



# **CHILD PROTECTION POLICY AND PROCEDURES**

Exeter Golf and Country Club will:

- Accept the moral responsibilities to: implement procedures, provide a duty of care for young people, safeguard their well-being and protect them from abuse.
- Respond to any allegations or concerns appropriately and implement the appropriate disciplinary appeals and procedures.
- Respect and promote the rights, wishes and feelings of young people
- Recruit, train and supervise employees and volunteers to adopt best practice in order to safeguard and protect young people from abuse, and themselves from false accusations
- Require staff and volunteers to adopt and abide by the organization's child protection policy and procedures

### **Check List for Parents and Carers**

Exeter Golf and Country Club welcomes questions about its activities and the safety of its environment. Here is a list of suggested areas you should check out:

- Are the staff volunteers suitable to work with children? All staff and volunteers should go through a proper recruitment process that includes interviews, references and, where appropriate, police checks.
- Is there a written code of behaviour? All organizations should have a written code of behaviour that outlines good practice when working with children. An environment that allows oppressive behaviour such as bullying, shouting racism, sexism or taunts about disability is not acceptable
- How does Exeter Golf and Country Club manage staff and volunteers? There should be methods for ensuring staff and volunteers understand their duties to children.
- Does the organization offer training to staff and volunteers? Apart from skills training, all workers should have training in child protection and health and safety.
- How can children and their parents or carers voice their concerns? Exeter Golf and Country Club will tell you who to see and what to do if you or your child has any worries. (See Procedures and contacts)
- Does Exeter Golf and Country Club have a health and safety policy? Find out who the first aiders are and the location of the first aid boxes.
- What are the arrangements when children go on tours or to competitions or events? You should be informed of the arrangements – including transport to and from – for every outgoing no matter how long or short and your written consent should be required.

### **Codes of Conduct**

#### **A- Contact with Children**

In order to provide children with the safest possible environment and to ensure the best protection for staff and volunteers, you should avoid;

- Spending excessive amounts of time alone with children, away from others
- Taking children alone in your car and in car journeys, however short
- Taking children to your home

When such situations are unavoidable, they should occur with full knowledge and consent of someone in charge of organizing the event and/or the child's parents.

## **B – Relationships with Children**

Staff and volunteers should NEVER:

- Engage in rough physical games including horse-play
- Engage in sexual proactive games
- Allow or engage in inappropriate touching of any form
- Allow children to use inappropriate language unchallenged
- Make sexual suggestive comments about or to a child, even in fun
- Let allegations made by a child be ignored or to go unrecorded
- Do things of a personal nature for children that they can do themselves

## **C – Restraint**

- Restraints is where a child is being held, moved or prevented from moving, against their will because not to do so would result in injury to themselves or others or would cause significant damage to property.
- Restraints must always be used as a last resort, when all other methods of controlling a situation have been tried and failed. Restraint should never be used as a punishment or to bring about compliance (Except where there is a risk of injury).
- Only staff or volunteers who are properly trained in restraint techniques should be involved. A young person should be restrained for the shortest period necessary to bring the situation under control.

## **D – Intimate Care**

It may sometimes be necessary for your staff and volunteers to do things of a personal nature for children, particularly if they are young or disabled. These tasks should only be carried out with the full understanding and consent of parents. In an emergency situation that requires this type of help, parents should be fully informed as soon as reasonably possible.

## **E – Physical Contact**

Many sports, by their nature require a degree of physical contact between adults and young people. Physical contact can be used appropriately to instruct, encourage, protect or confirm. The aims of guidelines relating to physical contact are to indicate to adults and children/young people the appropriate situations and contexts for touching. Physical contact between adults and children/young people should only be used when the aim is to:

- Develop sport skill or techniques
- Treat an injury
- Prevent an injury
- Meet the requirements of the particular sport

Physical contact should:

- Not involve touching genital areas, buttocks or breasts
- Meet the need of the child/young person and, with the exception of an emergency, permission should be sought
- Not to take place in secret or out of sight of others

Records of injuries should be fully recorded

## **F – Substance Abuse**

The use of drugs, alcohol and tobacco should be actively discouraged as being incompatible with a healthy approach to sport. Activities for younger individuals and teams should be organized in a non-alcoholic environment. Sports activity leaders should promote fair competition through the development of sound training and practice and discourage the use of any substance that is perceived to offer short cuts to improved performance or to by-pass the commitment and hard work required to achieve success.

## **G – Physiological Stress, Burnout or Dropout of Children Involved in Sport**

Burnout may be defined as a condition resulting from an activity that was once source of fun and personal satisfaction, but later become associated with progressive physical and psychological distress. Burnout itself may result from a combination of the number of hours involved in physical training with high expectations and pressure from sports leaders and parents/guardians. The result may be that the child no longer has fun and may wish to drop out of the sport. Within a sporting context the following practices are not appropriate:

- Pressuring a child to perform at a level which is beyond their capacity – based on their age or maturity
- Over training or making demands that will lead to burnout
- Knowingly permitting a child with an injury to participate in sports activity
- Failing to take adequate precautions to protect a child from environmental hazards

## **H – Bullying**

Bullying will not be accepted or condoned. All forms of bullying will be addressed. Bullying can include:

- Physical pushing, kicking, hitting, pinching etc.
- Name-calling, sarcasm, rumour spreading, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals
- Racial taunts, graffiti, gestures
- Sexual comments and/or suggestions
- Unwanted physical contact

Anti – bullying policies:

- Everybody has the responsibility to work together to stop bullying
- Children should be supported and encouraged to take a role in stopping bullying in the club
- Policy and practice should be reviewed regularly in the light of changing needs and attitudes adopted by other agencies.
- Anyone that reports an incident of bullying will be listened to carefully and will be supported whether it is the child being bullied, the child who is bullying or a third party
- Any reported bullying will be investigated objectively. This will entail listening carefully to all those involved
- Children being bullied will be supported and assistance given to uphold their right to learn, develop and play in a safe environment that allows them to reach their potential.
- Incidents of bullying will be discussed with the child's parents or carer
- Parental advice on action will be sought and agreements reached on the action to be taken when a child's bullying behaviour is not responded to approaches from within the club.

Support should be offered to parent(s) or carer(s) including information on other agencies and support lines.

### **1 – Child Protection Online**

Recent technological developments have meant that the club must be aware of the risks posed directly and indirectly to children and young people through the use of images on the club's website and in other publications. Photographs can be used as a means of identifying children when they are accompanied with personal information or can be adapted inappropriately.

#### **Club rules regarding website imagery:**

- If the athlete is named, avoid using a photograph
- If a photograph is used, avoid naming the athlete
- The club will ask the athlete's permission to use their images and obtain their consent as to the way it is to be used.
- The club will ask for parental permission to use an image of a young person and ensure they are aware of the way it is to be used.
- The club will only use images of the athletes in suitable dress to reduce the risk of inappropriate use.
- The club will use child protection procedures for reporting the use of an inappropriate image to reduce the risks to athletes.

### **J – Use of Photographic Filming at Club Events**

Occasionally the club will commission professional photographs or invite the press to certain activities. In such instance the club will:

- Provide a clear brief about what is considered appropriate in terms of context and behaviour.
- Issue the photographer with identification that must be worn at all times
- Inform athletes and parents that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs
- Not allow unsupervised access to athletes nor one-to-one sessions at events.
- If parents or other spectators are intending to photograph or video at an event, they should also be aware of club's expectations
- Athletes and parents will be informed that if they have concerns, they can report them to the organizer
- Concerns regarding inappropriate or instructive photography will be reported to the event organizer or official and recorded in the same manner as any other child protecting concern

### **Videoring as a Coaching Aid**

There is no intention to prevent club coaches and teachers using video equipment as a legitimate coaching aid. However, performers and their parents/carers should be made aware that this is part of the coaching programme and their consent obtained, and such films should be stored safely.

### **Recruitment and Training of Staff and Volunteers**

Exeter Golf and Country club recognizes that anyone may have the potential to abuse children in some way and all reasonable steps are taken to ensure unsuitable people are prevented from working with children. Pre-selection checks must include the following:

- All staff / volunteers should complete an application form prior to work. The application form will elicit information about applicants past and a self-disclosure about any criminal record.
- Consent will be obtained from the applicant to seek information from the Disclosure and Barring Service.

### **Interview and Inductions**

All employees and volunteers will be required to undergo an interview carried out to acceptable protocol and recommendations. All employees and volunteers should receive an induction, during which:

- A check should be made that the application form has been completed in full (including sections on criminal records and self-disclosures).
- Their qualifications should be substantiated.
- The job requirements and responsibilities should be clarified.
- Child protection procedures are explained, and training needs are identified.
- They should sign up to the organizations' Code of Ethics, Conduct and Child Protection Policy.

### **Good Practice Guidelines**

All personnel should be encouraged to demonstrate exemplary behaviour in order to promote children's welfare and reduce the likelihood of allegation being made. The following are common sense examples of how to create a positive culture and climate.

#### **Good practice means:**

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treating all young people/disabled adults equally, and with respect for dignity.
- Always putting the welfare of each young person first, before winning or achieving goals.
- Maintaining a safe and appropriate distance with players (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them).
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process.
- Making sport fun, enjoyable and promoting fair play.
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided by the Coach Education Programme. Care needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people and their parents should always be consulted, and their agreement gained.
- Keeping up to date with technical skills, qualifications and insurance in sport.
- Involving parents/carers wherever possible. For example, encouraging them to take responsibility for their children in changing rooms. If groups have to be supervised in the changing rooms, always ensure parents, teachers, coaches or officials work in pairs.
- Ensuring that if mixed teams are taken away, they should always be accompanied by a male and female member of staff. However, remember that same gender abuse can also occur.
- Ensuring that at tournaments or residential events, adults should not enter children's rooms or invite children into their rooms.
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people.
- Giving enthusiastic and constructive feedback rather than negative criticism.

- Recognising the developmental needs and capacity of young people and disabled adults – avoiding excessive training or competition and not pushing them against their will.
- Secure parental consent in writing to act in *loco parentis*, if the need arises to administer emergency first aid and/or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.
- Requesting written parental consent if club officials are required to transport young people in their cars.

### **Practices to be Avoided**

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable it should be with the full knowledge and consent of someone in charge in the club or the child's parents. For example, a child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of the session:

- Avoid spending time alone with children away from others
- Avoid taking or dropping off a child to an event or activity

### **Incidents that Must be Reported/Recorded**

If any of the following occur, you should report this immediately to the appropriate officer and record the incident. You should also ensure the parents of the child are informed:

- If you accidentally hurt a player
- If he/she seems distressed in any manner
- If a player appears to be sexually aroused by your actions
- If a player misunderstands or misinterprets something you have done

### **Staff Rules**

#### **You must:**

- Treat all children and young people with respect
- Provide an example of good conduct you wish others to follow
- Ensure that whenever possible there is more than one adult present during activities with children and young people, or at least you are in sight or hearing of others
- Respect young people's right to personal privacy and encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- Remember someone else might misinterpret your actions no matter how well intentioned
- Be aware of physical contact with a child or a young person may be misinterpreted
- Recognize that special caution is required when discussing sensitive issues with children or young people
- Challenge unacceptable behaviour and report all allegations or suspicions of abuse.

#### **You must NOT:**

- Have inappropriate physical or verbal contact with children or young people.
- Allow yourself to be drawn into inappropriate attention-seeking behaviour or make suggestive or derogatory remarks or gestures in front of children or young people
- Jump to conclusions about others without checking facts
- Either exaggerate or trivialize child abuse issues.

- Show favouritism to any individual
- Believe 'it could never happen to me'
- Take a change when common sense (policy or practice) suggests another more prudent approach
- You should give guideline and support to inexperienced helpers

### **Supervision of Children**

Making arrangements for the proper supervision of children is one of the most effective ways of minimizing the chance of children suffering harm of any kind whilst in our care.

### **Planned Activities**

Organizations of journeys or visits outside the club should plan and prepare a detailed programme of activities for the children who are to be involved in the event. All children should be adequately supervised and engaged in suitable activities at all times. In circumstances when planned activities are disrupted, e.g. due to weather conditions, organizers should have a number of alternative activities planned subject to availability of space/time etc. Organizations should obtain, in writing, parental consent to children joining an organized trip.

### **Supervision of Children**

Leaders in charge must be satisfied that those workers and adults who accompany group parties are fully competent to do so. Children must be supervised at all times, preferably by two or more adults. Children must not be left unsupervised at any venue whether indoors or out. Workers should know at all times where children are and what they are doing. Any activity using potentially dangerous equipment should have constant adult supervision. Dangerous behaviour by children should not be allowed.

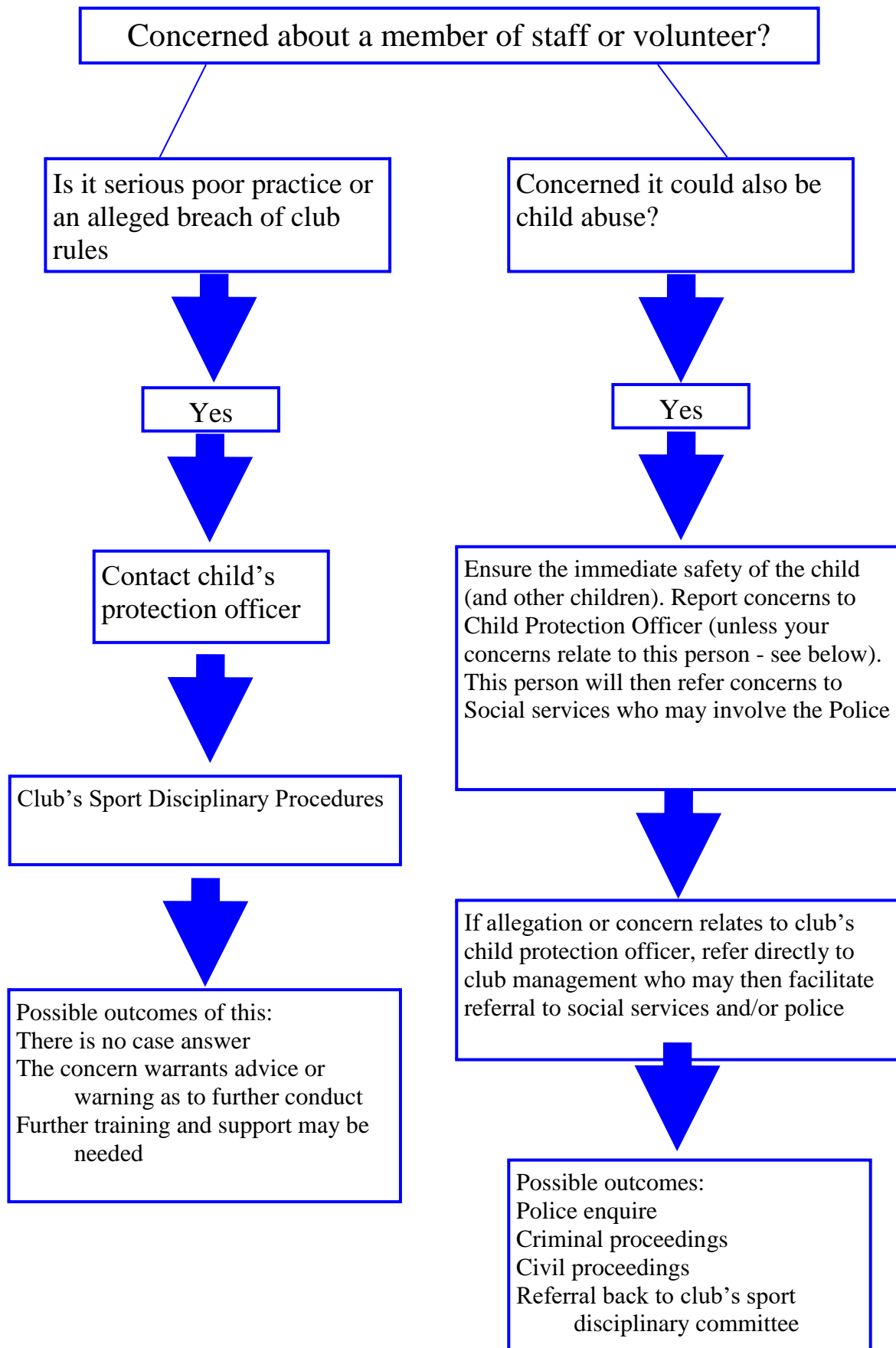
### **Child protection procedures - respond to a child making an allegation of abuse**

- Stay calm
- Listen carefully to what is said
- Find an appropriate opportunity to explain it is likely that any information will need to be shared with others – **do not promise to keep secrets**
- Allow the child to continue at his/her pace
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer
- Reassure the child that they have done the right thing in telling you
- Tell them what you will do next and with whom the information will be shared
- Record in writing what was said using the child's own words as soon as possible – note date, time, any names mentioned, to whom information was given and ensure record is signed and dated by child protection officer (see incident form)

It is important that all staff members are aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not the abuse has occurred. That is a task for the professional child protection agencies following a referral to them of concern about a child.



**Child Protection Flow Procedures Chart**



### Information for Social Services or the Police About Suspected Abuse

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

- The child's name, age and date of birth of the child.
- The child's home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have the parents been contacted?
- If so what has been said?
- Has anyone else been consulted? If so record details.
- If the child was not the person who reported the incident, has the child been spoken to? If so what was said?
- Has anyone been alleged to be the abuser? Record details.
- Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.

All members of staff should be aware of the details of the person who should be informed about a child being abused or in this person's absence the next person.

Name: James Temple  
Job Title: Head of Rackets  
Address: c/o Exeter Golf and Country Club, Exeter, Devon, EX2 7AE  
Tel. No: 01392 874139 ext. 234  
E-mail: [james.temple@exetergcc.co.uk](mailto:james.temple@exetergcc.co.uk)

If James is unavailable:

Name: Chris Jones  
Job Title: General Manager  
Address: c/o Exeter Golf and Country Club, Exeter, Devon, EX2 7AE  
Tel. No: 01392 874139 ext. 222  
E-mail: [chris.jones@exetergcc.co.uk](mailto:chris.jones@exetergcc.co.uk)

Tennis Section Welfare Officer (voluntary position)

Name: Eleanor Bucci  
Job Title: Tennis Section Welfare Officer  
Address: c/o Exeter Golf and Country Club, Exeter, Devon, EX2 7AE  
E-mail: [ellebucci@gmail.com](mailto:ellebucci@gmail.com)

Appropriate contacts outside Exeter Golf and Country Club:

**If someone is in immediate danger, call the police (999).**

NSPCC helpline:	0808 800 5000
Devon Multi-Agency Safeguarding Hub (MASH):	0345 155 1071 <a href="mailto:mashsecure@devon.gov.uk">mashsecure@devon.gov.uk</a>
MASH Emergency Duty Service (outside office hours):	0345 600 0388
Exeter Social Services:	01392 384444
Exeter Police Check:	01392 452675
Disclosure and Barring Service:	PO Box 3961, Royal Wootton Bassett, SN4 4HK 030000 200 190
DBS Helpline:	
LTA (Tennis) safeguarding team:	020 8487 7000
<a href="https://www.lta.org.uk/about-us/safeguarding-protection/">https://www.lta.org.uk/about-us/safeguarding-protection/</a>	<a href="mailto:safeguarding@lta.org.uk">safeguarding@lta.org.uk</a>