



Club Agreement Pack

Club
Name:

CONTENTS



1. Club Junior membership form	Page 3/4
2. Junior membership benefits	Page 5
3. Club charter document	Page 6
4. Club Development plan	Page 12
5. Personal Injury Insurance benefits	Page 13
6. Community Chest- Help & Information	Page 14
7. Volunteers in clubs – Information & Advice	Page 16
8. Key Club Information	Page 17
9. Safeguarding- Club Welfare Officer pack	Page 18
10. A.O.B	



Squash Wales Junior Membership

Name of Club/Section		Name of Coach	
Club Address including Postcode to send invoice		Contact Email Address & Phone No To send paperwork etc	

	NAME	D.O.B	M/F	ADDRESS	EMAIL ADDRESS	TELEPHONE	PAYMENT
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
14							

	NAME	D.O.B	M/F	ADDRESS	EMAIL ADDRESS	TELEPHONE	PAYMENT
15							
16							
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35							

Junior Membership

Benefits

- Junior membership card/tag
- Personal injury insurance
- Communication to the club from regional development officer, including details of upcoming development events, talent ID squads, coaching courses etc.
- Support with junior club community chest applications - **£1500**
- Opportunity to participate in junior development events at a reduced cost (**£5** instead of £10).
- Reduced entry fee for Squash Wales Junior tournaments
- Squash skills awards & Certificates
- School visits to promote & support junior sections





CLUB CHARTER

RECORD OF ACHIEVEMENT ASSESSMENT FILE

The Development of Squash Clubs In Wales

Squash Wales vision is to:

- Increase the popularity and profile of squash – better collaborative working
- Increase participation in squash – every child hooked on sport for life/nation of champions
- Ensure coaches and referees are suitably qualified and receive continuous professional development – supported to pass on their skills and passion for sport to others
- Continue to provide a system to nurture elite players so that they can mature and fulfill their potential
- Achieve success on the highest stage – top 20 World ranked players
- Produce players who are honoured to represent their country
- Foster players who respect their sport, their peers, their family, their coaches and themselves.

Squash Wales Partners



CONTENTS

- SECTION 1** - Introduction to the SW Club Charter
- SECTION 2** - **Bronze Club Award**
- *Coaches - World Leading Performance*
 - *Club Management - Participation, Accessibility and Membership*
 - *Duty of Care - Stability, Independence and Governance*
 - *Coaching/Competition Programme - World Leading Performance*
- SECTION 3** - **Silver Club Award**
- *Coaches - World Leading Performance*
 - *Club Management - Participation, Accessibility and Membership*
 - *Competition – Internal /External - World Leading Performance*
 - *Coaching Programme - World Leading Performance*
- SECTION 4** - **Gold Club Award**
- *Coaches - World Leading Performance*
 - *Club Management - Participation, Accessibility and Membership*
 - *Coaching/Competition Programme - World Leading Performance*
- SECTION 5** - Templates can be found on www.wsrb.co.uk - Clubs/Charter
- Template 1 – Constitution
 - Template 2 – Risk Assessment Form
 - Template 3 – Equity Policy
 - Template 4 – Safeguarding Children Policy Statement
 - Template 5a – Personal Disclosure Form for Coaches, Leaders & Teachers
 - Template 5b – Personal Disclosure Form for Referees
 - Template 5c – Personal Disclosure for Staff & Volunteers
 - Template 6 – Code of Conduct & Code of Ethics for Officials
 - Template 7 – Accident & Injury Report Form
 - Template 8 – Incident Report Form
 - Template 9 – Attendance Register
 - Template 10 – Development Plan

SATISFY ALL THE CRITERIA FOR BRONZE/SILVER/GOLD AWARD	WE ARE A JUNIOR CLUB ONLY (YOU WILL ONLY BE ABLE TO APPLY FOR A BRONZE AWARD)	WE ARE A SENIOR MEMBERS ONLY CLUB
MEET RDO TO SIGN OFF	MEET RDO TO SIGN OFF	MEET RDO TO DISCUSS CREATING A JUNIOR SECTION WILL THEN QUALIFY TO APPLY FOR A CHARTER AWARD
APPLICATION PROCESSED BY WS CLUB CHARTER ASSESSOR	APPLICATION PROCESSED BY WS CLUB CHARTER ASSESSOR	
APPLICATION SUCCESSFUL CLUB AWARDED BRONZE/SILVER/GOLD CLUB CHARTER	APPLICATION SUCCESSFUL CLUB AWARDED BRONZE CLUB CHARTER	

SECTION 1 - Introduction to the SW Club Charter

By achieving the SW Club Charter, the club has demonstrated its commitment to SW Vision.

SW clubs that hold a Club Charter will have the following:

- An infrastructure that is child friendly/accessible and welcoming with excellent facilities plus qualified, registered and fully insured coaches.
- Coaches and officials who have adopted the SW Safeguarding and Protecting Children Policy and procedures.
- Approved to deliver the SW Mini Squash and Development Player Awards.
- Experience in forging links with local schools.
- Excellent coaching and competitive programmes catering for all levels of ability.

The Club Charter is a progressive club development programme which will:

- Increase the number of adults and juniors playing squash through structured playing and competitive club programmes.
- Increase the recruitment, education and development of coaches and volunteers.
- Improve the infrastructure of SW club network.

The Club Charter will be awarded by the following method:

- Clubs must apply to SW to contact Regional Development Officers (RDO).

Clubs can apply for one of the following levels:

- Bronze
- Silver
- Gold

Each level of the Club Charter will be split into the following assessment package:

- ***Coaches - World Leading Performance***
- ***Club Management - Participation, Accessibility and Membership***
- ***Duty of Care - Stability, Independence and Governance***
- ***Coaching/Competition Programme - World Leading Performance***
- Clubs must satisfy the criteria statements applicable to the level they are working towards by either providing the required evidence or signing to conform with requirements
- Meet your Regional Development Officer (RDO) West/North/South who will be required to sign to confirm that some of the criteria have been met and provide appropriate advice
- The completed assessment package will then be sent to the SW Club Charter Assessor who will check that the criteria have been satisfied
- Successful applications will be returned with a certificate and plaque
- Clubs can improve their accreditation level at any time by applying for an upgrade
- The Club Charter Award is **valid for three years**

Benefits for clubs:

The following are in addition to the benefits offered to affiliated clubs and are exclusive to clubs who have achieved a Charter award:

- SW Certificate of Achievement
- Club Charter plaque
- Use of the SW Club Charter logo on club promotional material e.g. websites, newsletters, letterheads
- Support from a Regional Development Officer
- Opportunities to host:
 - Coach/Referee Education Courses
 - Sanctioned Events
 - Junior Development Events
- Clubs will be listed on the SW website with a link to the clubs website

SECTION 2 -**BRONZE CLUB AWARD**

Coaches -	World Leading Performance	Comments	RDO
<p>The club has a minimum of two WS Level 1 coaches working within the club</p> <p>All coaches and assistant coaches must be registered with WS</p> <p>All registered coaches must attend a Safeguarding & Protecting Children and Equity Workshops.</p> <p>All Coaches must complete a Personal Disclosure Form, Code of Conduct & Code of Ethics and an enhanced DBS check</p> <p>If you operate in a private club, you must have a named first-aider.</p> <p>One new coach/volunteer has attended the Disability inclusion training workshop UKDIT</p>			

Club Management -	Participation, Accessibility and Membership	Comments	RDO
<p>The club must be affiliated to WS by the County League Team Process or Individual Club Affiliation by £25 per squash court.</p> <p>All Junior Section Players must be members of WS</p> <p>The club must have a Constitution, public liability insurance and a health and safety policy.</p> <p>The club must incorporate the WS Equity Policy</p> <p>The club has a notice board to display activities</p> <p>The club offers different types of membership</p> <p>The club has a nominated person to deal with new and prospective players/members</p>			

Duty of Care -	Stability, Independence and Governance	Comments	RDO
<p>The club has incorporated the WS Safeguarding and Protecting Children Policy and Procedures</p> <p>The club has a nominated Safeguarding and Protecting Children Welfare Officer. Contact details must be available on the Club notice board</p> <p>All volunteers working with juniors must have an enhanced DBS check and have completed a Personal Disclosure Form</p> <p>The club must incorporate Codes of Conduct for all coaches, referees and volunteers working with children and young people, and for parents/guardians</p> <p>The club must record all juniors taking part in all coaching activity on attendance sheets that include important medical information and emergency contact info.</p> <p>The club has an Accident Book to record accidents and injuries and a procedure for dealing with them</p>			

Coaching/Competition Programme -	World Leading Performance	Comments	RDO
<p>The club operates the WS Mini Squash Coaching Scheme and the WS Player Development Awards</p> <p>A minimum of two hours weekly coaching for juniors and adult activities (if the club has an adult section)</p> <p>Equipment is available for use including eyewear and appropriate size rackets and balls for the age and ability of the players</p> <p>The club holds a minimum of one internal junior competition per year</p> <p>The club holds an Annual Championship for both juniors and adults (if the club has an adult section)</p> <p>The club provides match opportunities against other clubs, for both juniors and adults (if the club has an adult section)</p> <p>A minimum of one team of Males & Females take part in structured Leagues</p>			

SECTION 3 - SILVER CLUB AWARD

The Club has achieved the Minimum Operating Standards as defined at Bronze Club level

Coaches - World Leading Performance	Comments	RDO
Must have a minimum of two Registered Level 1 Coaches Must have a minimum of one Registered Level 2 coach The Club must have a minimum of 1 female Registered coach		

Club Management - Participation, Accessibility and Membership	Comments	RDO
Record of player's achievements (Honours Board) to be displayed and updated The club has a 12-month Action Plan A Junior Newsletter is circulated to players and members annually The club actively promote free use of the club facilities to a minimum of two local schools The club has a website The club has regular contact with the SW Development Officer The club has a social programme for juniors and adult members The club can deliver SW approved Mini Squash & SW Development Player Awards The club has a minimum of two squash courts with viewing facilities The club seeks to recruit potential new volunteers through: Invitation to parents of Junior players Notice Board, Membership renewal, Local Newspaper. The club recruits a minimum of 1 new volunteer per annum		

Competition – Internal /External - World Leading Performance	Comments	RDO
The club holds a minimum of one internal Junior competition per annum The club holds an annual championship for juniors and adults The club will create opportunities for inter-club junior team competition The club holds a Handicap Summer League The club provides opportunities for juniors to enter internal adult Leagues A minimum of two teams of Males & Females take part in structured Leagues The club provides adult match opportunities against other clubs The club provides opportunities for juniors to be selected to play in its adult teams		

Coaching Programme - World Leading Performance	Comments	RDO
Minimum of twenty current WS Junior Members Minimum of five current WS Junior Academy Members Minimum of two female players in junior Academy squads A minimum of two hours weekly coaching for juniors and adults (if the club has an adult section) Junior Coach operates to a coach player ratio of 1:6 The club provides a minimum of a School Road show/Taster Session annually The club allows non-members to participate in coaching programmes A minimum of one adult Club Night		

SECTION 4 - GOLD CLUB AWARD

The Club has achieved the Minimum Operating Standards as defined at Silver Club level

Coaches - World Leading Performance	Names	RDO
Must have a minimum of three Registered Level 1 Must have a minimum of two Registered Level 2 Must have a minimum of one Registered level 3 Must have a minimum of one Registered female coach		

Club Management - Participation, Accessibility and Membership	Comments	RDO
The club has a written two-year Development Plan The club operates as a central club with at least three identified "satellite" clubs/schools/sports centres The club actively promotes free use of the club facilities to a minimum of three local schools The club has a minimum of three courts with viewing facilities The club seeks to recruit potential new volunteers through: Club Newsletter Club Web Site The club recruits a minimum of 2 new volunteer per annum		

Coaching Programme - World Leading Performance	Comments	RDO
Minimum of thirty current WS Junior Members Minimum of ten current WS Junior Academy Members Junior coaching activity operates to a coach: player ratio of 1 : 4 Minimum of three female players in junior Academy squads The club holds a minimum of two Internal Junior Competitions per annum A minimum of Three teams of Males & Females take part in structured Leagues		

If you have any queries regarding the SW Club Charter scheme, please contact:

SW Ltd.
Sport Wales National Centre
Sophia Gardens
CARDIFF
CF11 9SW
Tel: 0300 300 3121

SW Partners





Name of Club:

Name of Coach:



Area of Development	Details and goals	Funding	Partners	Considerations
Club Promotion				
Junior Coaching				
Club Charter				
Other				

Personal Injury Insurance Benefits



Squash Wales & Racketball

	<i>Benefits Payable in Respect of Injury</i>	<i>Amount</i>
1.	Hospitalisation benefit for each completed 24 hour period should the Insured Person require in-patient treatment at a hospital	£30 per day up to a maximum of 7 days in total
2.	Fracture* to one or more arm bones	£150
3.	Fracture* to one or more leg bones	£150
4.	Fracture* to collar bone, cheek bone, jaw bone, pelvic bone or hip bone	£150
5.	Fracture* to one or more finger or toe bones	£50
6.	<i>Emergency Dental Treatment benefit for expenses incurred for dental treatment by any legally qualified dental practitioner excluding the first £25 of each and every claim and excluding loss of or damage to dentures, crowns of any other dental appliances</i>	<i>Up to £100</i>

*excludes hairline fractures

This Insurance shall only cover Insured Persons whilst they are:

- playing or officiating at home or away fixtures
- taking part in training organised by Squash Wales & Racketball
- taking part in any social activity organised by Squash Wales & Racketball
- proceeding to and returning from away fixtures as part of an organised party using private cars, motor coaches or public transport but excluding aircraft or motor cycles
-

Note: This insurance does not cover any injury where it is not possible to determine how the injury occurred, e.g. torn ligaments, strains and sprains as the player may have contributed to the injury by not warming up properly or playing whilst they had a pre-existing injury.

If you would like to make a claim please contact the Squash Wales & Racketball office on 029 2033 4910 or email elizabeth.johnstone@wsrb.co.uk and request a Personal Injury Claim Form.

Please help us to assess your claim as quickly as possible by providing as much information about the injury as you can. Failure to complete the Claim Form fully may cause a delay in dealing with your claim if further information has to be requested.

The issue or acceptance of a Claim Form does not imply your claim will be successful.

Community Chest- Help & Information

Your club can apply for up to £1500 to fund a project at your club in any 12 months

All community chest grants are applied for online via the Sport Wales Website:

<http://sport.wales/funding--support/our-grants/community-chest.aspx>

First step:

You will need to register your details with Sport Wales, in order to create a username and password which will give you access to the Sport Wales grants portal:

1. Go onto the Sport Wales website
2. Click the title 'Funding & Support' at the top of the page
3. Click the big green 'Apply Online' button
4. Bottom right of the page it takes you to, gives you the option to 'Register' under new users
5. Follow the registration process by entering all the required details

Next Step:

Once you have registered and have access to the online application portal contact your RDO to discuss what you would like to apply for and RDO can help with filling in the application.

NOTE: All applications must be submitted by the next community chest closing date for your local authority, in order for your application to be considered at the next panel meeting date.

If you do miss the closing date, your application will not be considered until the following panel meeting date.

All closing dates and meeting dates for each local authority can be found through the link below:

<http://sport.wales/funding--support/our-grants/community-chest.aspx>

Information you will need:

Bank, Building Society or Credit Union Account details:

- Account type
- Account name
- Sort code
- Account number

Evidence that the account is set up for your organization/squash club:

- A photo or scanned copy of the Bank Statement - transaction & balance details can be obscured, but Bank, Holder Name & Address, Account Name, Sort Code and Account Number must be visible
- A photo or scanned copy of a blank cheque for the Account
- A photo or scanned copy of a blank paying in slip for the Account
- A photo or scanned copy of a letter from your Bank with those Bank details on
- Or a photo or scanned copy of an Opening Balance statement for the Account

Second Signatory/Authorized member:

- Sport Wales requires 2 signatures on the grant application form
- Second signatory will be required to send an e-mail to confirm that they approve the application so must have a valid e-mail address and access to the internet

Details of your club's structure:

- No. of participants
- No. of sessions
- Workforce

Details about your project:

- What your project involves
- What you will need
- What it will cost
- What you believe the impacts will be

There are also several help documents on the Sport Wales website to guide you through the process. For further assistance contact your RDO.

Volunteers in Clubs

Information & Advice

Methods of advertising volunteer roles:

- Advertise volunteer roles on the club website
- On Junior club membership forms, state that the club is run by volunteers and ask if there is a role that the parents think they could get involved with
- Advertise roles in local places i.e. Schools

Advice:

- It is a good idea to give people smaller roles to start with and gradually build them up into bigger roles within the club, such as Club Chairman, Club treasurer or Club secretary
- Ensure time scales of roles are not too long - People are more likely to commit to a role for a shorter period, than a role that they think they will be committing to for life. People may decide to continue the role for a longer period than they initially signed up for, but they like to have the option
- Don't give too much work to one volunteer – Make sure roles are evenly distributed as much as possible to avoid anyone deciding not to continue with their role
- Carefully select roles for volunteers – Just because someone works in finance in their day to day job, doesn't mean they will want to be the club treasurer in their volunteer role
- Try and get parents involved in volunteer roles – Whilst they're waiting for their children who are participating in an activity at the club, they could be getting involved with a small volunteer's role
- Try having some incentives for volunteers e.g. If volunteer attends 10 sessions, receive free ball etc.
- Recognition – it is a good idea to recognise and thank all volunteers, rather than just rewarding and recognising one volunteer

Characteristics:

- Open-minded
- Considerate
- Passionate



Key Club Information

Club Contact

- Name:
- Contact Number:
- E-mail:

Club Coach/Coaches

- Name:
- Contact Number:
- E-mail:

Club Welfare Officer

- Name:
- Contact Number:
- E-mail:

Club night details

- Day:
- Time:
- Any other details:

Junior coaching details

- Day:
- Time:
- Cost:

DO YOU KNOW WHERE THE **NEAREST**
DEFIBRILLATOR IS SITUATED?

.....



Club Welfare Officer Safeguarding Toolkit



Welcome to Squash Wales Safeguarding Toolkit

You may be considering volunteering for the role as your club welfare officer or you may already have been appointed – if so, congratulations!

The club welfare officer is a crucial role in your club and you find that you will work across the membership (adults and children/young people), the club committee and the parents/guardians of the young people in your club. Squash Wales wish you a fulfilling and enjoyable experience and appreciate your commitment and time that you are giving to your club to support and develop the club and squash.

1. Introduction

The Safeguarding Toolkit is designed to support you in your role as the Club Welfare Officer. It complements the *Squash Wales Safeguarding and Protecting Children Policy and Procedures* which can be found on the Squash Wales website www.walessquashandracketball.co.uk.

Squash Wales is committed to promoting a best practice approach to all aspects of squash in Wales, in particular promoting and creating a positive environment for all children/young people to enjoy and participate in squash.

As the Club Welfare Officer, Squash Wales will support you to promote a 'child centred' approach within the club. It is essential that the club considers how it supports and promotes the best interests of the children/young people in the club.



Contents

	Section	Page No:
1.	Introduction	2
2.	Squash Wales Values	4
3.	Summary of Squash Wales Safeguarding Principles	4
4.	Club Welfare Officer - characteristics What does the Club Welfare Officer do in the club?	5
5.	Safeguarding Best Practice	6
6.	Code of Conduct for Children	8
7.	Poor Practice and Abuse	9
8.	Dealing with Disclosures and Allegations	10
9.	Reporting Concerns Notes for using the Incident Report Form Incident Report Form	11
10.	Taking and using photographic and recorded images of young people	14
11.	Guidance for the use of Social Networking by Coaches and others in a position of trust	15
12.	Summary	16

2. Squash Wales Values

Everyone involved in Squash Wales is expected to support and promote the values identified below.

P	• Professionalism - setting high standards for myself (skill, judgement, polite behaviour)
E	• Excellence - being the best I can be
R	• Respect - treating individuals with dignity and consideration
F	• Fairness - treating people justly and equitably both on and off the court
E	• Enjoyment - playing for pleasure my own and others
C	• Courage - taking accountability for results, being honest about mistakes, taking considered risks
T	• Trust - keep my promises and commitments

3. Summary of Squash Wales Safeguarding Principles

- A child/young person is defined as someone under the age of 18.
- The 'welfare of the child is paramount' (looking after the best interests of the child and considering their perspective as a priority).
- All children, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse.
- All incidents of poor practice and allegations will be taken seriously and responded to swiftly and appropriately.

Safeguarding is everyone's responsibility

4. Club Welfare Officer - characteristics

As the Club Welfare Officer, you may have been selected as you possess the following characteristics; friendly, approachable, calm, organised, patient, easy to talk to, good listener, non-judgemental, positive, confident and be seen as fair (among other things).

What does the club welfare officer do in the club?

- Work with other members of the club to ensure a positive child centred environment
- Assist the club to fulfil its responsibilities to safeguard children
- Assist the club to implement the club and Squash Wales Safeguarding and Protecting Children Policy and Guidance (in particular the reporting and recording procedures)
- Role model and promote best safeguarding practice within the club
- Act as the first point of contact for members, officials, volunteers, parents and children regarding concerns about children's welfare, poor practice or abuse are identified
- Act as the first point of contact with Squash Wales Lead Safeguarding Officer
- Ensure appropriate confidentiality is maintained
- Maintain contact details for the local statutory agencies and support services
- Sit on the club's management committee to advise on generic safeguarding practices and support the committee to engage in a child centred approach to relevant decisions

You have a key role to play in the club, however it is important to remember that implementing safeguarding across the club is NOT solely your responsibility, but you are influential in advocating and role modelling best safeguarding practice.

<p style="text-align: center;"><i>Safeguarding is everyone's responsibility</i></p>
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CWO some suggested actions:

- I. Why not ask the children in your club for feedback on 'the club'?
- II. What do they like/dislike about 'the club'?
- III. Suggestions for how 'the club' could be improved.

5. Safeguarding Best Practice

The following information is a summary from the *Squash Wales Safeguarding and Protecting Children Policy and Procedures*

Promoting the welfare of all young people in squash is a key part of the safeguarding role that we all have a responsibility to put into practice. A Coach, instructor, teacher, official or volunteer may have regular contact with young people and be an important link in identifying cases where a young person needs protection. All cases of poor practice should be reported to Squash Wales.

All personnel in squash should demonstrate exemplary behaviour in order to protect themselves from false allegations or a misinterpretation of their intention.

- always work in an open environment
- treat all young people with respect and dignity
- always prioritise the welfare of each young person
- as an adult in a position of trust, maintain a safe and appropriate distance with performers
- build balanced relationships based on mutual trust which empowers children to share in the decision-making process
- make squash fun and promote fair play
- encourage parents and young people to ask questions
- involve parents wherever possible
- ensure that if mixed teams are taken away, they are accompanied by a male and female member of staff
- adults should not enter children's bedrooms or invite children into their rooms (unless it is an emergency)

Other areas where the Club Welfare Officer may prompt coaches and instructors to consider the young people in their care:

- ✓ Training programmes – ensuring these are designed for the age and ability of the participants
- ✓ Injuries – does the young person have an injury? Have they fully recovered from the injury before they return to playing?
- ✓ Disabilities – have any been disclosed? Does the young person have any behavioural difficulties? What information can be provided to support the young person's development in squash

Examples of best safeguarding practice

Examples of best practice	Action
Listen to the child	Empower, consult, sensitively, Seek feedback, contribute to decision making. Treat everyone equally and fairly
Partnership with Parents	Sharing information providing support and advice. Involve parents in supervision of children. Consent issues and checks
Working with other professionals	Acknowledge diverse roles – sports science, injury / treatment, sponsors, officials
Ongoing training and development	Update skills, qualifications. Observe NGB policies and guidelines. First Aid, Health and Safety, Emergency situations. Insurance Data Protection Act - Guidelines on use of photography
Excellent role model	Appearance Conduct Ethics Clear boundaries Constructive feedback Consistent implementation of Codes of Conduct
Professional approach	Age appropriate activities Work in open environment Use of physical contact (HGB guidelines) Recognise burnout NGB: Recruitment Policy Appraisal Mentor System Encourage fair play
Planning and preparation	Complete appropriate paperwork Keep accurate written records Plan for adequate staffing levels for away events and tournaments Plan for safe transportation Assess risk – facilities, equipment, supervision

Codes of Conduct – should always be implemented consistently and fairly. Their aim is to set a clear standard of behaviour which should be followed by everyone. It is vitally important that the Coach role models exemplary behaviour and standards when working with junior players. It is essential for children to know where their boundaries sit as club members and what sanctions are in place should there be a breach of the Code of Conduct.

6. Code of Conduct for Children by Children

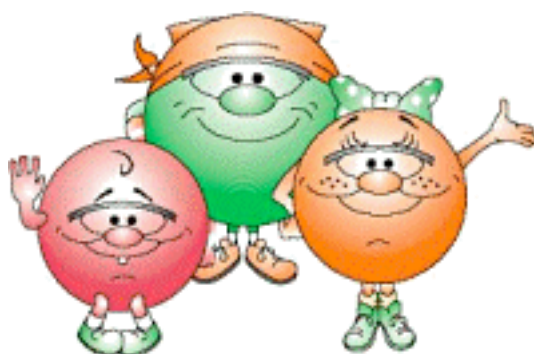


- Be happy – play with a smile on your face
- Be a good sportsman and respect others
- Never give in
- Do not hit yourself with the racket
- Stay safe in sport
- Make sure your coaches treat you at your own level
- Don't argue with the referee
- Always wear your goggles
- Don't throw or bang your racket
- Don't kick the glass
- Don't hurt your opponent
- Don't swear
- Ask for a let if there's a danger
- If you're not playing do not run on court
- Ask permission to go outside or to the toilets
- Do not cry after the match
- Do not shout at yourself
- Play every point like it's the last



Thanks to children
from

U11 Fun Series



WWW.WSRB.CO.UK

7. Poor Practice and Abuse

It is not always easy to recognise a situation where abuse may occur or has already taken place. The staff and volunteers in squash are not experts at such recognition. However, they do have a responsibility to act if they have any concerns about the behaviour of someone (an adult or another child) towards a young person.

Poor practice includes any behaviour that contravenes the Squash Wales Code of Ethics and Code of Conduct.

Practice to be avoided:

- Rough – physical or sexually provocative games (horseplay)
- Sharing a room with a child
- Spending excessive amounts of time alone with children away from others
- Inappropriate touching
- Reducing a child to tears – as a form of control
- Allowing children to use inappropriate language unchallenged
- Making sexually suggestive comments to a child, even in fun
- Taking children to your home where they will be alone with you
- Allowing allegations made by a child to go unchallenged, unrecorded or not acted upon
- Doing things of a personal nature that they can do for themselves

However, if you or someone in the club:

- accidentally hurt a player
- the young person seems distressed in any manner
- a player appears to be sexually aroused by your actions
- a player misunderstands or misinterprets something you have said or done

It must be immediately:

1. Reported to a colleague (preferably the Club Welfare Officer)
2. Detailed written notes made
3. Inform parents
4. (Consider if this should also be reported to Squash Wales Lead Safeguarding Officer)

Possible Signs and Indicators of Abuse

It is **possible** that a child/young person is being abused if the following signs and indicators are present:

- Have a change in behaviour (e.g. normally quiet become loud and/or disruptive in the session or a confident child becomes anxious or introverted)
- Become unreasonable, argumentative or aggressive
- Develop a stammer
- Reticent to go home or seem afraid of parents/guardian/siblings
- Have cuts or bruises they cannot explain
- Sexually inappropriate language or behaviour for their age

Any single signs or indicators may not be a sign of abuse however this should still be reported/recorded as a concern by the Club Welfare Officer. A cluster of signs and indicators (rather than just one) may mean the child is being abused and should be reported to the Club Welfare Officer, Squash Wales Lead Safeguarding Officer and/or a statutory agency (social services/police).

8. Dealing with Disclosures and Allegations

If a child makes a disclosure or an allegation about another child or adult inside or outside the club, it is essential that you:

LISTEN TO THE CHILD - CAREFULLY

- React calmly – reassure the child
- Take the child seriously
- Record details/nature of the allegation – write a description of injuries/bruising
- Record your observations – child's behaviour/emotions
- Keep questions to minimum
- Any witnesses?
- Complete an Incident Report Form - Note times, location, date
- Note what is fact, opinion or hearsay

MAINTAIN CONFIDENTIALITY

- Note any actions taken
- Inform Squash Wales Lead Safeguarding Officer
- When referring to statutory agencies record names of Social Services staff/police involved
- Keep a copy of the information provided (securely).

It is not the responsibility of the Club Welfare Officer or any other member of the club to decide whether or not a child/young person is being abused.

Your responsibility is to pass on your concerns to Squash Wales Lead Safeguarding Officer/social services/police.

Be aware that child abuse generates media attention, any inquiry or request for a comment related to a current or historical case of child abuse should be referred to Squash Wales.

9. Reporting Concerns

Notes for using the Incident Report Form

The Incident Report Form is completed by the 'Club Welfare' officer within a squash club or organisation as, when and if incidents occur.

The Form identifies the essential information that needs to be recorded if an incident occurs (i.e. there is a disclosure from a young player, or an allegation is made) and should be kept by the Club Welfare Officer.

On receiving an allegation or disclosure, the Club Welfare Officer will complete the form with the key witnesses involved.

If social services or the police are involved, then a copy of the form should be sent to the case officer at social services, following a telephone report. Please also contact Squash Wales Lead Safeguarding Officer, Mike Workman at the Squash Wales Officer – mike.workman@squash.wales and ensure a copy of the form is forwarded. Squash Wales will hold definitive records in a safe and secure place. This will enable Squash Wales to monitor incidents and develop best practice in their handling.

Other useful contacts:

NSPCC Helpline: 0808 800 5000

ChildLine: 0800 1111

SQUASH WALES INCIDENT REPORT FROM

Name of person making referral:	
Status of person:	Date of referral:
Contact details of person making referral:	
Brief outline of reason for referral, giving date and time of incident:	

Section A: Please complete if referral is specifically related to a child/children

First Childs Name:	Second Childs Name:
Date of Birth:	Date of Birth:
First Childs Address:	Second Childs Address:
Parent / Carers Name and Address for First Child:	Parent / Carers Name & Address for Second Child:
Record exactly what child / person referring said. Continue on a separate sheet if necessary.	
Actions taken:	

Section B: Please complete if referral is specifically related to a parent / staff member / volunteer in Squash	
Persons Name	Age
Address	
Parents address if above named person is under 18.	
Club / County / National details:	
Record nature of referral. Continue on separate sheet if necessary.	

This form should be returned direct to: - The Lead Safeguarding Officer, Squash Wales,
Sports Wales National Centre, Sophia Gardens, Cardiff, CF11 9SW

10. Taking and using photographic and recorded images of young people

(NB - this guidance applies to any device capable of recording images)

Recording of positive images of young people participating and enjoying squash is a great asset for all clubs, the images should be a celebration of achievement and performance.

Squash Wales are committed to ensuring that all necessary steps are taken to protect young people from inappropriate use of their images in resources, media publications and the internet including social media.

The following is our guidance to support best safeguarding practice:

1. All photography equipment should have the audible 'click' sound turned on.
2. All photographs and images should reflect a positive impression of squash and the players involved, the images should be taken in a way that reduces the opportunities for their misinterpretation or abuse.
3. Anyone wishing to take photographs or record images of young people playing squash in a club, at an event or competition should register the equipment they intend using.
4. Everyone that registers to record images in a club, at an event or competition should be asked how their photographs or images will be used e.g. personal (including social media), websites, club promotion, etc.

The following should NOT be permitted

- Unsupervised access to any young person or one to one photo sessions.
- Unsupervised photo sessions outside of the club, event or competition.
- Photography in the changing rooms.

Any person that does not adhere to the guidelines will be asked to comply. Those failing to comply will have their registration to take photographs and record images revoked at the club, for the duration of the Event or competition and could result in further disciplinary action by Squash Wales.

11. Best Practice Guidance for the use of Social Networking by Coaches and others in a position of trust

Use of Social Media, Emailing or Texting

The following is meant as useful guidance to support coaches and those in a position of trust and responsibility who wish to use communication tools such as text messages, emails and social media sites in good faith.

The information is intended to minimise the risk of individuals being exposed to inappropriate behaviour or allegations.

- Remember to act professionally with responsible and respectful communication, whether via email, website or mobile phone
- Be mindful. It is inappropriate for adult coaches to communicate on a 1-2-1 basis with players under the age of 18
- If using the above communication methods, you should copy to a third party.
- It is advisable to send group messages rather than single messages
- Ensure that messages only refer to specific club related matters.
- As an individual in a position of trust, you should not have any players under the age of 18 as friends on social networking sites. Encourage players to follow the organisation page
- Remember your position as a role model
- Be wary that if you become their friend (on social media) you will be able to see details of their private life. It could place you in a vulnerable position
- If a child/young person in your club requests to become your friend, you should decline if any of the following apply:-
 - You are in a position of responsibility in respect of that child/young person
 - You hold a position of trust and responsibility in the club
 - Your contact with the child/young person is through the club and the parent/guardian does not give their consent to such contact
- Before you post anything online, consider what you are about to post and who will be able to view it
- The publishing of photographs or videos is subject to the Governing Body media guidelines (refer to Code of Conduct)
- Ensure you set the appropriate privacy settings on your social networking account
- Do not post or discuss comments or opinions about other coaches, volunteers, staff, players, clubs, parents or officials. To do so would breach Squash Wales Code of Conduct

1. Notes

If a player is under 16, parental consent is required for communication between adult and young person.

If a player is under 18, parents should be informed and be made aware of the communication between the adult and young person.

2. Reporting Concerns

If a player discloses a message, email or image that is inappropriate for a child to have, you must inform a designated Safeguarding Officer or Club Welfare Officer.

If a child or young person is concerned or feels uncomfortable with anything encountered online, they should be advised to speak to their parent/guardian or adult that they trust.

Reports about suspicious behaviour towards children and young people in an online environment should be made to the Child Exploitation and Online Protection Centre at www.ceop.uk.

12. Summary

This Safeguarding Toolkit aims to provide Club Welfare Officers with some additional guidance for their role. It is important to remember that should an issue or concern arise in the club there are a number of sources of support:

- **Squash Wales Lead Safeguarding Officer** – Mike Workman is able to provide advice and guidance as well as accepting referrals for club related concerns (mike.workman@squash.wales)
- **NSPCC helpline** – available 24 hours per day for advice and guidance on safeguarding or child abuse concerns.
- **Social Services** – have an on-call social worker 24 hours per day for referrals and advice. Please remember this is a very busy service so out of office hours a message will be taken and the duty social worker will return your call.
- **Police** – able to provide advice and accept referrals for child abuse concerns.

All the above services encourage you to make contact if you have any concerns about a child or young person whether they are a member of your club or not.

Please add comments here about anything that has not been discussed in this pack:

