



Club Safeguarding and Child Protection Policy



SAFEGUARDING AND CHILD PROTECTION POLICY

Upchurch River Valley Golf Club has considered its responsibilities to the children participating in golf at our premises and within our club very carefully and has produced the following Safeguarding and Child Protection Policy and underpinning procedures in order to set out the standard we wish to uphold in providing activities for children and safeguarding the welfare of children in our care.

Upchurch River Valley Golf Club affiliates to The English Golf Union. The club recognises the policies of these Governing Bodies, as set in out at www.childreningolf.org/about-us/roles-responsibilities.

POLICY STATEMENT

Upchurch River Valley Golf Club acknowledges its duty of care to safeguard the welfare of all children (defined as those under 18) involved in golf within the club. All children have a right to protection, and have their particular needs taken into account.

Upchurch River Valley Golf Club will therefore endeavour to ensure the safety and protection of all children involved with the club through the Child Protection guidelines adopted by the Management Committee of the club. It is the responsibility of all adults within the club to assist the Management Committee in this endeavour.

POLICY AIMS

- ❖ To provide children with appropriate safety and protection whilst in the care of the club and also help them to enjoy their experience in sport.
- ❖ To reassure parents that their children will receive the best practicable care possible whilst participating in activities within the club.
- ❖ To provide support to staff and volunteers to make informed and confident responses to specific child protection issues and to fulfil their role effectively.

PRINCIPLES

- ❖ The welfare of children is paramount
- ❖ All children, whatever age, culture, disability, gender, language, ethnic origin and religious beliefs have the right to protection from abuse
- ❖ All suspicions and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately



- ❖ All staff and volunteers working in golf have a responsibility to report concerns to the Club Welfare Officer
- ❖ Adults - staff, volunteers, coaches, referees and members will be supported to understand their role and responsibility with regard to the duty of care and protection of children and young people
- ❖ Individuals will receive support through education and training to be aware of and understand best practice and how to manage any welfare or child protection issues that may come to light.

Upchurch River Valley Golf Club will work in partnership with parents to review and implement child protection and welfare procedures. Upchurch River Valley Golf Club's policy and procedures are based on the above principles and UK and International legislation and government guidance and take the following into consideration:

- The Children Act 1989 and 2004
- The Data Protection Act 1994 and 1998
- The Police Act 1997
- The Human Rights Act 1998
- The Protection of Children Act 1999
- Caring for the young and vulnerable - Home Office Guidance for prevention the abuse of trust 1999
- The Criminal and Court Services Act 2000
- What to do if you are worried a child is being abused 2005
- Working Together to Safeguard Children 2010
- The UN Convention on the Rights of the Child

Any subsequent legislation relating to child protection would implicitly be incorporated into this document.

RESPONSIBILITIES AND COMMUNICATION

- ❖ The Upchurch River Valley Golf Club Safeguarding and Child Protection Policy will be available to all members, parents, staff, volunteers and participants.
- ❖ The Policy will be reviewed every year by the Management Committee, and amended as appropriate. Guidance from golf's governing bodies will be sought as part of the review process.
- ❖ The Management Committee has responsibility for ensuring that the policy and procedures are implemented, including taking any appropriate disciplinary action necessary.
- ❖ The Club Welfare Officer has responsibility for responding to any allegations, concerns or child protection incidents, passing information to the appropriate



National Governing Body Lead Child Protection Officer and informing the appropriate club staff.

- ❖ Parents have a responsibility to work together with the club in implementing procedures and providing their children with the necessary information to safeguard themselves.



Welcoming Environment



WELCOMING ENVIRONMENT

Upchurch River Valley Golf Club will work with parents and young people to ensure they offer a welcoming environment, both for kids who are participating in golf and for their families.

Parents have an important role to play in their child's experience of golf, and are ultimately responsible for their child's behaviour and conduct. The club has a duty of care towards children when they are playing or socialising at the club, or participating in an activity for or on behalf of the club.

Upchurch River Valley Golf Club officers and volunteers aim to develop trusting relationships with all junior members. But for their own peace of mind, parents should check the club has appropriate policies to ensure good practice in child protection.

Parents are encouraged to:

- ❖ Take an interest in their child's progress and be supportive
- ❖ Introduce themselves to anyone involved in the supervision of their child, such as the Junior Organiser or Golf Welfare Officer (GWO)
- ❖ Find out what the club has to offer in terms of coaching sessions and junior competitions, and any playing restrictions for children
- ❖ Obtain good practice guidance and Codes of Conduct for children from the club, and go through these with their child
- ❖ Find out whether there are any age restrictions for children playing on their own on the course
- ❖ Be punctual when dropping off and picking up their child
- ❖ Make sure their child has everything they need to participate and for the weather conditions
- ❖ Ensure the club has all necessary contact numbers in case of emergency, preferably mobile numbers
- ❖ Advise the GWO or Junior Organiser of their child's particular needs (e.g. allergies, learning disabilities)
- ❖ Discuss any concerns about the organisation of activities or the behaviour of adults towards their child with the GWO;
- ❖ Enquire whether the Club has achieved, sought or is seeking Golfmark status



CHANGING ROOMS

One of the areas where children are most vulnerable at sports clubs is the locker/changing/shower room, and golf clubs are no different. Obviously people might wish to refresh themselves after taking part in a round of golf, and limited changing facilities often mean that people of all ages need to change and shower in the same area.

To avoid possible misunderstandings or embarrassing situations, adults should exercise care if they are in the changing room at the same time as children. But bullying can be an issue if children are left unsupervised in locker rooms, so a balance needs to be struck depending on the situation. In general, it is better if one adult is not left alone to supervise a locker room, and extra vigilance may be required if there is public access to the venue. If, in an emergency, a male has to enter a female changing area or vice versa, another adult of the opposite gender should accompany them.

- ❖ Wherever possible, adults should avoid changing or showering at the same time as children.
- ❖ Parents need to be aware that, on occasion, adults and children may need to share a changing facility.
- ❖ Particular attention should be paid to the supervision of children aged ten and under in changing rooms. It is advisable for adults not to be alone with any child in these circumstances.
- ❖ If children are uncomfortable changing or showering in public, no pressure should be placed on them to do so.

SUPERVISION

Government guidance outlined in the Care Standards Act 2000 should be followed for all children under the age of eight, taking into account:

- ❖ The age, experience and needs of the children;
- ❖ That the staff and adults who regularly supervise these children have complied with all checks and requirements during recruitment;
- ❖ The number and experience of the adults supervising children;
- ❖ The need for there to be enough staff on hand to deal with or manage any emergency situation (i.e. a minimum of two people);
- ❖ The need for a risk assessment.



ADULTS AND CHILDREN PLAYING TOGETHER

One of the reasons golf is so popular is that the game is not restricted by skill, age or gender. It can be enjoyed and keenly contested by players from any number of apparently diverse groups. This diversity, almost totally unique to golf, is always encouraged and is one of the enduring traditions of the game. Every effort should be made to promote this mix of physical and technical ability among players.

Responsible interaction between adults and children bring mutual respect and understanding. Nevertheless, when playing golf with a child, adults should always be aware that certain age-related differences do exist, and should conduct themselves in a manner that recognises this.

CHILDREN PLAYING ON THE COURSE WITHOUT SUPERVISION

Golf courses may have a number of unmanned access and egress points, which limit the ability to supervise children who are playing alone or with another child. But this should not prevent the club from trying to minimise any potential problems.

It's advisable to have some method for children playing on their own or with another junior to sign in and out, so the club knows they are on the premises. If it isn't practicable to hold a register, then at the least permission should be gained from parents for their children to be on the club's premises unsupervised, and this should be included on the Junior Player Profile Form.

The organisation is not responsible for providing adult supervision of children at the club outside of formal coaching, matches or competitions. Parents should be made aware of the circumstances under which the club will or won't be supervising.

Clubs should consider recommending to parents an age under which children should **not** play unsupervised. This should be determined by a number of factors, such as whether the club has public footpaths crossing it, whether there is a known problem with strangers coming onto the course, whether the course covers a large area that takes players a considerable distance from the clubhouse, etc.

Once parents are aware of this recommendation, children who fall into this category should not play alone, with other juniors or with adults in club competitions unless they are accompanied by their parents or a person appointed by their parents.



Reporting Concerns



INITIAL CONTACT

- ❖ Club Welfare Officer
 - Martin Henneker - Mobile; 07846646290
Email; henneker@btinternet.com

- ❖ EGU Case Management Officer
 - Richard Brown - 01653 697578

- ❖ EWGA Lead Child Protection Officer
 - Kirstie Jennings - 07949 111 924



REPORTING CONCERNS

Anyone who has concerns about inappropriate behaviour, abuse or bullying has the responsibility to pass information to the designated person or authority (Martin Henneker - Welfare Officer)

It is not the responsibility of those working in golf to decide whether or not child abuse is occurring but it is their responsibility to act on concerns about inappropriate behaviour, abuse or bullying.

DEALING WITH ALLEGATIONS

Any allegations involving child welfare must be taken seriously, investigated and treated confidentially. If an allegation is made against a particular person, the outcome may include any or all of the following:

- ❖ The club will immediately ask the person to stop working with children in golf while a full investigation is carried out. This is a precaution to protect all parties involved.
- ❖ On completion of the investigation, the golf NGB will help the club decide whether it's appropriate for the person to return to work with children in golf, and how this will be managed.
- ❖ The NGB will assess, on a case-by-case basis, any support needed for the person about whom allegations have been made and may appoint an independent person to provide this.

DEALING WITH ALLEGED ABUSE

It is not the responsibility of the CWO, or anyone working in golf, to decide if a disclosure constitutes child abuse. It's the CWO's responsibility to act on any concern and refer it to CSC and/or police and the NGB CPO. The NSPCC Helpline (0800 800 5000) can talk through any concerns anonymously.

If action needs to be taken urgently, contact the police by dialling 999. The police and CSC provide out of hours service.

When a disclosure is made to CSC, they are legally bound to make enquiries where a child may be at risk of 'significant harm'. If a criminal offence is suspected, the CSC will always work in partnership with the police. Their primary duty is to ensure the welfare of the child.



ALLEGATIONS OF PREVIOUS ABUSE

An adult who was abused as a child by a person who is still working with children can make allegations of abuse some time after the incident. When such an allegation is made, you should follow the procedures in the Responding to Concerns and Allegations section. This is because other children, either within the sport or outside it, may be at risk from this person.

Anyone who has a previous criminal conviction for offences related to abuse is legally prohibited from working with children.

INVESTIGATING COMPLAINTS

Where there is a complaint of abuse, there could be three types of investigation, each of which may have some level of involvement from the NGB:

- ❖ **Disciplinary procedure or misconduct** – the Golf NGB may be involved.
- ❖ **Criminal** – the police are involved.
- ❖ **Child protection** – CSC are involved, and they may possibly involve the police.

If, after consideration and investigation by the CSC or police, the incident is deemed to be poor practice, bullying or harassment, the golf club is empowered to deal with this as misconduct. It's recommended they adopt and apply appropriate NGB disciplinary procedures.



DEFINITIONS OF ABUSE & POOR PRACTICE

POOR PRACTICE

This is behaviour that falls short of abuse but is nevertheless unacceptable. For example, disciplinary action taken against a child for seemingly insignificant reasons may, in certain circumstances, be misinterpreted as poor practice.

Anyone involved with children in golf should avoid putting themselves in situations where their conduct is questionable.

The following definitions are adapted from guidelines issued by the Department of Health (2010), Working Together to Safeguard Children – A guide to inter-agency working to safeguard and promote the welfare of children.

HARASSMENT

Individuals should determine what behaviour is acceptable to them and what they regard as offensive. It is the unwanted nature of the conduct that distinguishes harassment from acceptable behaviour.

BULLYING

Bullying is deliberately hurtful behaviour, usually repeated over a period of time, in situations where it's difficult for those being bullied to defend themselves. It can take many forms, including:

- ❖ physical, e.g. hitting, kicking, theft.
- ❖ verbal, e.g. racist or homophobic remarks, threats, name-calling.
- ❖ emotional, e.g. isolating an individual from the activities and social acceptance of the peer group; vindictive emails and texts, etc.

Bullying can occur between an adult and child, and between children. In either case it is not acceptable within golf. The competitive nature of golf can provide opportunities for bullying. The bully may be:

- ❖ a parent who pushes too hard;
- ❖ a coach who adopts a win-at-all costs philosophy;
- ❖ another child who intimidates inappropriately;
- ❖ an older player who intimidates inappropriately;
- ❖ an official who places unfair pressure on a person.



It's not the responsibility of those working in golf to decide that bullying or harassment is occurring, but it is their responsibility to act on any concerns.

ABUSE

Abuse or neglect of a young person may be caused by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional or community setting by those known to them or, more rarely, by a stranger. Some children also abuse other children and there is evidence to suggest that peer abuse is an increasing concern.

There are four main forms of abuse:

Neglect – this is when adults persistently fail to meet a child's basic physical and/or psychological needs, which will likely result in the serious impairment of the child's health or development. Neglect may involve failing to:

- ❖ provide adequate food, clothing and shelter;
- ❖ protect a child from physical and emotional harm or danger;
- ❖ ensure adequate supervision;
- ❖ ensure access to appropriate medical care or treatment.

Neglect that is happening within golf could include a PGA professional, staff, volunteer or coach not ensuring that children in their care are safe, exposing them to undue conditions of heat or cold, or unnecessarily risking injury.

Physical abuse – where someone physically hurts or injures a child.

Examples of physical abuse in golf may be when the nature and intensity of training and competition exceed the capacity of the young person's immature and growing body, or when drugs are used to enhance performance.

Sexual abuse – involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional abuse – the persistent emotional ill treatment of a child, such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as their self-worth is dependent upon sporting success. It may involve age- or developmentally-inappropriate expectations being imposed upon children. It may involve causing children to feel frightened, nervous, withdrawn, or in danger by being constantly shouted at,



threatened or taunted. Some level of emotional abuse is involved in all types of ill treatment of children.

Emotional abuse in golf may occur if children are subjected to constant criticism, name-calling, sarcasm, bullying, racism or unrealistic pressure to perform to high expectations consistently.

INDICATION THAT A CHILD MAY BE BEING ABUSED

These may be difficult to recognise, but there are signs that could alert you. These include:

- ❖ 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;
- ❖ Difficulty in making friends;
- ❖ Being prevented from socialising with other children;
- ❖ Displaying variations in eating patterns including overeating or loss of appetite;
- ❖ Loss of weight for no apparent reason;
- ❖ The child becoming increasingly dirty or unkempt.

This list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place. Some changes in behaviour can be caused by changes at home – bereavement, for example – and parents are encouraged to inform appropriate adults within the club about any such circumstances.



RESPONDING TO CONCERNS & ALLEGATIONS

REPORTING AND MANAGING CONCERNS

Outside Golf

There may be occasions when a concern is raised about abuse possibly occurring outside of the golf club. In these cases:

- ❖ The CWO should be notified;
- ❖ The CWO may notify CSC or the police;
- ❖ No further action will be taken using the golf procedures outlined here;
- ❖ In partnership with the appropriate agencies, the club or county might need to provide support for the child involved or the person who has made the referral.

Inside Golf

There may be occasions when a concern is raised about alleged abuse happening within the golf club. In this case:

- ❖ The CWO should be notified;
- ❖ The CWO must notify either the local CSC and/or the police and the NGB CPO;
- ❖ The NGB CPO will notify the SCiG Case Management Group (CMG) as required;
- ❖ Advice from CSC and/or police should inform the timing of any investigation occurring under the NGB disciplinary procedures.

If the CWO or NGB CPO is not available, it's important not to delay taking action. Advice should be sought from the local CSC, the police, the LSCB or the NSPCC.

As soon as possible, the NGB CPO should be informed of the action taken to date.

The NGB CPO should be made aware of every incident that's reported. It's essential that child welfare issues are dealt with centrally, rather than just within the club. The allegation may be just one part of a much wider picture concerning that child or adult.

To protect a child from any further potential risk, and also to protect the person against whom the allegation is made, claims of abuse or poor practice should be dealt with confidentially. Until allegations can be substantiated, only those who can assist in the case should be informed. Even if an allegation turns out to be unfounded, the rules of confidentiality still apply.



In line with data protection policies, all records kept by the NGB must be securely stored, available only to authorised people.

SAFEGUARDING CHILDREN IN GOLF CASE MANAGEMENT (SCiG CMG)

The SCiG CMG is made up of people who have been trained to respond to referrals of child welfare issues. Each NGB has a dedicated Case Management Officer who is part of this group.

Where a concern is reported relating to child protection, the Case Management Officer will be able to advise the club. This advice will mainly relate to the 'route' a case should take via golf processes and/or external agencies. When a case is referred to the CMG, the Officer is likely to undertake some preliminary investigation to determine the level of support and direction that will be needed. For example, allegations of 'low risk' poor practice would be referred back to club complaints/disciplinary procedures with advice, whilst suspected child abuse would be dealt with at a national level via disciplinary procedures and statutory agencies. One of the functions of the SCiG CMG is to complement and coordinate any action being taken by external agencies.

The CMG group comprises members who have experience, understanding and awareness of child welfare issues, decision-making processes, criminal justice, and best practice in golf. The group will ensure that the decision-making process is consistent and fair across golfing organisations, and separated from the process of investigation.

WHISTLE-BLOWING

Staff, volunteers, PGA professionals, coaches, referees, club members and other juniors might be the first people to raise concerns about a child's welfare. But they may also be reluctant to speak up – they may find it difficult, or fear harassment or victimisation. In these circumstances it can seem easier to ignore a problem, rather than report it, especially if it is 'just' a suspicion of poor practice.

When individuals feel unable to follow normal reporting procedures, or have already followed procedures but are worried the issues have not been fully addressed, they should contact the NGB CPO.

This process, known as 'whistle-blowing', enables individuals to share their concerns in confidence, without fear of subsequent discrimination or disadvantages. All instances of whistle-blowing will be taken seriously and managed according to SCiG policies.

The NGB will protect those who report poor practice or abuse in good faith. Wherever possible the identity of the whistle-blower will be protected; depending on the seriousness of the allegation, however, and particularly if police need to become involved, it might not



be possible to do so. The whistle-blower will be given prior notice of this and a chance to discuss the consequences. The NGB will ensure that support is available throughout.

In cases where it's necessary to take immediate steps, or where it doesn't seem possible to disclose concerns to the NGB CPO, whistle-blowers should contact the police, Children's Social Care or the NSPCC.

RESPONDING TO A CHILD'S DISCLOSURE OF ABUSE

Abuse can and does occur in a variety of situations, but most often takes place at home. It's rarely a one-off occurrence in these cases, so it's crucial those involved in golf are aware of this, and understand that all allegations should be taken seriously.

The appropriate agencies must be informed about possible abuse so they can make enquiries and take action to protect the child. This applies to suspicions of abuse occurring within golf as well as allegations of abuse taking place elsewhere.

If a child reports abuse, or says something that gives cause for concern, you need to:

- ❖ Stay calm;
- ❖ Keep an open mind;
- ❖ Listen carefully to what is said and take the child seriously
- ❖ Record in writing what was said, in the child's own words, using the Example Incident Report Form;
- ❖ Find an appropriate, early opportunity to explain to the child that it's likely the information will need to be shared and tell them who might be told – don't keep secrets;
- ❖ Keep questions to a minimum to ensure a clear understanding of what's been said;
- ❖ Reassure the child that they've done the right thing telling you;
- ❖ Report the issue in line with procedures. The NGB CPO should seek guidance from the local CSC officer with respect to consulting with parents and keep you informed of progress.





Selecting Volunteers



SELECTING VOLUNTEERS

To ensure effective recruitment and selection, the following steps should be carried out:

- 1) Advertise all posts via internal club outlets such as club newsletter, website and notice boards
- 2) Give a person the specification that is required
 - ❖ Education
 - ❖ Experience
 - ❖ Skills, Abilities & Knowledge
 - ❖ Values, Attitudes & Qualities
 - ❖ Clean Driving Licence
- 3) Use a standard application form for consistent information
- 4) Interview applicants and establish whether the candidate :-
 - ❖ Understands the needs of children
 - ❖ Understand the boundaries when working with children
 - ❖ Considers the views of and perspectives of young people and parents
- 5) Obtain references (see volunteer reference form) and identification
- 6) Applicants to complete a self disclosure form
- 7) Carry out disclosure and barring service checks
- 8) Provide a thorough induction and ensure they are familiar with the responsibilities of the post. This includes their signing up to the codes of conduct and undertaking child safeguarding and protection training (see codes of conduct sheet)
- 9) Appoint volunteers for trial period of 6 months with a review before they are confirmed in the post.
- 10) Assess this selection policy annually to ensure best practice



Welfare Officers



WELFARE OFFICER

Upchurch River Valley Golf Club has appointed Mr Martin Henneker as its welfare officer. He will ensure that safeguarding procedures described herein is put into place.

CONTACT DETAILS:

Email: henneker@btinternet.com

Phone:

Mobile: 07846646290

The role of the Club Welfare Officer (CWO) involves:

- ❖ Advising the club management committee on how to implement strong safeguarding procedures
- ❖ Receiving or hearing any concerns about a child's welfare or an adults behaviour towards children
- ❖ Responsibility for checking that everyone who has significant access to children is suitable and has been vetted
- ❖ Be approachable and available to the junior members of the club and their parents
- ❖ Preferably have a degree of independence from the club junior activities (for example, he or she should not be the junior co-ordinator or be actively coaching juniors)
- ❖ Be able to brief the captain of the club on any situation that require attention



Transport



It is recognised at Upchurch River Valley Golf Club that all transport arrangements for home or away fixtures, training, practice or any other golf related event organised by Upchurch River Valley Golf Club will be the responsibility of the parents, whether they are driving their own children or carpooling.

If at any time for a special event Upchurch River Valley Golf Club assumes responsibility for transport arrangements, then the following issues need to be addressed:

- 1) When organising transport for juniors to and from golf activities, the club must ensure that only suitable people are driving, and that the kids are transported as safely as possible.

Golfing organisations should have a Transport Policy that sets out how young people will be safeguarded when in transit, and parents, staff and volunteers should be made aware of this policy.

LEGISLATION

Remember:

- ❖ Vehicles must be appropriate and roadworthy.
- ❖ 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 seatbelt for each young person.
- ❖ There must be an anchor point for wheelchair users.
- ❖ Appropriate booster seats must be fitted.
- ❖ Vehicles must conform with current no smoking legislation

A register of all children should be kept for all events at home and away to enable the junior organiser to establish when a child has not been collected. This can be in the form of a simple name & collected tick list which can be signed off once all kids have been collected, the person holding the register should follow the guidelines set out below.

- 2) If a club assumes responsibility for transport arrangements, they need to address the following issues.
 - ❖ Adults who are driving must be suitable – for those working in England ensure that standard recruitment procedures have been followed.



- ❖ The driver should have appropriate insurance. This might necessitate contacting the insurance company to check they're covered to drive in these circumstances.
- ❖ Parents must provide written consent for children to be transported by club representatives.
- ❖ Avoid transporting a child on their own. If this situation arises, the child should sit in the back of the car.
- ❖ Parents should be aware of times for collection and return.
- ❖ Vehicles and drivers must be registered with the organisation. See our Vehicle Registration Form.
- ❖ All parties should have the relevant emergency contact numbers.
- ❖ Children should wear seatbelts. They should have a booster seat if they are under 12 and less than 135cm tall.

LATE COLLECTION

There should be guidance in place for when a parent is late to collect a child from the agreed location. Parents and children should be aware of what will happen in these circumstances.

Having a register of all the children who are being transported makes it easier for a PGA professional, coach or junior organiser to establish when a child has not been collected. The person holding the register should follow the guidelines to have the child safely collected.

If attempts to contact the parent and nominated emergency contact fail, then the supervising adult should wait with the child, with other staff, volunteers or parents wherever possible.

Staff and club members, PGA professionals and volunteers should avoid:

- ❖ Taking the child home or to another location;
- ❖ Waiting alone with the child in a vehicle or at the club;
- ❖ Sending the child home with another person, without parental consent;
- ❖ Leaving the child alone.

If all attempts to make contact fail, it may be advisable to contact the police for advice.

HIRING TRANSPORT

When booking transport for an away fixture, organisers should consider:

- ❖ Passenger safety;
- ❖ The competence of the driver and whether the driver holds an appropriate, valid licence;



- ❖ The number of driving hours for the journey, and the length of the driver's day, including non-driving hours;
- ❖ Whether more than one driver is needed;
- ❖ The type of journey, traffic conditions, the weather, and appropriate insurance cover;
- ❖ The journey time and distance, and any stopping points;
- ❖ The supervision requirements;
- ❖ The suitability of transport if the team includes disabled golfers;
- ❖ The need for drivers to take breaks;
- ❖ Emergency procedures.

MINIBUSES

- ❖ Ensure that anyone who's driving a group minibus has received training for driving the vehicle and for the management of their passengers.



Disciplinary Procedures



DISCIPLINARY PROCEDURES

England Golf has disciplinary powers to suspend and exclude members and staff and/or prohibit them from working with children where that work is part of employment with or volunteering for England Golf.

However, clubs and County Unions or Associations should also consider their own position and determine whether they should apply the same or similar disciplinary actions to activities within their club or county. If a club suspends a member, England Golf will also apply this suspension, provided the club has applied sound procedures. The following information shows how England Golf would approach the issue of suspending an individual and it is therefore advised that clubs follow the same processes for their own purposes.

Several factors are considered when determining whether a suspension is necessary, including the following:

- ❖ are children at risk?
- ❖ does the accused need protection?
- ❖ do the allegations amount to gross misconduct?
- ❖ would the reputation of England Golf be harmed?
- ❖ would the continued presence of the accused impede any enquiries/investigation?

England Golf will suspend those who are under investigation by Police or Child Social Care for any offence against a child covered by the Children in Golf (CiG) Child Protection Policy. Suspensions may also be necessary where a member is being investigated for other serious crimes or breaches of rules.

When a decision to suspend is enforced, it is important that this is not misinterpreted as a disciplinary action, as this type of suspension does not imply any guilt. Suspensions pending the outcome of any investigation and disciplinary processes should not be publicly disclosed and any disclosure should only be made in accordance with England Golf protocols.

It is essential that the club or County Union/Association has transparent, objective and formal disciplinary procedures which enable decisions to be made fairly and justifiably in order to protect children and members alike. There are several elements, which should be in place to achieve this:

- ❖ documented disciplinary procedures that are available to all and followed in all cases to ensure consistency and fairness
- ❖ an appeals process



- ❖ the involvement of external agencies (such as England Golf, the Police or Child Social Care), as appropriate, to obtain proper advice and support
- ❖ clearly laid out standards of communication with people against whom allegations have been made to ensure that they are aware at every stage of the progress being made in their case
- ❖ the application of confidentiality protocols, so that only those who need to know about cases are involved to protect both the children and the person the against whom the allegation is made until such time as it is appropriate to release information
- ❖ clear communication of the activities that the person against whom the allegation is made may participate in and those they must not engage in.

England Golf and the Children in Golf Case Management Group are able to offer support in cases where suspension is being considered by County Unions and Associations and clubs. The club or County Union or Association insurance policy may also offer financial support to provide for legal advice.



Bullying



Useful contacts

NSPCC:-

0800 800 5000 (telephone)

88858 (text)

Help@nspcc.org.uk

Childline UK:-

0800 1111 (telephone)

Freepost 1111

London

N1 0BR

Disclosure & Barring Service:-

Margaret Reed

Compliance Administrator

England Golf

01526 354500 (telephone)

M.Reed@englandgolf.org

BULLYING



RESPONSIBILITIES OF CLUBS

Prevention

Make all members and employees of the club and all county representatives aware that bullying will not be tolerated and that action will be taken when it occurs.

Create an environment of mutual support, care and consideration for others within the junior section.

Challenging bullying behaviour

Stop bullying immediately when it occurs.

Support the victims of bullying.

Address the behaviour of the bully.

WHAT IS BULLYING?

Bullying is behaviour, repeated over time, which intentionally hurts another person, physically or emotionally. It can be aimed at an individual or a group. The bully could be another child or an adult.

Bullying can take many forms, including:

- ❖ Emotional – being unfriendly, excluding, sending hurtful text messages and tormenting (e.g. hiding golf clubs, making threatening gestures), making sly remarks.
- ❖ Physical – pushing, kicking, hitting, punching or any use of violence.
- ❖ Racist – racial taunts, graffiti, gestures.
- ❖ Sexual – unwanted physical contact, sexually suggestive or abusive comments.
- ❖ Homophobic – taunts or actions that happen because of the victim's sexuality, or focus on the issue of sexuality.
- ❖ Verbal – name-calling, sarcasm, spreading rumours, teasing.
- ❖ Cyber – email and internet misuse, threats made via text messages and phone calls, hurtful social networking messages, spreading rumours online.

Adults can bully children. In fact, the bully's position as coach, team manager or junior organiser can appear to legitimise or mask the behaviour. Think carefully – is the coach's feedback constructive criticism, or does it consist of negative personal comments that eat away at the child's self-confidence? Is the team happy, or does the junior organiser run it with an attitude of 'my way or the highway'? Is poor performance being punished, as opposed to effort being rewarded?



Bullying can constitute a child protection concern if a child is suffering, or is likely to suffer, significant harm. It can even be a crime. Regardless of the legal implications, it's obvious just from a moral perspective that bullying is wrong and that every child should be protected from it.

HOW CAN YOU RECOGNISE BULLYING?

Kids who are being bullied can become anxious or withdrawn. Their schoolwork or performance in golf might suffer. They may be unhappy, depressed or moody, have trouble sleeping, or develop eating disorders. Their self-esteem and confidence will tend to suffer.

Victims of bullying may behave in the following ways:

- ❖ Becoming more withdrawn;
- ❖ Spending more time alone, away from the group;
- ❖ Avoiding particular people;
- ❖ Bullying others;
- ❖ Making quick exits;
- ❖ Talking and interacting less;
- ❖ Becoming aggressive, disruptive or unreasonable;
- ❖ Being reluctant to go to particular places;
- ❖ 'Losing' belongings or having broken equipment;
- ❖ Having bruises, cuts and other injuries;
- ❖ Losing weight or adopting more unusual/extreme eating habits;
- ❖ Being nervous or jumpy when receiving a text;
- ❖ Being reluctant to use the internet or their mobile phone.
- ❖ Bullying that happens at school or elsewhere can spill over into golf, too. A rival at school might continue their behaviour at the club and try to turn others against the victim.

Someone who's being bullied can be reluctant to tell anyone what's happening. They may worry about being embarrassed if their issue is raised in public, that they will be dropped from the team, or that their parents will stop them coming to the club in order to protect them. Children will put up with unacceptable behaviour if their sport is very important to them and they fear it will be taken away.

THE CLUB'S APPROACH

Setting an example and creating the right atmosphere in the club



Pay attention to how children and adults are behaving in the club and challenge inappropriate behaviour before it gets worse. People calling each other names should be addressed with the same kind of commitment as people who are being violent. It is all bullying and all unacceptable.

Adults' behaviour in the club should set an example for children. There should be a code of conduct for both adults and children, and these should be enforced. If children are expected to maintain standards, then they should expect nothing less from the adults around them, both those in charge of the junior section and ordinary members.

It's important that the club communicates its policies around bullying and child safeguarding to parents and young people. This will reassure parents that the welfare of their children is the club's first priority, and that any problems will be dealt with swiftly and effectively. Children should also feel confident that if they voice concerns they will be taken seriously. Appointing an approachable person as the club's Child Welfare Officer (and ensuring kids know who this person is) can mean children are more likely to express their worries, so the club can deal with issues before they escalate.

DEALING WITH THE IMMEDIATE SITUATION

Dealing with bullying incidents

Respond in a calm and objective way. Listen carefully to the person who is reporting the bullying. Reassure them they have done the right thing by telling the club and that they will be taken seriously. Try not to raise too many barriers, such as requiring a complaint to be put in writing before action can be taken. Insisting on this at an early stage can appear defensive or evasive.

Take time to hear the whole story and get a clear picture of what's happened. Try not to jump to conclusions or make assumptions. It's more productive to search for solutions than to search for someone to blame.

Make a record of what you are told, when and by whom.

Report the concern to the Club Welfare Officer, who should in turn report serious cases to your NGB. You may contact the NGB to talk through any incidents, regardless of the seriousness, for advice about the next steps to take. It's far easier to initially seek advice



than to backtrack at a later stage. If you don't feel able to contact the NGB, then call the NSPCC anonymous helpline on 0808 800 5000. For more information, see our Reporting Concerns page.

Notify parents if their child has reported bullying and involve them at an early stage.

Investigate the circumstances thoroughly, hearing both sides. Children should not be 'interviewed' without their parents being present and the 'testimony' of children should be taken just as seriously as that of adults.

DEALING WITH THE BULLY

If inappropriate and cruel behaviour is not dealt with, the same children may continue to bully or be bullied. Other children might see this as a green light to bully too.

There are many possible motivations for bullying. The bully may feel powerless or angry and finds an outlet in taking their feelings out on others. They may get a self-esteem boost from the attention of their friends, which they can't achieve in other ways. They may not understand the feelings of others, or may have been bullied themselves.

Consider the most appropriate action to take. Sanctions should be realistic, fair, and easily understood and implemented. They could include:

- ❖ Bullies being asked to apologise;
- ❖ An informal or formal warning about future conduct;
- ❖ Suspension or exclusion from the club or particular activities.
- ❖ Monitor the situation to make sure the problem doesn't continue or that the bullying hasn't just become better hidden.

SUPPORTING THE VICTIM

It's important the victim feels comfortable and wants to continue attending the club. Should another member of the junior section act as a buddy? Would they benefit from receiving support from an outside agency?

ANTI-BULLYING POLICY

Upchurch River Valley Golf Club will:

- ❖ recognise its duty of care and responsibility to safeguard all participants from harm



- ❖ promote and implement this anti-bullying policy in addition to our safeguarding policy and procedures
- ❖ seek to ensure that bullying behaviour is not accepted or condoned
- ❖ require all members of the club/organisation to be given information about, and sign up to, this policy
- ❖ take action to investigate and respond to any alleged incidents of bullying
- ❖ encourage and facilitate children and young people to play an active part in developing and adopting a code of conduct to address bullying
- ❖ ensure that coaches are given access to information, guidance and/or training on bullying.

Each participant, coach, volunteer or official will:

- ❖ respect every child's need for, and rights to, a play environment where safety, security, praise, recognition and opportunity for taking responsibility are available
- ❖ respect the feelings and views of others
- ❖ recognise that everyone is important and that our differences make each of us special and should be valued
- ❖ show appreciation of others by acknowledging individual qualities, contributions and progress
- ❖ be committed to the early identification of bullying, and prompt and collective action to deal with it
- ❖ ensure safety by having rules and practices carefully explained and displayed for all to see
- ❖ report incidents of bullying they see – by doing nothing you are condoning bullying.

Bullying

- ❖ all forms of bullying will be addressed
- ❖ everybody in the club/organisation has a responsibility to work together to stop bullying
- ❖ bullying can include online as well as offline behaviour
- ❖ bullying can include:
 - physical pushing, kicking, hitting, pinching etc
 - name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation or the continual ignoring of individuals
 - posting of derogatory or abusive comments, videos or images on social network sites
 - racial taunts, graffiti, gestures, sectarianism
 - sexual comments, suggestions or behaviour
 - unwanted physical contact



- ❖ children with a disability, from ethnic minorities, young people who are gay or lesbian, or those with learning difficulties are more vulnerable to this form of abuse and are more likely to be targeted.

Support to the child

- ❖ children should know who will listen to and support them
- ❖ systems should be established to open the door to children wishing to talk about bullying or any other issue that affects them
- ❖ potential barriers to talking (including those associated with a child's disability or impairment) need to be identified and addressed at the outset to enable children to approach adults for help
- ❖ children should have access to Helpline numbers
- ❖ anyone who reports an incident of bullying will be listened to carefully and be supported
- ❖ any reported incident of bullying will be investigated objectively and will involve listening carefully to all those involved
- ❖ children being bullied will be supported and assistance given to uphold their right to play and live in a safe environment which allows their healthy development
- ❖ those who bully will be supported and encouraged to stop bullying
- ❖ sanctions for those bullying others that involve long periods of isolation, or which diminish and make individuals look or feel foolish in front of others, will be avoided.

Support to the parents/guardians

- ❖ parents/guardians should be advised on the club/organisation's bullying policy and practice
- ❖ any incident of bullying will be discussed with the child's parent(s)/guardians
- ❖ parents will be consulted on action to be taken (for both victim and bully) and agreements made as to what action should be taken
- ❖ information and advice on coping with bullying will be made available
- ❖ support should be offered to the parent(s) including information on other agencies or support lines.



Social Media

SOCIAL MEDIA

The internet, mobile phones, online gaming, social networking and other interactive technologies have transformed the way we live, and offer exciting opportunities for clubs to



communicate and engage with their members. But they also introduce a range of potential safeguarding risks for young people.

The focus should be on giving children the skills and knowledge they need to use the technologies safely and manage the risks, wherever and whenever they go online.

The guidelines should allow golf clubs and organisations to develop an acceptable use policy (such as an Online Behaviour Agreement) and review existing safeguarding policies to limit online risks.

The use of social networking sites such as Facebook and Twitter are a huge phenomenon and are increasingly used as a communication tool. These sites permit users to chat online, post pictures, send messages, write 'blogs' and so on, using an online profile that can be publicly available or restricted to an approved circle of online 'friends'.

Sites such as YouTube provide a platform for uploading and viewing video clips and photographs. The latest mobile telephone technology means that access to this media is becoming ever easier and can be almost instantaneous.

Twitter is a social networking and micro-blogging service that enables users to send and read other user messages, called 'tweets'. Tweets are like online text messages, displayed on the author's profile page. Tweets are publicly visible by default, although the user can restrict message delivery to their friends only.

Further information, including a range of online guides for children, parents/carers and professionals about the benefits and risks of various technologies, are available from:

Childnet – A 'know it all' guide, www.childnet.com.

Teach Today – A useful guide to the technologies, www.teachtoday.eu/

Thinkuknow – The Child Exploitation and Online Protection Centre (CEOP), a UK law enforcement agency, provides awareness resources for parents, young people and professionals, www.thinkunow.co.uk.

POTENTIAL RISKS



With all emerging technologies, there is the potential for misuse. Potential risks include cyberbullying (bullying online), grooming and potential abuse by online predators, identity theft and exposure to inappropriate content.

- ❖ Cyberbullying is one of the worst, most menacing forms of bullying because it can be so hard to escape. Bullying online is as serious as bullying in the real world and must not be tolerated.
- ❖ Cases in sport have shown that adults have used social networking sites as a means of grooming children and young people for sexual abuse. If an adult is able to discover information about a young person's interests and social habits, they can figure out ways to appeal to them and gain their trust.
- ❖ Cases in sport have also shown that adults have used a child's online identity (i.e. identity theft) in order to groom another child for sexual abuse.
- ❖ The internet may expose children to inappropriate content including self-harm, racism, hate or adult pornography, or encourage them to post inappropriate content themselves.

ONLINE GROOMING

The CPSU briefing provides more information about the potential indicators of online grooming and the sexual exploitation of children

Online grooming techniques may include:

- ❖ gathering personal details such as age, name, address, mobile phone number, name of school and photographs;
- ❖ promising meetings with sports idols or celebrities;
- ❖ offering cheap tickets to sports or other events, gifts including electronic games or software, or merchandise;
- ❖ paying a child/young person to appear naked or perform sexual acts;
- ❖ bullying and intimidating behaviour, such as threatening to tell a child/young person's parents about their communications, or saying they know where the child lives, plays golf, or goes to school.
- ❖ Asking sexual-themed questions such as 'Do you have a boyfriend?' or 'Are you a virgin?'
- ❖ Sending sexual-themed images to a child, depicting adult content of abuse of other children.
- ❖ Masquerading as a minor or assuming a false online identity in order to deceive a child.
- ❖ Using school or hobby websites (including sports) to gather information about a child's interests, likes and dislikes.



ADVICE FOR CLUBS AND COUNTIES

Review your Child Protection/Safeguarding policies and procedures:

Clubs need to ensure that existing policy and procedures address the safeguarding of children and young people online, including how to report concerns and deal with any incidents. Safety online is an integral part of child welfare today, rather than an isolated issue. We at SCiG suggest that a Club/County Welfare Officer is best placed to ensure that best practice is put in place.

Policies for safeguarding children online should cover:

- ❖ The potential risks and indicators of online grooming and sexual exploitation of children and young people. These should be reviewed on a regular basis in light of incidents dealt with by the club and cases known to law enforcement.
- ❖ Procedures for the reporting of potentially illegal/abusive content or activity, including images of child sexual abuse and online grooming concerns.

In addition, clubs should:

- ❖ Have a plan of action to deal with cyberbullying and use it to challenge any misuse. Adults should underline the message that cyberbullying is as serious as bullying in the real world, and encourage children to behave safely online. This plan of action should include these steps:
 - ❖ Showing children they can report misuse and that anyone who does will be supported.
 - ❖ Collecting evidence of any messages sent.
 - ❖ Finding ways to prevent reoccurrence (e.g. blocking content).
 - ❖ Containing the incident by removing the content.
 - ❖ Directing children to support networks (beatbullying.org, cybermentors.org.uk).
 - ❖ Make volunteers/staff aware of the risks inherent in online use and advise them to protect their own privacy by good use of privacy settings.
 - ❖ Devise a policy for acceptable use (an Online Behaviour Agreement). This is related to codes of conduct, but should be specifically drafted to deal with online behaviour.
 - ❖ Only ask for email addresses/mobile numbers/Facebook profiles of juniors with the prior consent of their parents. Copy parents into communications.
 - ❖ If the club uses texting and email to communicate with members, they should follow these safeguarding guidelines:
www.nspcc.org.uk/Inform/cpsu/resources/briefings/text_and_email_messaging_wd66628.pdf. These mainly relate to the use of 'bulk' (or bundled) texts, i.e. the same text being sent to several young people involved in an activity. Personal one-to-one



texting between coaches, volunteers and young people should be strongly discouraged.

- ❖ Make parents aware of the steps taken by the club to safeguard children online, including the acceptable use policy and its implications for their child's behaviour
- ❖ Be clear about the processes by which children/parents may raise their concerns.
- ❖ If the club has a website, ensure that content is age-appropriate and monitor the content, particularly when there is a discussion forum. Use the privacy and safety settings of the host site and review regularly.

REPORTING CONCERNS ABOUT POSSIBLE ONLINE ABUSE

Clubs, counties and other golf organisations should be familiar with SCiG reporting procedures outlined in this website, and report any concerns in accordance with these procedures.

- ❖ Illegal images of child sexual abuse should be reported to the Internet Watch Foundation (www.iwf.org.uk) and to the police.
- ❖ Reports about suspicious behaviour towards children and young people in an online environment should be made to the Child Exploitation and Online Protection Centre, CEOP (www.ceop.gov.uk). Law enforcement agencies and the service provider may need to take urgent steps to locate the child and/or remove the content from the internet.
- ❖ If potentially illegal material or activity is found or suspected on technology provided by the club, or that the club has access to, the evidence should be made secure and preserved. The police or the IWF can provide further advice on this when a report is made. In the case of reports about suspected illegal material held on personal devices owned by members, the report should include where the suspected illegal material can be found, for example a website address.
- ❖ Potentially illegal material should not be circulated or distributed within the club. The number of people involved in making a report should be kept to an absolute minimum, and ideally should include the Club Welfare Officer.

Where a child or young person may be in immediate danger, always dial 999 for police assistance.

ADVICE FOR INDIVIDUALS

- ❖ Do not accept children as contacts on social networking sites if you hold a position of trust with children/young people.



- ❖ Where contact through social networking sites is used for professional reasons, restrict the communication to professional content and obtain written consent from parents prior to establishing contact.
- ❖ Include a third party in any communications to children, e.g. copy parents into communications.
- ❖ Use the privacy settings on the various sites to ensure that your content will only be viewed by appropriate people.
- ❖ Ensure that any content you place on a social networking site is age-appropriate. Do not use the site to criticise or abuse others.
- ❖ Know where to direct junior members and their parents for information, as described earlier in this section of the site.
- ❖ Know how to report concerns.
- ❖ Know how to keep data safe and secure. This should include the personal contact data of individuals, such as mobile numbers, email addresses and social networking profiles.
- ❖ Ensure you follow text and email safeguarding guidelines:
http://www.nspcc.org.uk/Inform/cpsu/resources/briefings/text_and_email_messaging_wdf66628.pdf

ADVICE FOR CHILDREN

- ❖ Consider carefully who you invite to be your friend online and make sure they are who you actually think they are. There are websites that offer advice about protecting yourself online, such as www.ceop.gov.uk and www.childnet.com.
- ❖ Make sure you use privacy settings so that that only friends can view your profile.
- ❖ Remember that anything you post on websites may be shared with people you don't know.
- ❖ Never post comments, photos, videos, etc., that may upset someone, that are untrue or that are hurtful. Think about whether you may regret posting the content at a later date.
- ❖ If you are worried or upset about something that's been posted about you, or by texts you receive from other juniors or adults involved with the club, raise this with your Club Welfare Officer, secretary, coach or junior organiser. Do not suffer alone. You will be listened to and your concerns will be taken seriously.
- ❖ If you want to talk to someone anonymously, call Childline on 0800 1111, or contact them on the web at www.childline.org.uk. You can also call the NSPCC on 0808 800 5000.

ADVICE FOR PARENTS



- ❖ Make yourself knowledgeable about social networking platforms and how they work.
- ❖ Go on the internet with your child and agree what sites are OK to visit. Regularly check that they are staying within the agreed limits.
- ❖ Encourage your child to talk to you about what they have been doing on the internet. Make sure they feel able to speak to you if they ever feel uncomfortable, upset or threatened by anything they see online.
- ❖ Encourage children to look out for each other when they're online. Explain that it's all part of staying safe and having fun together.
- ❖ Explain to children that it's not safe to reveal personal information, such as their name, address or phone number on the internet. Encourage them to use a cool nickname rather than their own name.
- ❖ Attachments and links in emails can contain viruses and may expose children and young people to inappropriate material. Teach children to only open attachments or click on links from people they know.

FURTHER ADVICE FOR PARENTS OF YOUNG GOLFERS

If you are concerned about any texts, social networking posts or any other use of communication technology by members of the golf club, volunteers or members of staff, raise this with the club welfare officer, club secretary, or junior organiser. They will look into the matter and take appropriate action.

Do not post/send negative or critical comments or messages about other children in the club, staff or volunteers. If you have concerns about a person, these should be raised using appropriate channels within the club and not using social media.



Codes of Conduct



Physical Contact

PHYSICAL CONTACT

There are a number of principles that should be followed when the activity involves physical contact.



Physical contact should be in response to the needs of the child and a good general guideline to keep in mind is don't do something that the child can do for themselves.

Physical contact during sport should always be intended to meet the child's needs, not the adult's. The adult should only use physical contact if their aim is to:

- ❖ develop sports skills or techniques;
- ❖ treat an injury;
- ❖ prevent an injury or accident from occurring;
- ❖ meet the requirements of the sport.

SPECIFIC SITUATIONS

PHYSICAL PUNISHMENT

Any form of physical punishment is unlawful, as is any form of physical response to misbehaviour unless it is by way of restraint. It is particularly important that adults understand this, to protect their own position as well as the overall reputation of the organisation.

CONTACT AS PART OF COACHING

Some sport or physical activities are more likely to require coaches or teachers to come into physical contact with children from time to time in the course of their duties. Examples include showing a pupil how to use a piece of apparatus or equipment, or demonstrating a move or exercise during a coaching or teaching session in order to reduce the risk of injury due to falls or errors when performing. Adults should be aware of the limits within which such contact should take place and of the possibility of it being misinterpreted.

A number of sport or physical activities may require physical contact between young athletes and those teaching them, for reasons of both teaching and the participant's safety. A number of sports Governing Bodies have developed guidance to assist coaches in this area. Those teaching these sports should follow this guidance. Even in sports where there is a need to support or touch a child, over-handling should be avoided.

It should be recognised that physical contact between an adult and a child that may occur during legitimate teaching or coaching may be misconstrued or misunderstood by a pupil, parent or observer. Touching young participants, including well-intentioned informal and formal gestures such as putting a hand on the shoulder or arm, can, if repeated regularly, lead to the possibility of questions being raised. As a general principle, adults in positions of responsibility should not make gratuitous or unnecessary physical contact with children. It is particularly unwise to attribute frequent touching to their teaching or coaching style or as a way of relating to young participants.



RESPONDING TO DISTRESS AND SUCCESS

There may be occasions where a distressed child needs comfort and reassurance, which may include physical comforting, such as a caring parent would give. Physical contact may also be required to prevent an accident or injury and this would be wholly appropriate. A child or coach may want to mark a success or achievement with a hug or other gesture. Adults should use their discretion in such cases to ensure that what is normal and natural (and seen by others that way) does not become unnecessary and unjustified contact, particularly with the same child over a period of time.



MANAGING CHALLENGING BEHAVIOUR

MANAGING CHALLENGING BEHAVIOUR



Staff, volunteers and PGA professionals may occasionally have to deal with challenging behaviour from children. The responsibility for managing this is shared between the organisers, the parents and the children themselves.

The aim of this section is to inform all these parties about the roles they play in dealing with difficult behaviour – children’s safety still being the first priority – so that everyone in junior golf can enjoy the activities in which they’re involved.

Guidance for dealing with difficult behaviour is based on the following principles:

- ❖ The welfare of the child is paramount.
- ❖ All those involved with junior golfers (including other children and parents) should be provided with clear guidelines about expected standards of conduct, and the club or county’s process for responding to unacceptable behaviour.
- ❖ Children must never be subjected to any treatment that’s harmful, abusive, humiliating or degrading.
- ❖ Some kids will exhibit challenging behaviour as a result of medical conditions, and may require specific or additional guidance. These, and any other unique needs, should be discussed with parents/carers and the child when planning an activity, and extra support provided if needed.
- ❖ Golf can make a big difference in improving life for children and young people, so every child should be supported to participate, wherever possible. Only in exceptional circumstances, when the safety of the child or other children can’t be maintained, should a child be excluded from activities.

PLANNING



Good practice requires activities to be planned around the group as a whole, but also to take individual needs into consideration. There should be procedures to enable organisers to establish whether members of the group have, or are likely to have, difficulty with the tasks, the other participants or the environment.

Where there are potential risks, strategies to manage these risks should be agreed in advance. The appropriate number of adults needed to safely manage a session should be established, taking into account the potential need to respond to challenging behaviour to safeguard other members of the group.

When a child's behaviour has been identified as requiring extra support or specialist expertise, this should be discussed with parents/carers and where appropriate, the young person. The club should seek to work in partnership with parents, and where necessary external agencies, to ensure the child can participate safely.

MANAGING CHALLENGING BEHAVIOUR

Responses should always be proportionate to the actions, imposed as soon as is practicable and fully explained to the child and their parents. In dealing with children who display disruptive or challenging behaviour, organisers might consider the following options:

- ❖ Time out – from the activity, group or individual work.
- ❖ Reparation – making amends.
- ❖ Restitution – giving something back.
- ❖ Behavioural reinforcement – rewards for good behaviour, consequences for negative behaviour.
- ❖ De-escalation of the situation – talking things through.
- ❖ Increased supervision by staff/volunteers.
- ❖ Increased involvement of parents.
- ❖ Use of individual 'contracts' or agreements for future or continued participation.
- ❖ Sanctions or consequences, e.g. missing an outing.



- ❖ Seeking additional support by working with other agencies, e.g. referral for support to Children's Social Care, discussion with the child's key worker if they have one, speaking to the child's school about management strategies, etc. Note: all of these require parental consent unless the child is felt to be 'at risk' or 'in need of protection'.
- ❖ Exclusion, temporary or permanent.

The following should **NEVER** be permitted as a means of managing a child's behaviour:

- ❖ Physical punishment or the threat of such.
- ❖ Refusal to speak to or interact with the child.
- ❖ Being deprived of food, water, access to changing rooms or toilets, or other essential facilities.
- ❖ Verbal intimidation, ridicule or humiliation.
- ❖ The needs of any child for whom sanctions are frequently necessary should be reviewed. This review should involve the child, their parents and in some cases others who provide support or services. If a child continues to be disruptive, or presents a danger to themselves or others, they may have to be suspended or barred from the group or club activities.

PHYSICAL INTERVENTION

The use of physical intervention should always be avoided unless it is absolutely necessary to prevent a child injuring themselves or others, or causing serious damage to property.

Physical contact to prevent something happening should always be the result of conscious decision-making, not a reflexive reaction. Before intervening, the member of staff should ask themselves, 'Is this the only option to manage the situation and ensure everyone's safety?' If you do have to physically intervene, do so in the least restrictive way possible to prevent the child from being hurt, and do so only after all other strategies have been exhausted. Studies show that, where this is the case, children and young people understand and accept the reasons for the intervention.



In the event that physical intervention is needed, the following must always be considered:

- ❖ Contact should be in line with good practice and never be made in a way that could be interpreted as sexual.
- ❖ Any form of physical intervention should achieve an outcome that is in the best interests of the child showing the behaviour.
- ❖ Organisers should consider the circumstances, and the risks associated with employing physical intervention compared with the risks of not doing so.
- ❖ The scale and nature of physical intervention must always be proportionate to the behaviour of the young person and the harm or damage they might cause.
- ❖ All forms of physical intervention should employ only a reasonable amount of force – the minimum force needed to avert injury to a person or serious damage to property – applied for the shortest period of time.
- ❖ Organisers should never employ physical interventions that present an unreasonable risk to children or staff/volunteers.
- ❖ Physical intervention should NEVER be used as a form of punishment.
- ❖ Physical intervention should NOT inflict pain.
- ❖ Where children are identified as having additional needs or behaviours that are likely to require physical intervention, this should be discussed with parents or carers.
- ❖ Any physical intervention that does happen should be reported and recorded as soon as possible using the Incident Report Form and passed to the Club Welfare Office or Child Protection Officer.

VIEWS OF THE CHILD

Coaches, staff and volunteers should meet with the child and his or her parents following any incident of physical intervention. This way everyone involved has an opportunity to talk calmly about what happened. The child's ongoing needs and their continued safe participation in the activity should also be discussed. The parents and child should be made aware of the club's policies for managing challenging behaviour.



Experiencing or witnessing physical intervention can provoke strong feelings in young people. Even a child who wasn't directly involved might be fearful that something similar will happen to them in future. It can be beneficial to explain the outcome of this discussion to other children, or anyone else involved in the incident.



EVENTS & TRIPS

EVENTS & TRIPS



BRIEFING STAFF AND VOLUNTEERS

All staff, whether paid or voluntary, should have a clear understanding of their role in any planned event. Brief everyone beforehand to clarify their responsibilities and make sure they are familiar with the safeguarding policies and code of conduct of the club.

Those selected to run the event or travel with the kids need to be properly vetted. If the trip involves an overnight stay, it's likely that anyone supervising children should be the subject of an enhanced DBS check.

STAFF TO CHILD RATIOS

Think about how many adults are needed to supervise the children involved. The ratio of children to adults will depend on a number of factors, including:

- ❖ the age and experience of the children taking part;
- ❖ the experience of the adults supervising the children;
- ❖ the location of the activity;
- ❖ the requirements of a possible emergency situation;
- ❖ the needs of the players involved;
- ❖ the results of a risk assessment.

It's wise to have at least two people supervising. Where younger children involved, and certainly when there's an overnight stay, supervisors of both sexes should be included if the group of children is mixed. If the kids are being transported, the person driving should not be responsible for supervision while they are at the wheel.

COMMUNICATION

Before the event, parents and young people should know what to expect. They should:

- ❖ have given written permission for photographs to be taken and for the resulting images to be used
- ❖ have provided the organisers with a completed Player Profile Form;
- ❖ have the contact details for the organisers (i.e., know who they should contact, and how, in case of emergency);
- ❖ be aware of any insurance requirements;
- ❖ understand any transport arrangements and itinerary;
- ❖ know the accommodation arrangements, including who will be sharing with whom. Children should share with other children who are close to them in age and should not share sleeping accommodation with adults;
- ❖ be aware of the standards of behaviour expected and understand the consequences if they breach the code.





IMAGES & PHOTOGRAPHY

IMAGES & PHOTOGRAPHY

Photos of young people enjoying the sport can be great promotional tools. But when personal information is added to photographs, these images can be used to identify



children, and put their safety and privacy at risk. Photographs can also be adapted for inappropriate use. While this is rare in golf, it has happened, and there's evidence of adapted material finding its way onto child pornography sites.

FIRST PRINCIPLES FOR PHOTOGRAPHY AND VIDEO

- ❖ The welfare of children who are taking part in golf is paramount.
- ❖ Parents and children have a right to decide whether images will be taken and how they will be used.
- ❖ Parents must give written consent for their child's image to be taken and used. See our Photography Permission Form.
- ❖ In terms of content, images should only convey best practice and positive aspects of golf.
- ❖ Care should be taken to ensure that images are not sexual or exploitative in nature, or open to misinterpretation and misuse.
- ❖ Efforts should be made to ensure that images are only taken by authorised persons, as agreed in the protocol for a particular event.
- ❖ All images of children should be securely stored.

PUBLISHING IMAGES

- ❖ Photographers should obtain written permission from parents to take and use their child's image.
- ❖ If the club wants to recognise the achievement of an individual golfer by publishing their name with their photograph, personal details should NEVER accompany the image (e.g. postal or email address, telephone numbers).
- ❖ Try to take and use photographs that focus on the activity, rather than a particular child. Where possible, use images that represent the diverse range of children who take part in golf.
- ❖ Ensure images reflect positive aspects of children's involvement in golf, like fun, competition and special achievements.
- ❖ Report any inappropriate image use to the authorities. **If you have a concern, report it to the GWO.**

FILMING AND PHOTOGRAPHY AT COMPETITIONS

If you are inviting a member of the press or a professional photographer to a junior session, make sure they understand their responsibilities when it comes to child protection issues.



- ❖ Provide a clear brief about what is appropriate in terms of image content and their behaviour around the players.
- ❖ Inform all attendees that a photographer will be present.
- ❖ Make it clear that unsupervised access to children or one-on-one photography or filming sessions, at the event or elsewhere, will not be permitted.
- ❖ Ask any photographer or media representative to wear obvious identification at all times.

If parents or other spectators plan to photograph or film the event, they should be prepared to identify themselves and explain their reasons for recording the event on camera.

- ❖ People who want to use photographic equipment at the event should be asked to register. See our Photography Registration Form.
- ❖ Parents and children should be made aware that if they have concerns, they can report them to the event organiser or the club's Child Welfare Officer. The organiser or CWO should address these concerns as they would any child protection issue.
- ❖ The use of cameras or camera phones in changing areas should not be permitted under any circumstances.
- ❖ Most golfing activity takes place in areas that are open to the public. It should therefore be understood that it's impossible to control all photography.
- ❖ Event organisers should include appropriate advice in their competition entry or junior membership forms.

Suggested wording:

“In line with recommendations from the Safeguarding Children in Golf child protection policy and procedures, the organisers of this competition/match/other junior session request that any person wishing to engage in any video, zoom or close-range photography should register their details with the Club Secretary or Organising Official before carrying out any such photography. The Club Secretary/Organising Official reserves the right to decline entry to any person unable or unwilling to meet or abide by the organiser's conditions. Any unauthorised photographer who will not agree to these conditions may be reported to the appropriate authority.”