

# Stowmarket Volleyball Club Club Handbook

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## **CODE OF CONDUCT FOR PLAYERS**

The essence of good ethical conduct and practice is summarised below. All players must:

- Always adhere to the positive aspects of the sport and show respect for match officials, volunteers, coaches and opposing players.
- Accept responsibility for their own behaviour and performance during practice and matches; representing the club in a positive way.
- Respect and look after all training and playing areas at all times, leaving venues the way that they were found.
- Abide by the instructions of their coach and officials, provided that they do not contradict the spirit of their code of conduct.
- Use correct and proper language at all times.
- Accept success and failure, victory and defeat equally.
- Make every effort to attend club training sessions.
- Resist any temptation to take prohibited substances or use prohibited techniques.

## **CODE OF CONDUCT FOR PARENTS/GUARDIANS**

- Encourage your child to learn the rules and play within them
- Discourage unfair play and arguing with officials
- Help your child to recognise good performance, not just results
- Never force your child to take part in volleyball
- Set a good example by recognising fair play and applauding the good performances of all
- Never punish or belittle a child for losing or making mistakes
- Publicly accept officials' judgements
- Support your child's involvement and help them to enjoy their volleyball
- Use correct and proper language at all times

## **CODE OF CONDUCT FOR CLUB OFFICIALS AND VOLUNTEERS**

The essence of good ethical conduct and practice is summarised below. All volunteers and officials must:

- Consider the wellbeing and safety of participants before the development of performance
- Develop an appropriate working relationship with performers, based on mutual trust and respect
- Make sure all activities are appropriate to the age, ability and experience of those taking part
- Promote the positive aspects of Volleyball (e.g. fair play)
- Display consistently high standards of behaviour and appearance
- Follow all guidelines laid down by the Volleyball England and the club
- Hold the appropriate, valid qualifications and insurance cover
- Never exert undue influence over performers to obtain personal benefit or reward
- Never condone rule violations, rough play or the use of prohibitive substances
- Encourage performers to value their performances and not just results

## **JUNIOR CLUB RULES**

The club is fully committed to safeguarding and promoting the wellbeing of all its members. The club believes that it is important that members, coaches, administrators and parents associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the club with the club's child welfare officer.

As a member of the club you are expected to abide by the following junior club rules:

- All members must play within the rules and respect officials and their decisions
- All members must respect opponents
- Members should keep to agreed timings for training and competitions or inform their coach or team manager if they are going to be late
- Members must wear suitable kit for training and match sessions, as agreed with the coach/team manager
- Members must pay any fees for training or events promptly
- Junior members are not allowed to smoke on club premises or whilst representing the club at competitions
- Junior members are not allowed to consume alcohol or drugs of any kind on the club premises or whilst representing the club.

## EQUITY POLICY STATEMENT

- This club is committed to ensuring that equity is incorporated across all aspects of its development. In doing so it acknowledges and adopts the following English Volleyball Association's definition of sports equity:

**The English Volleyball Association (EVA) supports the principle of equal opportunities for all participants, member, representatives and employees whilst working for, or on behalf of the EVA. It opposes all forms of unlawful and unfair discrimination on the grounds of age, colour, race nationality, religion, ethnic or national origin, gender, marital status, sexuality, or unrelated criminal convictions, or disability.**

- The club respects the rights, dignity and worth of every person and will treat everyone equally within the context of their sport, regardless of age, ability, gender, race, ethnicity, religious belief, sexuality or social/economic status.
- The club is committed to everyone having the right to enjoy Volleyball in an environment free from threat of intimidation, harassment and abuse.
- All club members have a responsibility to oppose discriminatory behaviour and promote equality of opportunity.
- The club will deal with any incidence of discriminatory behaviour seriously, according to club disciplinary procedures.

## **CHILD PROTECTION POLICY**

### **INTRODUCTION**

All sporting organisations which make provision for children and young people must ensure that:

- The welfare of the child is paramount
- All children, whatever their age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All staff (paid/unpaid) working in sport have a responsibility to report concerns to the appropriate officer

### **POLICY STATEMENT**

The club has a duty of care to safeguard all children involved in our activities from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. The club will ensure the safety and protection of all children involved in our activities through adherence to the Child Protection guidelines adopted by the club.

A child is defined as a person under the age of 18 (The Children Act 1989).

### **MONITOR AND REVIEW THE POLICY AND PROCEDURES**

The implementation of procedures should be regularly monitored and reviewed. The welfare officer should regularly report progress, challenges, difficulties, achievements gaps and areas where changes are required to the management committee.

The policy should be reviewed every three years or whenever there is a major change in the organisation or in relevant legislation.

### **POLICY AIMS**

The aim of the Child Protection Policy is to promote good practice:

- Providing children and young people with appropriate safety and protection whilst in the care of the club
- Allowing all staff / volunteers to make informed and confident responses to specific child protection issues

## **PROMOTING GOOD PRACTICE**

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about the appropriate action to take.

Abuse can occur within many situations including the home, school and the sporting environment. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, instructor, teacher, official or volunteer will have regular contact with young people and be an important link in identifying cases where they need protection. All suspicious cases of poor practice should be reported following the guidelines in this document.

When a child enters the club having been subjected to child abuse outside the sporting environment, sport can play a crucial role in improving the child's self-esteem. In such instances the club must work with the appropriate agencies to ensure the child receives the required support.

## **GOOD PRACTICE GUIDELINES**

All personnel should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. 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)
- Treating all young people/disabled adults equally, and with respect and 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 is provided openly and according to guidelines provided by the sport's National Governing Body. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people should always be consulted and their agreement gained before offering any form of manual/physical support. Some parents are becoming increasingly sensitive about this and their views should always be carefully considered
- Keeping up to date with technical skills, qualifications and insurance

- Involving parents/carers wherever possible. For example, encouraging them to take responsibility for their children in the 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 for the day or night, 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
- Securing 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 (e.g. 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 a session) it should be with the full knowledge and consent of someone in charge in the club and / or the child's parents:

- Avoid spending time alone with children away from others
- Avoid taking a child to an event / session or taking them home afterwards

### **PRACTICES NEVER TO BE SANCTIONED**

The following should never be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games, including horseplay
- Share a room with a child
- Allow or engage in any form of inappropriate touching
- Allow children to use inappropriate language unchallenged
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon



- Do things of a personal nature for children or disabled adults, that they can do for themselves
- Invite or allow children to stay with you at your home unsupervised

N.B. It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents and the players involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

### **INCIDENTS THAT MUST BE REPORTED/RECORDED**

If any of the following occur you should report this immediately to another colleague 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

### **USE OF PHOTOGRAPHIC/FILMING EQUIPMENT AT SPORTING EVENTS**

There is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young and disabled sportspeople in vulnerable positions. All clubs should be vigilant and any concerns should be reported to the Club Child Welfare Officer.

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 give their permission, and such films should be stored safely.

### **RECRUITMENT AND TRAINING OF STAFF AND VOLUNTEERS**

The club recognises that anyone may have the potential to abuse children in some way and that all reasonable steps must be taken to ensure unsuitable people are prevented from working with children.

#### **Pre-selection checks**

Pre-selection checks must include the following:

- All volunteers/staff should complete an application form. The application form will elicit information about an applicant's past and a self disclosure about any criminal record

- Consent should be obtained from an applicant to seek information from the Criminal Records Bureau
- Two confidential references, including one regarding previous work with children. These references must be taken up and confirmed through telephone contact
- Evidence of identity (passport or driving licence with photo)

### **Interview and induction**

All employees (and volunteers) will be required to undergo an interview carried out to acceptable protocol and recommendations. All employees and volunteers should receive a formal or informal 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 role requirements and responsibilities should be clarified
- They should sign up to the organisation's Code of Ethics and Conduct
- Child protection procedures are explained and training needs are identified

### **Training**

In addition to preselection checks, the safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against established good practice, and to ensure their practice is likely to protect them from false allegations
- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse
- Respond to concerns expressed by a child or young person
- Work safely effectively with children

The club recommends:

- Coaching staff to attend a recognised 3-hour good practice and child protection awareness training workshop, to ensure their practice is exemplary and to facilitate the development of a positive culture towards good practice and child protection
- Non-coaching staff and volunteers to complete a recognised awareness training on child protection
- Relevant personnel to receive advisory information outlining good practice and informing them about what to do if they have concerns about the behaviour of an adult towards a young person
- Relevant personnel to gain a national first aid training (where necessary)

- Attend update training when necessary. Information about meeting training needs can be obtained from Sports Coach UK or the NSPCC (or from Suffolk Sport or SAFE within Suffolk)

## **RESPONDING TO ALLEGATIONS OR SUSPICIONS**

It is not the responsibility of anyone working in the club, in a paid or unpaid capacity to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns through contact with the appropriate authorities.

The club will assure all staff/volunteers that it will fully support and protect anyone, who in good faith reports his or her concern that a colleague is, or may be, abusing a child.

Where there is a complaint against a member of staff there may be three types of investigation:

- A criminal investigation
- A child protection investigation
- A disciplinary or misconduct investigation

The results of the police and child protection investigation may well influence the disciplinary investigation, but not necessarily.

### **Action if there are concerns**

#### **1. Concerns about poor practice:**

If, following consideration, the allegation is clearly about poor practice; the Club Child Welfare Officer will deal with it as a misconduct issue.

If the allegation is about poor practice by the Club Child Welfare Officer, or if the matter has been handled inadequately and concerns remain, it should be reported to the relevant National Governing Body officer who will decide how to deal with the allegation and whether or not to initiate disciplinary proceedings.

#### **2. Concerns about suspected abuse**

Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the Club Child Welfare Officer, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.

The Club Child Welfare Officer will refer the allegation to the Social Services department who may involve the Police, or will go directly to the Police in an emergency.

The parents or carers of the child will be contacted as soon as possible following advice from the Social Services department.

The Club Child Welfare Officer should also notify the relevant National Governing Body officer who in turn will inform the National Governing Body Child Protection Officer who will deal with any media enquiries.

If the Club Child Welfare Officer is the subject of the suspicion/allegation, the report must be made to the appropriate Manager or in his/her absence the National

Governing Body Child Protection Officer who will refer the allegation to Social Services.

### **Confidentiality**

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Club Child Welfare Officer
- The parents of the person who is alleged to have been abused
- The person making the allegation
- Social Services / Police
- The National Governing Body Regional Development Manager and National Governing Body Child Protection Officer
- The alleged abuser (and parents if the alleged abuser is a child). Seek Social Services advice on who should approach the alleged abuser

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

### **Internal enquiries and suspension**

The Child Welfare Officer will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further Police and Social Services inquiries.

Irrespective of the findings of the Social Services or Police inquiries the Disciplinary Committee will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the Police. In such cases, the Disciplinary Committee must reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

The Disciplinary Committee will be formed of the Chairman, Child Welfare Officer and Secretary. Should one of these be the alleged abuser they will be substituted by another committee member, or if none is available, another senior club member.

### **Support to deal with the aftermath of abuse**

Consideration should be given to the kind of support that children, parents and members of staff may need. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process. The British Association for Counselling Directory is available from The British Association for Counselling, 1 Regent Place, Rugby CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189, E-mail: bac@bacp.co.uk, Internet: www.bacp.co.uk.

Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

### **Allegations of previous abuse**

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child by a member of staff who is still currently working with children). Where such an allegation is made, the club should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children, either within or outside sport, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

### **Action if bullying is suspected**

If bullying is suspected, the same procedure should be followed as set out in 'Responding to Allegations or Suspicions' above.

Action to help the victim and prevent bullying in sport:

1. Take all signs of bullying very seriously
2. Encourage all children to speak and share their concerns (It is believed that up to 12 children per year commit suicide as a result of bullying, so if anyone talks about or threatens suicide, seek professional help immediately). Help the victim to speak out and tell the person in charge or someone in authority. Create an open environment
3. Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately
4. Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else
5. Keep records of what is said (what happened, by whom, when)
6. Report any concerns to the Club Child Welfare Officer or the school (wherever the bullying is occurring)

Action towards the bully(ies):

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour. Seek an apology to the victim(s)
- Inform the bully's / bullies' parents
- Insist on the return of 'borrowed' items and that the bully(ies) compensate the victim
- Provide support for the victim's coach
- Impose sanctions as necessary
- Encourage and support the bully(ies) to change behaviour
- Hold meetings with the families to report on progress
- Inform all organisation members of action taken
- Keep a written record of action taken

### **3. Concerns outside the immediate sporting environment (e.g. a parent or carer):**

Report your concerns to the Club Child Welfare Officer, who should contact Social Services or the Police as soon as possible. See below for the information Social Services or the Police will need.

If the Club Child Welfare Officer is not available, the person being told of or discovering the abuse should contact Social Services or the police immediately.

Social Services and / or the Police will decide how to involve the parents/carers.

The Club Child Welfare Officer should also report the incident to the National Governing Body. The National Governing Body should ascertain whether or not the person/s involved in the incident play a role in the club and act accordingly.

Maintain confidentiality on a need-to-know basis only.

#### **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

An incident report form is included at the end of this document.

If you are worried about sharing concerns about abuse with a senior colleague, you can contact Social Services or the Police direct (see below), or the NSPCC Child Protection Helpline on 0808 800 5000 or Childline on 0800 1111.

Suffolk Social Care Services can be contacted on 08456 023023 (Mon – Fri, 08:00 – 18:45) or 01473 299669 (out-of-hours) and Suffolk Police can be contacted on 01473 613500

This Policy was formally adopted by the committee of the club on the 16<sup>th</sup> of January 2013.

**DECLARATION:**

On behalf of the club, the following people declared that they will oversee the implementation of the Child Protection Policy and take all necessary steps to ensure it is adhered to.

Name: Andrew Whitefield

Name: Mark Ames

Position within club: Child Welfare Officer

Position within club: Chairman

Date: 16<sup>th</sup> January 2013

Date: 16<sup>th</sup> January 2013



