- Passports and visas
- A separate list of the passport numbers of all members of the group
- Forms E111
- Location of the local hospital/medical services
- Location and telephone number of the appropriate British Embassies/Consulate

Good Practice - Tournaments/Away Fixtures/Competitions and League Play

Club/County/Regional Events

If you are organising a larger scale event at club/county or regional level it is advised you attend **“Safe Sport Events”** and the club purchases the **Safe Sports Events** pack. (For details contact the Child Protection in Sport Unit or visit www.thecpsu.org.uk)

As a minimum practice you will need to ensure that you follow the framework

Framework		Action	By Who	By When	Comments/ Budget
1	Planning	<ul style="list-style-type: none"> • Purpose of the event • When • Where • Who • Risk Assessment • Format • Cost 			
2	Communication	<p>With Parents With Players With Staff Key info;</p> <ul style="list-style-type: none"> • Dates • Venues • Consent forms • Medical forms • Travel details • Times • Cost • Programme 			

3	Staff and Supervision	<ul style="list-style-type: none"> • Staff Screening and checks • Codes of Conduct • Ratios of staff to players • Roles and Responsibilities • Supervision • Training 				
4	Transport	<ul style="list-style-type: none"> • Forms of transport • Supervision 				
5	Emergency procedures	<p>In an Emergence</p> <p>Welfare Procedure</p>				
6	Insurance	Relevant and adequate cover				

Private Cars

It is strongly advised that private cars, other than those of parents, are not used by coaches, club volunteers, team managers or referees to transport young players at any time, either to and from a training session, or to away fixtures.

If for any reason this is the ONLY feasible method of transport the following guidelines must be followed.

- Drivers must register their vehicle with the Club (Appendix B)
- Drivers must ensure the safety of passengers
- Drivers must ensure that their vehicle is roadworthy and that they have a valid licence and insurance cover
- Drivers must only use vehicles with seat belts and ensure that their passengers are wearing these when in transit
- Drivers must be aware of their legal obligations when transporting young players
- Parents/guardians/or carers must give written permission if their child/children are being transported in another adults car
- Clear information on the expected time of departure and arrival need to be communication to relevant people i.e. parents/guardian or carer
- Drivers should not be alone with a young person in the car at any time. If this situation arises drivers need to ensure that the young person is in the back of the car
- The driver must have been checked and complied with the recruitment procedures set out in the Recruitment Guidelines Section (Pages 23-25).

If hiring transport

When booking transport for an away fixture you will need to remember the following points

- Passenger safety
- Competence of the driver and whether the driver holds an appropriate valid licence
- Number of driving hours for the journey and length of the drivers day including non driving hours
- Whether more than one driver is required
- Type of journey, traffic conditions, weather, appropriate insurance cover
- Journey time and distance and stopping points
- Supervision requirements
- Suitability of transport if the team includes disabled players
- Drivers to take breaks and be aware of emergency procedures

Legislation Points to Remember

- Vehicles must be appropriate and road worthy
- The driver is responsible for the vehicle during the trip
- All minibuses and coaches carrying groups of three or more young people aged between 3 and 15 years **MUST BE FITTED WITH A SEAT BELT FOR EACH YOUNG PERSON³**
- There must be an anchor point for wheelchair users

Minibuses

- Ensure that anyone who is driving a group minibus has received training on driving the minibus and the management of passengers

³ Restraints must comply with legal regulations – see Dept for Transport – “Minibus and Coach Seat Belts – Advice to Users and Operators..” www.dft.gov.uk

Recognising Poor Practice and Abuse

All adults working within squash & racketball have a duty of care to respond to suspicions of poor practice or abuse or bullying. Adopting and publicising the *'Taking Action Guidelines'* (see page 62), within your county or club will ensure that anyone with a concern can share it with a designated person i.e. the Club or County Child Welfare Officer. The Club & County Child Welfare Officers are there to support you and will enable concerns to be expressed and acted upon in confidence.

It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CLUB/COUNTY CHILD WELFARE OFFICER

Poor Practice

Poor practice is behaviour, which contravenes England Squash & Racketball Safeguarding and Protecting Young People in Squash & Racketball Policy and Procedures

This includes behaviour, which contravenes

- England Squash & Racketball Safeguarding and Protecting Young People in Squash & Racketball Policy
- England Squash & Racketball Anti Bullying Policy
- England Squash & Racketball Equity Policy
- England Squash & Racketball Codes of Conduct
- England Squash & Racketball Safeguarding and Protecting Young People in Squash & Racketball Procedures and Guidelines

It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CLUB/COUNTY CHILD WELFARE OFFICER

Abuse and Bullying

Abuse can and does occur in a wide range of settings, including sport. Abuse is a description of ways in which individuals harm children and young people, often by those who they know and trust.

It is generally acknowledged that there are four types of abuse - see appendix K for definitions of abuse and bullying

Abuse can occur outside of the squash setting or within the squash setting. It is important that any feelings about abuse are recognised but that we all take responsibility to act if we have a concern about a child or young person.

It is therefore crucial that all allegations and suspicions are treated seriously and appropriate actions taken. An environment that explicitly attempts to identify and report possible abuse or poor practice helps create a safer culture for children and young people.

Indications that a child may be being abused include the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- An injury for which the explanation seems inconsistent
- The child describes what appears to be an abusive act involving him/her
- Someone else (a child or adult) expresses concern about the welfare of another child
- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper)
- Inappropriate sexual awareness

- Engaging in sexually explicit behaviour
- Distrust of adults, particularly those with whom a close relationship would normally be expected
- Has difficulty in making friends
- Is prevented from socialising with other children
- Displays variations in eating patterns including overeating or loss of appetite
- Loses weight for no apparent reason
- Becomes increasingly dirty or unkempt

It should be recognised that this list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place.

Any one of these symptoms could be related to other family issues such as family upset of parental separation, divorce or bereavement, highlighting the importance of communication needed with parents or carers to help clarify any initial concerns.

For further information please refer to the England Squash & Racketball Anti-Bullying Policy available within these guidelines or on the website – www.englandsquashandracketball.com

It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CLUB/COUNTY CHILD WELFARE OFFICER

NO ACTION IS NOT AN OPTION

If you find yourself in the following situations YOU MUST FOLLOW THE ENGLAND SQUASH & RACKETBALL REPORTING PROCEDURES:

- concerned about poor practice in a squash & racketball situation
- concerned about possible abuse within a squash & racketball situation
- a young person (or another party) tells you that they are concerned about the behaviour of another towards them/child or young person in a squash & racketball situation
- you are aware of or concerned about the possible abuse of a child/young person outside of the squash & racketball situation

To ensure that appropriate action is taken when there is concerns are reported or suspected abuse, bullying or poor practice, England Squash & Racketball has:

- trained and appointed a National Designated Officer
- appointed a Case Management Group who are responsible for managing any reported concerns
- requires all clubs and counties to recruit, appoint and train a Child Officer, who will receive training through England Squash & Racketball (see Appendices L + M details the role and responsibilities of a Child Officer)

Reporting Procedures

As a volunteer, coach, parent or member of England Squash & Racketball the following guidelines should be followed where there is a concern relating to the welfare of a young person:

- If the young person is in immediate danger or has been physically injured ensure they are safe and contact police or children's social care (social services)
- If the young person is not in immediate danger but you have concerns either
 - discuss the concerns with the relevant child officer who will advise on the correct procedure for referring your concern appropriately **OR**
 - contact the England Squash & Racketball National Designated Officer (see www.englishsquashandracketball.com for details)
- Make a note of what you have seen or heard but do not delay in passing on the information. Complete an England Squash & Racketball Incident Record Form (appendix N) as soon as possible.

It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying - BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CHILD OFFICER

Working in an Affiliated Club

- you must report your concerns or any information received to the Club Child Officer, who will refer the matter to the England Squash & Racketball National Designated Officer

Working on behalf of a County

- you must inform the County Child Officer, who will refer the matter to the England Squash & Racketball National Designated Officer

Working in a school

- you must inform the designated teacher, who will follow their reporting procedures

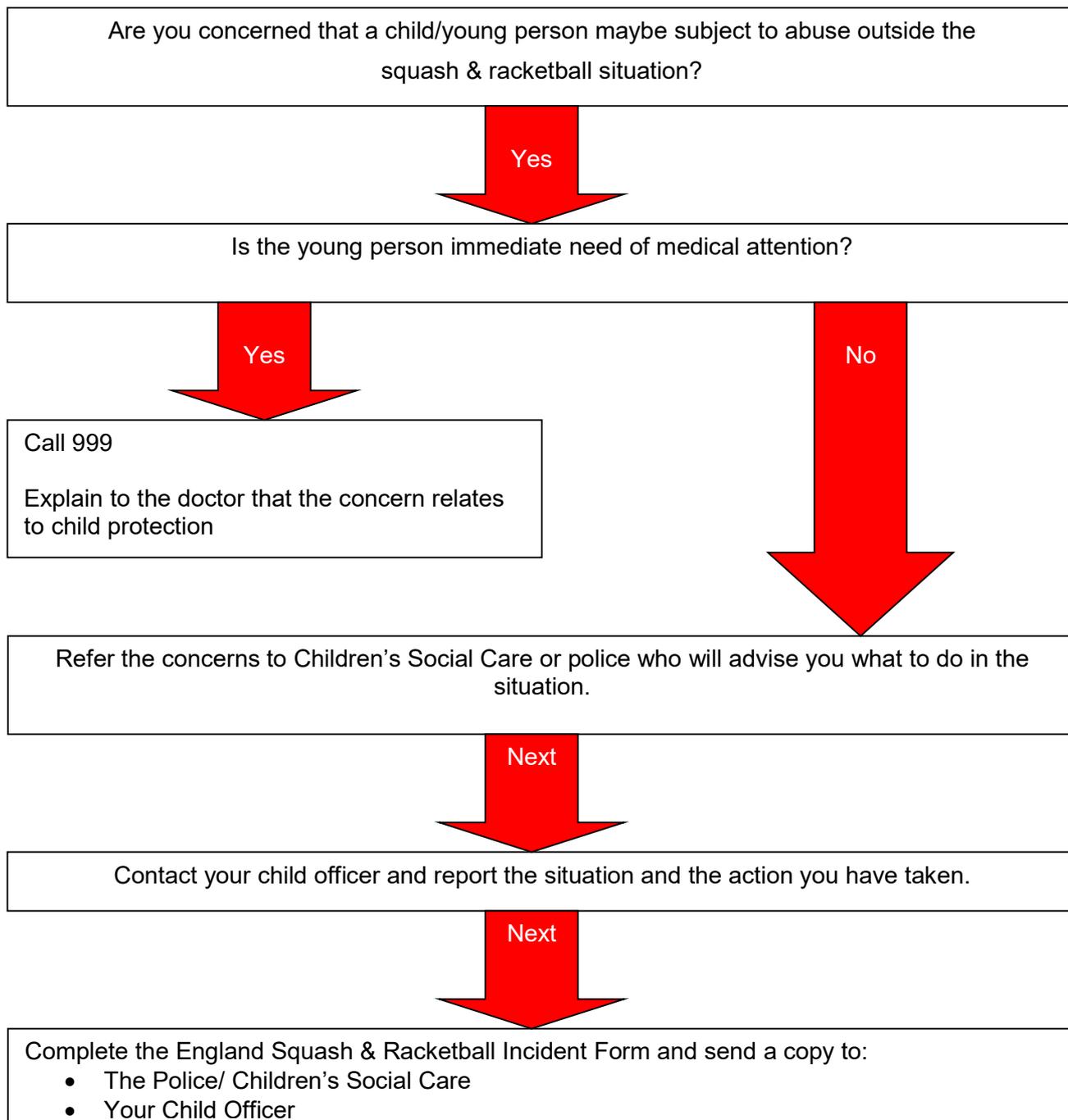
Working on a local authority programme

- you must inform the designated person, who will follow their reporting procedures

Working in a Local Authority Facility

- you must inform the nominated officer and England Squash & Racketball National Designated Officer who will follow their reporting procedures

Reporting and Managing Possible Abuse Outside of Squash & Racketball



Reporting and Managing Poor Practice or Possible Abuse In Squash & Racketball

Does the behaviour of a volunteer or member of staff towards a child/ young person raise concern?

Yes

Report your concerns to the relevant Child Welfare Officer
(Complete an England Squash & Racketball Incident form)

Who will:

- Reassure you and support you
- Report to England Squash & Racketball Designated Officer

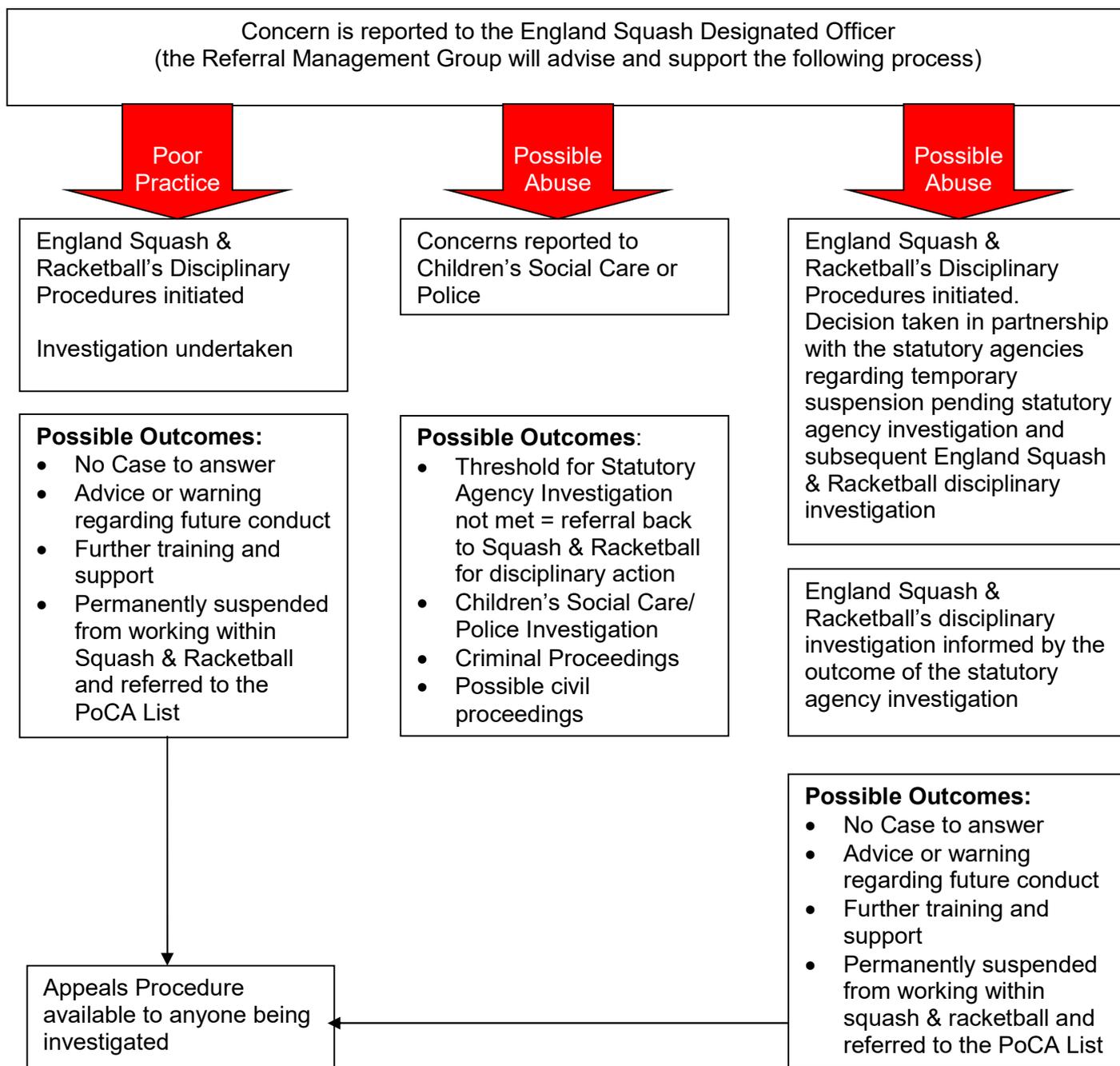
Who will

- Decide if the concern constitutes poor practice or possible abuse

**If your concerns relate to the Child Officer
report directly to the England Squash & Racketball Designated Officer**
(see www.englishsquashandracketball.com for details)

What Happens Next?

England Squash & Racketball Procedures are followed to ensure the referral is managed appropriately and fairly.



Contacts for Specialist Advice

Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the England Squash & Racketball National Designated Officer (see www.englishsquashandracketball.com for details).

If you would like any independent or specialist advice or need to report a suspicion out of hours, you can telephone the local social services department and speak to the duty worker (*out-of-hours* social services are also available). You can also seek expert specialist advice such as the NSPCC 24-hour free phone Helpline on **0808 800 500**, or the police have specially trained child protection

teams who will give guidance and support and deal with enquiries. (see appendix O for Key Contacts List)

Information passed to the social services or the police must be as helpful as possible, hence the necessity for making a detailed record at the time of the disclosure/concern.

A copy of this information should be sent to the England Squash & Racketball Designated Officer.

Confidentiality

Every effort must be made to ensure that confidentiality is maintained when an allegation has been made and is being investigated.

Only tell individuals who need to know and can help to manage the concern.

Information will be stored in a secure cabinet at England Squash & Racketball in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure), with access available only to the England Squash & Racketball Designated Officer.

Confidentiality is essential and if maintained will ensure:

- the safety of the child involved
- that action is taken to protect the child
- that individuals involved in any complaint are protected from gossip and assumptions
- individuals who have a complaint against them receive fair treatment, without prejudice or pre judgment
- all policies, procedures and systems can work to manage any situation quickly, professionally and effectively

Impact if Confidentiality is breached

If Confidentiality is breached the following can happen:

- the child is put in danger either by;
 - further inappropriate action of any adult involved or
 - other individuals who hear about any concern through rumours
 - through lack of action
- any investigation by either England Squash & Racketball or the statutory agencies may be invalidated by misinformation or rumours
- individuals with a complaint against them may be victim to inappropriate behaviour from club members
- the policies, procedures and systems in place will not support or uphold any complaint or concern

Whistle blowing

If there is a concern with regard to the behaviour of an adult towards a young person, it is important that you share your concerns with the England Squash & Racketball Designated Officer.

All information received and discussed will be treated in confidence and only shared with those individuals within England Squash & Racketball who will be able to manage and resolve the situation. On occasions it may be necessary to seek advice, or inform the statutory agencies e.g. Children's Social Care (Social Services) or the Police. All concerns will be taken seriously and managed accordingly within the England Squash & Racketball Safeguarding and Protecting Young People Policies and Procedures.

If you have an allegation made against you:

- any concerns involving the inappropriate behaviour of an adult towards a young person will be taken seriously and investigated
- England Squash & Racketball will work in partnership with statutory agencies when required
- if you are the person who is the centre of an allegation the situation will be explained to you and you may be asked to stop working with young people in squash & racketball
- this may result in suspension (see appendix P) from activity within squash & racketball whilst a full investigation is carried out. This is to protect all parties involved.
- on completion of the investigation, depending on the outcome England Squash & Racketball will assess the appropriateness of you returning to work with young people in squash & racketball and how, if applicable, this will be managed
- England Squash & Racketball will assess on a case-by-case basis any support needed for the person who has allegations made against them
- they may choose to appoint an independent officer to provide support to the accused (see Appendix Q for further information for those against whom a complaint of poor practice or an allegation of abuse has been made)

Support for the victim, accused and reporter

England Squash & Racketball:

- acknowledges the difficulty in reporting concerns and will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's practice or concerns about the welfare of a young person
- will take appropriate steps to ensure that the victim (and parents) is provided with appropriate professional support
- will ensure through the appropriate allegation, disciplinary and appeals processes that the accused is offered appropriate support.

Informing parents

There is always a commitment to work in partnership with parents or carers where there are concerns about their children. Therefore, in most situations, it would be important to talk to parents or carers to help clarify any initial concerns (e.g. if a child seems withdrawn, there may be a reasonable explanation such as family upset of parental separation, divorce or bereavement).

However, there are circumstances in which a young person might be placed at even greater risk if concerns are shared (e.g. where a parent or carer may be responsible for the abuse or not able to respond to the situation appropriately). In these situations or where concerns still exist, any suspicion, allegation or incident of abuse must be reported to the designated person in charge of child protection within the organisation or to the England Squash & Racketball National Designated officer as soon as possible and recorded. Information regarding suspicions, allegations or incidents of abuse will usually be passed to parents by statutory organisations such as the Social Services or the police.