



DUNSTON HALL

*Norfolk*

# **Children and Young People Safeguarding Policy and Procedures**

## Introduction

Everyone working with children and young people has a responsibility for keeping them safe, irrespective of their role, whether they are paid members of staff or volunteers.

England Golf is committed to ensure that the sport of golf is one within which all participants can thrive in a safe environment and that all children and young people have an enjoyable and positive experience when playing golf.

## Key principles

- The welfare of children is paramount.
- A child is defined by law in England and Wales as a person under the age of 18 years.
- All children, regardless of their Age, Race, Religion or Belief, Disability, Gender identity or Sexual Orientation, have the right to protection from abuse.
- All concerns and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately.
- All children have the right to be safe.
- All children have the right to be treated with dignity and respect.
- Dunston Hall Golf Club will work with children, their parents/carers and external organisations to safeguard the welfare of children participating in golf.
- We recognise the authority of the statutory agencies and are committed to complying with Local Safeguarding Children Board Guidelines (LSCB), Working Together under the Children Act 2004, and any legislation and statutory guidance that supersedes these.
- Dunston Hall Golf Club is committed to working in partnership with other key UK Golf Bodies to continually improve and to promote safeguarding initiatives across the sport.
- Dunston Hall Golf Club owes a legal duty of care to children on their premises or engaged in their activities. That duty is to take reasonable care to ensure their reasonable safety and the duty is higher than it would be for adults.

## Objectives

Dunston Hall Golf Club aims to:

- Provide a safe environment for children and young people participating in golfing activities and try to ensure that they enjoy the experience.
- Ensure robust systems are in place to manage any concerns or allegations.
- Support adults (staff, volunteers, PGA Professionals, coaches, members and visitors) to understand their roles and responsibilities with regard to their duty of care and protection of children.
- Provide appropriate level training, support and resources for staff, volunteers & coaches to make informed and confident responses to specific safeguarding issues and fulfill their role effectively.
- Ensure that children and their parents/carers are informed and consulted and, where appropriate, fully involved in decisions that affect them.
- Reassure parents and carers that all children and young people will receive the best care possible whilst participating in club activities and communicate Policy and Procedure to them through website/letter/consents.

## Responsibilities and implementation

Dunston Hall Golf Club will seek to promote the principles of safeguarding children by:

- Reviewing their policy and procedures every three years or whenever there is a major change in legislation. Guidance from England Golf will be sought as part of the review process.
- Conducting a risk assessment of club activities with regard to safeguarding and take appropriate action to address the identified issues within suitable timescales.
- Using appropriate recruitment procedures to assess the suitability of volunteers and staff working with children and young people in line with guidance from England Golf.
- Following National Governing Body (NGB) procedures to report concerns and allegations about the behaviour of adults and ensuring that all staff, volunteers, parents and children are aware of these procedures.
- Directing staff, volunteers & coaches to appropriate safeguarding training and learning opportunities, where this is appropriate to their role.

## 1. Recruitment and training

Dunston Hall Club Golf will endeavour to ensure that all volunteers and staff working with children and young people are appropriate and suitable to do so, and that they have all the information they require to undertake their job effectively and appropriately.

Each role which involves an element of responsibility with regard to children, particularly those involving the regular supervision of children, whether voluntary or paid, should be assessed by the recruiting body to establish which qualifications, checks and other requirements are necessary. These will include the following:

Details of the requirements and the qualifications and checks of individuals will be recorded by the Club Welfare Officer who will also hold copies of the necessary Safeguarding and Protecting Children (SPC) certificates. The nominated person will possess all relevant and appropriate contact details of all staff / volunteers and other relevant bodies.

All staff, volunteers & coaches will be offered access to appropriate child protection training. Dunston Hall Golf Club recommends attendance at the UK Coaching Safeguarding and Protecting Children (SPC) workshop and will ensure that all volunteers and staff who have significant contact with children attend. An online UK Coaching refresher course should be completed and repeated every three years for those involved in "Regulated Activity."

All staff, volunteers & coaches working with children and young people will be asked to read and become familiar with the Dunston Hall Golf Club Safeguarding Policy and Procedures.

All staff, volunteers & coaches involved with children and young people will be asked to read the Dunston Hall Golf Club Code of Conduct relevant to their role, and sign to indicate their understanding and agreement to act in accordance with the code. The code is linked to the Dunston Hall Golf Club's Disciplinary Procedures.

Dunston Hall Golf Club are committed to the fact that every child and participant in golf should be afforded the right to thrive through being involved in sporting activity for life, in an enjoyable, safe environment, and be protected from harm. Dunston Hall Golf Club acknowledge the additional vulnerability of some groups of children (e.g. disabled, looked after children, those with communication differences). Dunston Hall Golf Club will ensure that the environment is appropriate for the child, and tailored to their needs so that they have a positive experience of their sport without risk of harm.

## 2. Complaints, concerns and allegations

- 2.1** If a player, parent/carer, member of staff or volunteer has a concern about the welfare of a child, or the conduct of another child/young person or an adult (whether they are a parent, coach, member, or otherwise), these concerns should be brought to the attention of the Club Welfare Officer without delay. The person reporting the concern is not required to decide whether abuse has occurred, but simply has a duty to pass their concerns and any relevant information to the Welfare Officer. Please refer to Flowcharts 1 & 2 for further details (see below).
- 2.2** All concerns will be treated in confidence. Details should only be shared on a "need to know" basis with those who can help with the management of the concern.
- 2.3** Concerns will be recorded on an Incident Report Form and sent to the England Golf Lead Safeguarding Officer and retained confidentially within the club. The England Golf Lead Safeguarding Officer can assist with completion of this form if required, tel: 01526 351824.
- 2.4** Dunston Hall Golf Club will work with England Golf and other external agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. Dunston Hall Golf Club disciplinary procedures will be applied and followed where possible.
- 2.5** In the event of a child making a disclosure of any type of abuse, the following guidance is given:
- Reassure them that they have done the right thing to share the information
  - Listen carefully
  - Do not make promises that cannot be kept, such as promising not to tell anyone else
  - Do not seek to actively question the child or lead them in any way to disclose more information than they are comfortably able to: this may compromise any future action. Only ask questions to clarify your understanding where needed e.g. can you tell me what you mean by the word XXXX?

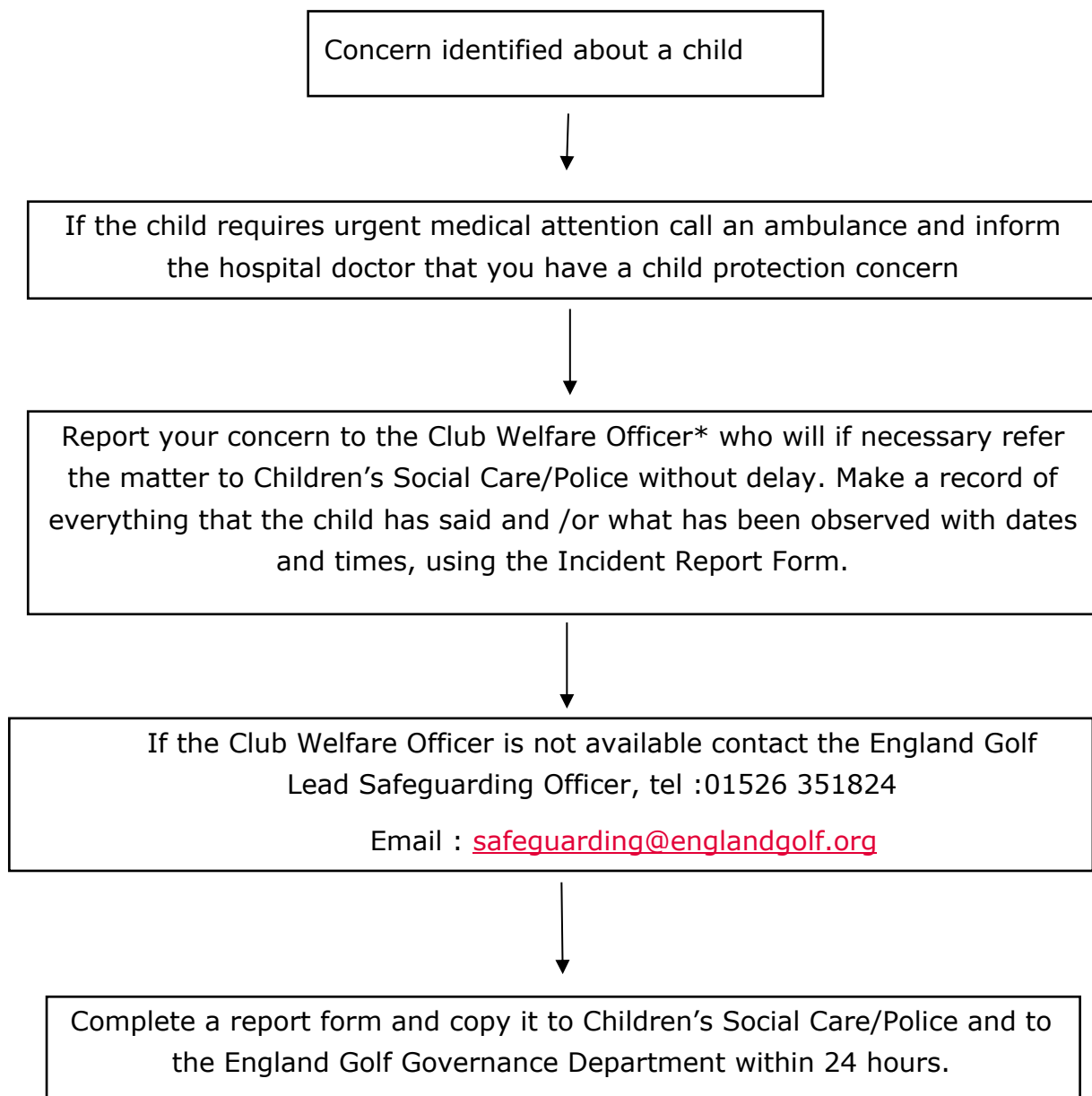
- Record what the child has said as soon as possible on an incident report form.
- You should explain to children, young people and families at the outset, openly and honestly, what and how information will, or could be shared and why, and seek their agreement.
- Parents or Carers should be informed if the allegation does not involve them.

**2.6** The NSPCC Helpline is available to discuss concerns regarding poor practice and abuse in confidence with members of the public who need support. Those with concerns are encouraged to use this service. The Helpline number is 0808 800 5000.

**2.7** Safeguarding children and young people requires everyone to be committed to the highest possible standards of openness, integrity and accountability. The Dunston Hall Golf Club supports an environment where staff, volunteers, parents/carers and the public are encouraged to raise safeguarding and child protection concerns. Anyone who reported a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously.

### 3. FLOWCHART 1

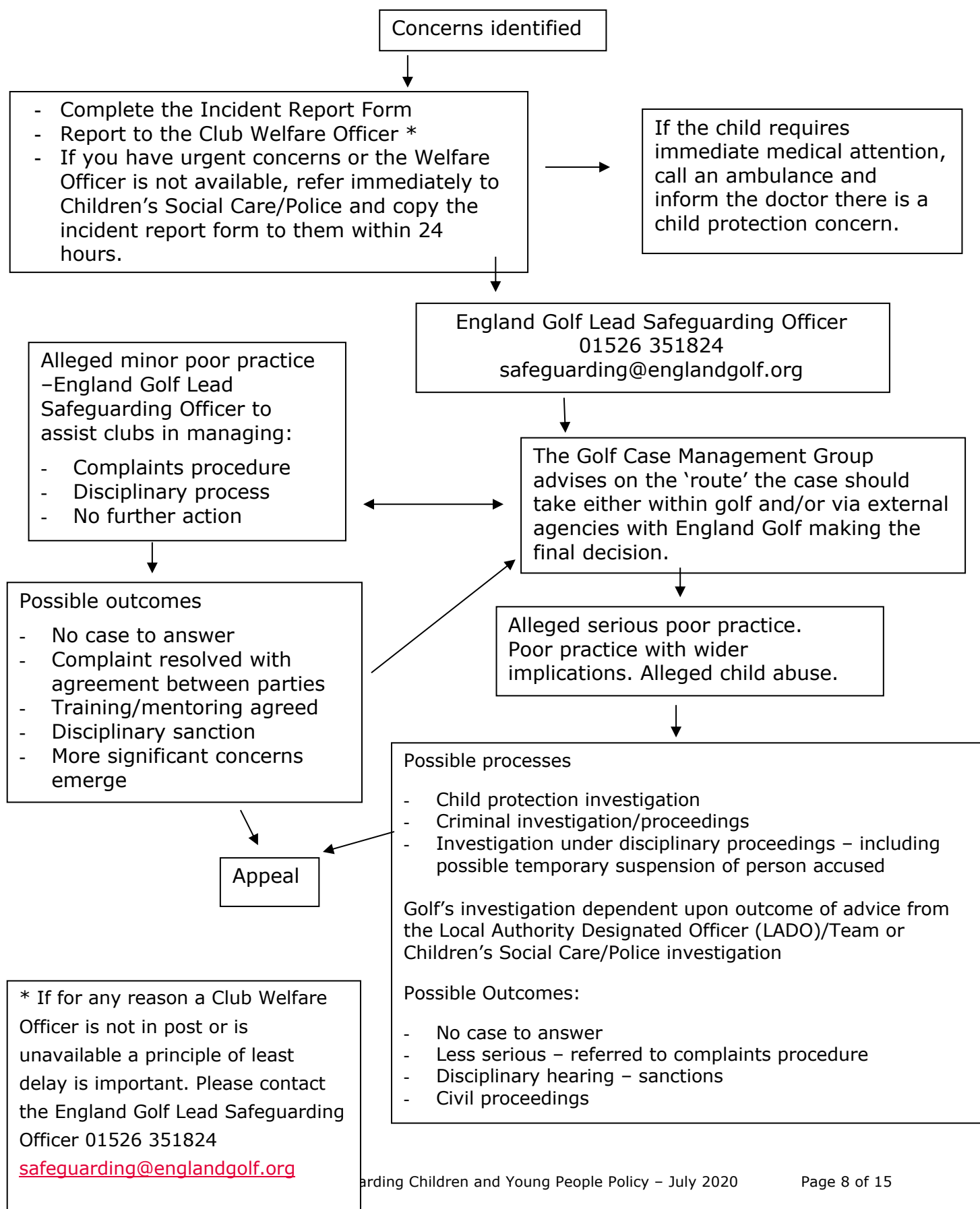
**What to do if you are worried about what is happening to a child outside of the Club (but the concern is identified through the child's involvement in golf)**



\* If for any reason a Club Welfare Officer is not in post or is unavailable a principle of least delay is important.  
Please contact the  
England Golf Lead Safeguarding Officer  
01526 351824  
[safeguarding@englandgolf.org](mailto:safeguarding@englandgolf.org)

## FLOW CHART 2

### What to do if you are worried about the behaviour of any member, parent/carer, volunteer, staff, Professional, coach or official in golf or affiliated organisations





## 4. Emergencies and incidents

**4.1** Parental Consent Forms will be obtained and retained by the Dunston Hall Golf Club for all children who are participating in events or activities, or attending coaching organised by the club. These forms will be treated in confidence and only shared with those who require the information they contain to perform their role effectively.

**4.2** In the event of a child requiring medical attention:

- The parents will be contacted immediately.
- In the event of failure to contact parents, the alternative emergency contacts will be used.
- The consent form will be consulted to establish whether parents have given their consent for a club representative to act in loco parentis.
- An adult club representative will accompany the child to seek medical attention, if appropriate, ensuring that they take the consent form with them.
- A record of the action taken will be made and retained by a club representative.

**4.3** Where a parent is late in collecting their child the following procedure will apply:

- Attempt to contact the parent/carer using the contact details on the Parental Consent Form
- Attempt to contact the first, then the second emergency contact nominated on the Consent Form
- Wait with the young person(s) at the venue with, wherever possible, other staff/volunteers or parents.
- If no one is reachable, contact the Club's Welfare Officer for advice.
- If all attempts to make contact fail, consideration should be given to contacting the police for their advice.
- Staff, volunteers and coaches should try to avoid:
  - Taking the child home or to another location without consent.
  - Asking the child to wait in a vehicle or the club with them alone.
  - Sending the child home with another person without permission.

## 5. Supervision

- 5.1** During coaching sessions, coaches should conduct a risk assessment to inform decision making about appropriate supervision levels. Regardless of the recommended ratio of adults to participants, it is recommended that a minimum of two adults should be present. This ensures at least basic cover in the event of something impacting on the availability of one of the adults during the activity.
- 5.2** Parents may be encouraged to stay for coaching/competitions & other events where their children are of an age where greater levels of parental supervision are required.
- 5.3** Wherever possible adults will avoid changing or showering at the same time as children but parents will be made aware that with limited changing room space there will be occasions when adults and children may need to share the facilities.
- 5.4** Parents should be aware that if children are left at a venue unsupervised, other than to attend specific coaching sessions, competitions, or other organised events, the club cannot accept supervisory responsibility.
- 5.5** Special arrangements will be made for away trips. Parents will receive full information about arrangements for any such trip and will be required to provide their consent for their child's participation

## 6. Good practice Guidelines

### 6.1 Behaviour of adults and children

- 6.1.1** Adults who work with children are placed in a position of trust in relation to children, and therefore it is important they behave appropriately and provide a strong positive role model for children, both to protect children and those working with children from false allegations of poor practice. Codes of conduct will be issued to junior members & adults working with them to promote good practice.
- 6.1.2** Dunston Hall Golf Club requires that all staff and volunteers working with children and young people adhere to the standards set out in the Code of Conduct relevant to their role. Similarly, children are expected to follow their own Code of Conduct to ensure the enjoyment of all participants and assist the club in ensuring their welfare is safeguarded.
- 6.1.3** Dunston Hall Golf Club requires that all staff and volunteers working with children adhere to the guidelines on Managing Challenging Behaviour.

**6.1.4** Parents and carers should also work together with the club to ensure that the welfare of all children is safeguarded. A sheet on “Parental Guidance” is provided to assist them in understanding how they can best assist the club

## **6.2 Adults and Children playing golf together**

One of the reasons for the popularity of golf is that the game is not restricted by ability, age or gender. Responsible interaction between adults and children helps bring mutual respect and understanding and will be encouraged as part of club activities. Adults should always be aware however that age related differences do exist and conduct themselves in a manner that both recognises this and prioritises the welfare of any children involved.

## **6.3 Physical Contact**

Physical contact with children by coaches or volunteers should always be intended to meet the needs of the child and the sport, not the adult. That is, to develop golf technique, to protect the child from injury, to provide first aid or treat an injury. It should always take place in an open environment, and should not, as a general principle, be made gratuitously or unnecessarily.

## **6.4 Transport**

**6.4.1** The club believes it is primarily the responsibility of parents/carers to transport their child/children to and from events. It is not the responsibility of club volunteers or coaches to transport children and young people to and from events, activities, tournaments or matches.

**6.4.2** The club may make arrangements for transport in exceptional circumstances, such as team events. Where this is the case, the written permission of the parents of the relevant children will be sought. The drivers used will be checked for their suitability to transport and supervise children (see Section 1 Recruitment and Training) and their insurance arrangements verified.

**6.4.3** Children and young people are often involved in competition. When taking young people away from their home club, consideration and planning needs to be paramount to ensure the duty of care for the young people within the team is fulfilled.

## **6.5 Photography/ Videoing**

**6.5.1** Permission will be sought from parents prior to the publication or use of any video or photographic images of their child, for instance in newspapers, websites or for coaching purposes. The personal details of the child will not be used in any promotional material.

**6.5.2** Any press/official photographers attending events will be required to seek permission from the club before taking photographs and also permission of parents to use the images.

## **6.6 Social Media**

Social media provides unique opportunities for the club to engage and develop relationships with people in a creative and dynamic forum where users are active participants. It is important that all staff, volunteers, coaches, officials/referees, board members, or anyone working on behalf of the club are aware of the club Social Media policy

## **6.7 Anti-Bullying Procedures**

**6.7.1** We believe that every effort must be made to eradicate bullying in all its forms. Bullying can be difficult to define and can take many forms which can be categorised as;

- Physical – hitting, kicking, theft
- Verbal – homophobic or racist remarks, threats, name calling
- Emotional – isolating an individual from activities or a group

All forms of bullying include;

- Deliberate hostility & aggression towards an individual(s)
- A victim who is weaker and less powerful than the bully or bullies
- An outcome which is always painful & distressing for the victim

Bullying behaviour may also include;

- Other forms of violence
- Sarcasm, spreading rumours, persistent teasing
- Tormenting, ridiculing, humiliation
- Racial taunts, graffiti, gestures

- Unwanted physical contact or abusive or offensive comments of a sexual nature.

The Club and its Staff, Volunteers & Coaches will not tolerate bullying in any of its forms during club matches, competitions, coaching or at any other time while at the club.

#### **6.7.2 We will:**

- Provide a point of contact where those being bullied can report their concerns in confidence – The Club Welfare Officer.
- Take the problem seriously.
- Investigate any and all incidents and accusations of bullying.
- Talk to bullies and their victims separately along with their parents/carers.
- Impose sanctions where appropriate
- Keep a written record of all incidents referred to England Golf and the action taken.
- Have discussions about bullying and why it matters.

### **6.8 Confidentiality**

**6.8.1** Details of all juniors will be kept on file in the office and will not be shared with a third party without parent/carer consent.

**6.8.2** All concerns/allegations will be dealt with confidentially by the club and information will only be shared on a need to know basis, either internally or externally depending on the nature/seriousness of the concern/allegation.

### **6.9 Changing rooms**

The changing rooms are used by all members & visitors. Juniors will only be supervised if needed at club organised events. Parents will be made aware that adults use the changing rooms throughout the day for changing & showering. Where a parent/carer does not consent to their child accessing the changing rooms, it is their responsibility to either supervise the child while in the changing rooms or ensure that they do not use them.

## 7. Useful Contacts

Golf Contacts		
Name	Address	Number
Club Welfare Officer – Chrissie Owens	Greensleeves 16 Lower Road Rockland St Mary Norwich NR14 7HS	Mob: 07701 068095  Email: chrissie.owens@gmail.com
England Golf Lead Safeguarding Officer	England Golf National Golf Centre The Broadway Woodhall Spa Lincolnshire LN10 6PU	01526 351824 <a href="mailto:safeguarding@englandgolf.org">safeguarding@englandgolf.org</a>

Local Contacts		
Local Children's Social Care (including out of office hours contact) NB. In an emergency, the Samaritans will hold the Duty Officer's contact number	Norfolk County Council County Hall Martineau Lane Norwich Norfolk NR1 2DH	0344 800 8020  Line open 24hrs
Local Authority Designated Officer (LADO)	LADO Service Children's Services 1 Norwich Business Park Whiting Road Norwich NR4 6DJ	<a href="mailto:LADO@norfolk.gov.uk">LADO@norfolk.gov.uk</a>
Samaritans		08457 90 90 90
Local Police child protection teams In an emergency contact 999	Norfolk Constabulary Operations and Communications Centre Jubilee House	101

	Falconers Chase Wymondham Norfolk NR18 0WW	
NSPCC Freephone 24 hour Helpline		0808 800 5000
NSPCC Whistleblowing Helpline for Professionals		0808 028 0285

National Contacts		
The NSPCC	National Centre 42 Curtain Road London EC2A 3NH	Tel: 0808 800 5000 help@nspcc.org.uk
Childline UK	Freepost 1111 London N1 0BR	Tel: 0800 1111
NI Childline	74 Duke Street Londonderry	Tel: 028 90 327773
NSPCC Child Protection in Sport Unit	3 Gilmour Close Beaumont Leys Leicester LE4 1EZ	Tel: 0116 234 7278 cpsu@nspcc.org.uk