



WOKING BLACKHAWKS BASKETBALL CLUB

1. Introduction

The guidance in this document is extracted from the England Basketball Safeguarding policy and is intended for use within the club by Coaches, TM's and officials as a quick reference when working with children and vulnerable adults. It covers the most commonly faced issues. The full document can be viewed at:

<http://www.englishbasketball.co.uk/articles/article.aspx?aid=38&pid=172>

2. Photography guidance

England Basketball is committed to providing a safe environment for children to participate. Essential to this commitment is to ensure that all necessary steps are taken to prevent inappropriate images being taken or innocent images being adapted for inappropriate use.

Please note the term 'images' refers to photographs and videos captured by any device. If all clubs, coaches and individuals are aware of the potential risks, and take appropriate steps, the potential for misuse of images can be reduced. The key principles are:

- The interests and welfare of children taking part in basketball are paramount.
- Parents/guardians and children have a right to decide if their images are to be taken, and how those images may be used.
- Parents/guardians and children should consent for images to be taken and used.
- Images should convey the best principles and aspects of basketball, such as fairness and fun.
- Care should be taken to ensure that images are appropriate and not open to obvious misinterpretation or misuse.
- Excessive personal information accompanying images could place a child at risk.
- Images should never be taken in changing rooms.
- Images should only be taken by authorised persons, as agreed in the protocol for a particular event.
- Unsupervised access to children or one to one photo sessions should not be approved.
- All images of children should be securely stored.
- In the case of images used on websites, particular care must be taken to ensure that no identifying details facilitate contact with a child by a potential abuser.

By adopting the points highlighted in these guidelines, you will be putting into place the best possible practice to protect children wherever and whenever images are taken and stored.

These guidelines focus on the following key areas:

Taking images at Basketball Events

Whilst England Basketball does not want to prevent family, friends or other spectators being able to take images at basketball events for legitimate reasons, there is evidence that certain individuals will visit sporting events to take inappropriate images of children.

All clubs and event organisers should inform children and parents that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs which feature and clearly identify individuals (e.g. close ups, small group and team photos). Any concerns should be reported to the event organiser.

The host should:

- Display signs informing people how to register and informing them they must adhere to guidelines.
- Have the photography guidelines available for viewing.

- Obtain consent for images to be taken from young people and parents/guardians.
- Inform players and their parents/guardians that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs.
- Ensure that a system is introduced to ensure that press photographers are made aware of those children without consent for images to be taken.
- Provide a clear brief about what is considered appropriate in terms of content and behaviour.
- Do not allow unsupervised access to players or one to one photo sessions at events.
- Do not approve/allow photo sessions outside the events or at a player's home.

England Basketball recommends the use of a registration scheme for professional, amateur, student or video operators wishing to take images of children at a game. Please note the following suggested wording for displaying on signs at your event:

In line with the recommendations in the England Basketball Safeguarding Policy, the promoter/event organiser requests that anyone wishing to engage in any video, zoom or close range photography should register their details before carrying out any such photography.

If parents have any particular concerns about their child being photographed or filmed they should notify the promoter/event organiser.

The promoter/event organiser reserves the right to decline entry to any person unable to meet or abide by the conditions. If you are concerned about any photography taking place at this event, please contact the promoter/event organiser.

Club photography guidance

Clubs should include a section on photography in their Child Protection Policy. When confirming fixtures with the opposition, consent for taking images, including videoing the game should be discussed. The club can only give consent on behalf of the team after they have gained player and parental consent. If consent is refused, for example if there are concerns over images of one player being published, if possible the club should manage the situation by filming/photographing when possible and make this available to the opposition after editing/reviewing the images first.

Publishing Images guidance:

- Ensure that when obtaining permission from the child and their parents/guardians to record images, they are aware of how the images may be used.
- **NEVER** publish personal details (email address, telephone number, address etc) of a child with their photograph.
- Only use images of players in suitable basketball clothing.
- Try to focus on the activity rather than a particular child and where possible use images that represent all those involved in basketball. This might include:
Boys and girls, Ethnic minority communities, People with disabilities.
- Ensure that images reflect positive aspects of children's involvement in basketball (enjoyment/competition etc).
- If the young people/their parents request an image is removed from a website or not used in any future publications, this request must be respected.

Videoing as a Coaching Aid

Video can be a legitimate coaching aid, however if it is to be used, make sure that children and their parents/guardians have given written consent, and understand the purpose of the video. Permission should be requested from the opposition prior to filming. Make sure that the footage is then stored safely. This could be integrated into the consent section on the registration form.

Use of Photographic and Recorded Images When Teams are abroad

When age group teams play in other countries, there may not be restrictions on photography/filming. Many countries allow widespread use of cameras / video equipment in basketball halls. Parents

should be made aware of this possibility and decide whether they are content for their child to play in these circumstances.

3. Coach and Parent conflicts: Guidance on how coaches should manage conflict with parents

Parents undoubtedly play a vital role for most young people's involvement and enjoyment in basketball. Unfortunately issues will arise between some parents and coaches, and many coaches will encounter a conflict at some point in their coaching career. Coaches need to be able to deal effectively with any problems to ensure the coach-parent relationship remains positive. Below is some guidance for clubs and coaches on how to deal with such issues.

A key aspect in effectively dealing with parents is good communication. At the start of the season, a Parent Letter and/or Parent Meeting are a good method to outline the club's coaching philosophy, the goals and rules for the team, codes of conduct for players and parents, practice and game schedule information, etc. Parents should be reminded that a positive, encouraging and non-critical approach will increase their child's enjoyment in basketball.

The benefits of positive reinforcement as a coaching technique are well known. Positive, constructive feedback in a helpful manner is extremely important in developing young players and improving their confidence.

Coaches also need to ensure that positive parental involvement takes place. Coaches should explain the importance of positive support for the team at games and explain how some actions such as criticising the coach or referees won't set a good example or help their child enjoy the game.

Parents will naturally be ambitious for their child and so may need help to understand where their child fits into the team. This creates one of the most common problems: dealing with parental expectations. Dealing effectively with any issues can stop small problems from escalating and a parent becoming disgruntled. If a conflict does arise, it is essential that the coach and club take this seriously and some tips to help deal with conflicts include:

- **Don't discuss any problem at a game.** If a parent wants to talk about a problem during or immediately after a game, ask them to wait until a more convenient and suitable time. It isn't appropriate for children or other parents to witness any argument and the coach needs to focus on the team. This should allow time for one or both parties to cool off and compose themselves.
- **The problem.** Where possible, a face to face meeting could be the best course of action. Try to avoid an email exchange as people may say things they wouldn't in person and sometimes meaning can be lost.
- **Listen to the parent.** Listen to their opinions even if you do not agree. Try to avoid losing your temper even if they do and remain calm. Don't raise your voice, show empathy with statements such as 'I'm sorry you feel like that' but if they are too emotional, it could be best to terminate the meeting until a later date.
- **Clarify the issue.** Make sure you are clear on what the problem is, the possible solutions and next course of action but take care not to make promises you cannot keep.
- **Reflect.** If the problem is a criticism of your coaching, reflect on the problem and if you need to change. If necessary, ask another coach for their opinion.
- **Closure.** Take any necessary actions and make sure you update the parent. Ensure they know they can still talk to you and raise any further issues.

- **Refer.** If you can't resolve the problem, make sure that you follow your clubs complaints procedure and advise the parent that this is the course of action to be followed.
- **Take notes.** Make a note of the relevant events and meetings for your reference.

4. Transport

Travelling to training or away fixtures is a regular event for many junior clubs. Trips may vary from short journeys across town or involve long distances with overnight stays. Even the most straightforward of trips will require some level of planning and the following outlines a number of issues that clubs need to consider when travelling with children.

Parents should be made aware that their child may be required to travel to games, training or other events either using public transport or private vehicles.

If the club has arranged transport, then it is essential the following is communicated:

- **Players:** they should be aware of the travel plans, venue and time for collection, time of return and any costs. Children must know what sports kit they need to bring with them as well as any items they must/must not bring with them such as packed lunch or a fizzy drink. Children should also have a clear understanding of what standard of behaviour is expected of them.
- **Parents:** should be made aware of the above and must have completed a consent form detailing any medical issues that the club should be aware of. Parents should also have the name and contact details of an adult on the trip which could be used in the event of an emergency.
- **Other coaches / volunteers:** need to be made aware of what their responsibilities are in advance of the trip.

Clubs should be aware that if they arrange minibuses or organise lifts for players amongst club officials/parents, the driver could be deemed to be undertaking an official role with the club. This would mean the driver could be required to comply with the appropriate vetting scheme. If the club are involved in organising the lifts they should also ensure that the driver is appropriately licenced and insured, as well as the vehicle suitable and adequately maintained.

Best practice advice is to avoid transporting a child alone, but we recognise that in some circumstances it is an essential part of a child's participation in training and competition. The vast majority of volunteers will offer to transport children through their genuine desire to help, but unfortunately the reality is that a tiny minority will use it as a method to gain access to children and create an air of acceptability about spending time alone with a child and gain their trust.

It is therefore essential to follow good practice guidelines to avoid this situation and protect volunteers from placing themselves in a vulnerable position. The following are guidelines for transporting children:

- Clubs must ensure they have the necessary consent from parents for transporting young people to training or games.
- The driver must ensure that they have insurance to carry others and that their vehicle is adequately maintained, particularly if they are in a paid position or claiming expenses.
- The driver should try to alternate which child they drop off last (if not transporting their own child);

Transporting guidelines

- Parents should be informed of the person who will be transporting their child, the reasons why and how long the journey will take.
- A person other than the planned driver should talk to the child about transport arrangements to check they are comfortable about the plans.
- The driver, like all volunteers who have regular contact with children through basketball should agree to complete a vetting check (e.g. CRB).

- The driver should attempt to have more than one child in the vehicle. When dropping children off after a game or training session, volunteers should alternate which child is dropped off last. Ideally two children would be left at an agreed point i.e. one of their family homes.
- The person who takes children home should be alternated as this reduces the risk of any one individual from always being alone with the child.
- The driver should have a point of contact with the child's family and mobile phone should they break down.
- The club should ensure that children are aware of their rights and they have someone to turn to or report any concerns they may have. If a culture of safety is created within your club then the child is more likely to talk to another person if they are feeling uncomfortable about a situation.
- Children must use an appropriate child restraint or seatbelt when travelling in a vehicle. Those under 12 and 135cm tall must use the right type of booster chair or booster cushion while older children should use an adult seatbelt.
- The driver will be responsible for making sure that children under 14 use their seatbelts.
- Passengers on minibuses and buses are required to wear seat belts where fitted.

5. Late collection

Late collections can present coaches with a difficult situation and all clubs should develop guidelines for parents outlining their responsibility and the consequences of late collections.

Clubs should have parental contact details and request details of an alternative contact, as well as providing a contact number for parents to use during an activity to inform the club of emergencies and possible late collections.

A club should provide a timetable of activities at the beginning of a season and notify parents/carers of any changes to this timetable in writing as soon as possible. Clubs should develop and publicise guidelines of the late collection of young people and vulnerable adults.

Parents should be informed it is not the responsibility of the club to transport young people in the event of them being delayed.

All staff/volunteers in a club should be informed they should:

- Attempt to contact the parent in the event of late collection.
- Check the club contact for the alternative number.
- Attempt to get in touch with the alternative contact.
- Wait with the young person or vulnerable adult at the sport facility with other staff/volunteers or parents if possible.
- Remind parents of the policy relating to late collection.

Staff/volunteers should not:

- Take the young person home or to any other location.
- Ask the young person to wait in a vehicle or sport facility with you alone.
- Send the young person home with another person without parental permission.
- Leave the young person on their own.

Any decision should not be left to one club official, at least two should be involved in deciding the best course of action.

6. Managing Challenging Behaviour

Staff/volunteers who deliver sports activities to children may, on occasions, be required to deal with a child's challenging behaviour. These guidelines aim to promote good practice and to encourage a proactive response to supporting children to manage their own behaviour.

They suggest some strategies and sanctions which can be used and also identify unacceptable sanctions or interventions which must *never* be used by staff or volunteers.

These guidelines are based on the following principles:

- The welfare of the child is the paramount consideration.
- All those involved in activities (including children, coaches/volunteers and parents/carers) should be provided with clear guidelines about required standards of conduct, and the organisation/club's process for responding to behaviour that is deemed unacceptable.
- Children must never be subject to any treatment that is harmful, abusive, humiliating or degrading.
- Some children exhibit challenging behaviour as a result of specific circumstances, e.g. a medical or psychological condition, and coaches may therefore require specific or additional guidance. These and any other specific needs the child may have should be discussed with parents/carers and the child in planning for the activity, to ensure that an appropriate approach is agreed and, where necessary, additional support provided e.g. from external agencies, Children's Social Care services.
- Sport can make a significant contribution to improving the life experience and outcomes for all children and young people. Every child should be supported to participate and, only in exceptional circumstances where the safety of a child or of other children cannot be maintained, should a child be excluded from club activities.

Planning Activities

Good coaching practice requires planning sessions around the group as a whole but also involves taking into consideration the needs of each individual athlete within that group. As part of session planning, coaches should consider whether any members of the group have presented in the past or are likely to present any difficulties in relation to the tasks involved, the other participants or the environment.

Where staff/volunteers identify potential risks, strategies to manage those risks should be agreed in advance of the session, event or activity. The planning should also identify the appropriate number of adults required to safely manage and support the session including being able to adequately respond to any challenging behaviour and to safeguard other members of the group and the staff/ volunteers involved.

When children are identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, this should be discussed with parents/carers and where appropriate young people. The club should seek to work in partnership with parents/carers, and where necessary external agencies, to ensure that a child or young person can be supported to participate safely.

Agreeing Acceptable and Unacceptable Behaviours

Staff, volunteers, children, young people and parents/carers should be involved in developing an agreed statement of what constitutes acceptable and unacceptable behaviour (code of conduct) and the range of sanctions which may be applied in response to unacceptable behaviour. This can be done at the start of the season, in advance of a trip away from home or as part of a welcome session at a residential camp.

Issues of behaviour and control should regularly be discussed with staff, volunteers, parents and children in the context of rights and responsibilities. When children are specifically asked, as a group, to draw up a code of conduct that will govern their participation in club activities, experience indicates that they tend to arrive at a very sensible and working set of 'rules' with greater 'buy-in' from participants than those simply imposed by adults within the club. If and when such a code is compiled, every member of the group can be asked to sign it, as can new members as they join.

Managing Challenging Behaviour

In responding to challenging behaviour the response should always be proportionate to the actions, be imposed as soon as is practicable and be fully explained to the child and their parents/carers. In dealing

1 Go to www.everychildmatters.gov.uk for information on the government's strategy for achieving improved outcomes for children.

with children who display negative or challenging behaviours, staff and volunteers might consider the following options:

- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.
- Restitution - the act of giving something back.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking through with the child.
- Increased supervision by staff/volunteers.
- Use of individual 'contracts' or agreements for their future or continued participation.
- Sanctions or consequences e.g. missing an outing.
- Seeking additional/specialist support through working in partnership with other agencies to ensure a child's needs are met appropriately 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 (all require parental consent unless the child is felt to be 'at risk' or 'in need of protection').
- Temporary or permanent exclusion

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 facilities or toilets or other essential facilities.
- Verbal intimidation, ridicule or humiliation.

Staff and volunteers should review the needs of any child for whom sanctions are frequently necessary. This review should involve the child, parents/carers and in some cases others involved in supporting or providing services for the child and his/her family, to ensure an informed decision is made about the child's future or continued participation. As a last resort, if a child continues to present a high level of risk or danger to him or herself, or others, he or she 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. All forms of physical intervention should form part of a broader approach to the management of challenging behaviour. Physical contact to prevent something happening should always be the result of conscious decision-making and not a reaction.

Before physically intervening, the member of staff or volunteer should ask themselves, 'Is this the only option in order to manage the situation and ensure safety?' It is good practice to ensure that if you have to physically intervene in a situation with a child/young person, it is in the least restrictive way necessary to prevent them from getting hurt, and used only after all other strategies have been exhausted. Studies have shown that, where this is the case, children and young people understand and accept the reasons for the intervention.

The following must always be considered:

- Contact should be avoided with buttocks, genitals and breasts. Staff/volunteers should never behave in a way which could be interpreted as sexual.
- Any form of physical intervention should achieve an outcome that is in the best interests of the child whose behaviour is of immediate concern.
- Staff/ volunteers should consider the circumstances, the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
- All forms of physical intervention should be proportionate to the behaviour of the young person and the nature of harm/damage they might cause –i.e. the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time.
- Staff/volunteers should never employ physical interventions which are deemed to present an unreasonable risk to children or staff/volunteers.
- Staff/volunteers shall never use physical intervention as a form of punishment. • Physical intervention should not involve inflicting pain. • Where children are identified as having additional needs or behaviours that are likely to require physical intervention this should be discussed with parents/carers and where necessary the club will seek advice from or to work in partnership with external agencies (e.g. Children's Social Care) to ensure that a child or young person can be supported to participate safely. This may include asking for the provision of a suitably trained support worker/volunteer or accessing staff/volunteer training in physical intervention.

Any physical intervention used should be recorded as soon as possible after the incident by the staff/volunteers involved using the Incident Report Form and passed to the Club Welfare/Child Protection Officer as soon as possible.

Views of the child

It is clear from the accounts of children and young people that physical intervention provokes strong feelings. Children may be left physically or emotionally hurt. Even a child who hasn't directly been involved in the situation may be fearful that it will happen to them in future or have been upset by seeing what has happened to others.

A timely debrief for staff/volunteers, the child and parents should always take place following an incident where physical intervention has been used. This should include ensuring that the physical and emotional well-being of those involved has been addressed and ongoing support offered where necessary. Staff/volunteers, children and parents should be given an opportunity to talk about what happened in a calm and safe environment.

There should also be a discussion with the child and parents about the child's needs and continued safe participation in the group or activity. It is important that staff and volunteers are made aware of and understand the organisation/club's guidance about managing challenging behaviour to ensure that they are aware of ways in which they may need to intervene and are clear about the practice guidance in this area.

Discipline and Sanctions

When discipline is used it should be with the clear intention of teaching or reinforcing appropriate behaviour. It must not be used impulsively, to gain power, or to embarrass or humiliate a young person.

Discipline should be used only to:

- develop a sense of responsibility for behaviour
- develop respect for others and their property
- reinforce the rules or values of basketball
- reinforce positive behaviour or attitudes
- reinforce awareness of health and safety aspects of the activity.

The use of sanctions is an important element in the maintenance of discipline. The age and developmental stage of the child should be taken into consideration when using sanctions. Sanctions should be fair and consistent and in the case of persistent offence, should be progressively applied.

They

should never be used to retaliate or to make a coach feel better. The following steps are suggested and should always be used in conjunction with the Code of Ethics and Conduct:

- rules should be stated clearly and agreed
- a warning should be given if a rule is broken
- a sanction (for example, removal from the activity for a short time) should be applied if a rule is broken for a second time.
- if a rule is broken for the third time the child should be spoken to, and if necessary, the parents/guardians may be involved
- sanctions should not be applied if a coach is not comfortable with them. If an appropriate action cannot be devised right away, the child should be told that the matter will be dealt with later, at a specified time and as soon as possible
- a child should not be sanctioned for making mistakes in his or her game
- physical activity (e.g. running laps or doing push-ups) should not be used as a sanction. To do so only causes a child to resent physical activity, something that s/he should learn to enjoy throughout life
- sanctions should be used sparingly. Constant sanctioning and criticism can cause a child to turn away from sport
- once sanctions have been imposed, it is important to make the young person feel s/he is a valued member of the group again
- where relevant, some sanctions may need to be recorded and parents informed.

7. Anti-bullying

Every child has the right to participate in basketball free from the fear of bullying. Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

Bullying has the potential to cause permanent harm (physical, emotional or psychological). Clubs should take steps to prevent bullying behaviour wherever possible and respond to incidents when they occur. A preventative approach means that sport is playing its part to create an environment and society in which people treat each other with respect.

Bullying can take the form of:

Verbal: name calling, teasing, threatening, spreading rumours, sarcasm, racist taunts, homophobic bullying, graffiti and gestures.

Physical: hitting, kicking, punching, spitting, taking/breaking belongings. **Emotional:** ignoring, hurtful emails/text messages, excluding from activities, tormenting, ridiculing, humiliating.

Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture.

Bullies come from all walks of life; they bully for a variety of different reasons and may even have been bullied or abused themselves.

Typically, bullies can have low self-esteem, be excitable, aggressive or jealous. Crucially, they have learned how to gain power over others.

Identifying bullying

The competitive nature of sport can make it an ideal environment for the bully. The bully in basketball can be:

- a parent who pushes too hard;
- a coach who adopts a 'win-at-all costs' philosophy;
- a player who intimidates;
- a club official who places unfair pressure on a person;
- a spectator who shouts abuse.

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children, young people and vulnerable adults, to the extent that it affects their health and development or, at the extreme, causes them significant harm including self-harm or in extreme cases, suicide.

There are a number of signs that may indicate a person is being bullied:

- sudden reluctance to go to activities such as training or games that they used to enjoy or a drop off in performance/attendance;
- regularly feeling ill before training or games
- physical signs such as stomach-aches, headaches, difficulty in sleeping, bedwetting, scratching and bruising, coming home with damaged equipment or clothes
- behavioural changes such as becoming withdrawn, anxious, clingy, depressed, tearful, aggressive, unreasonable;
- start bullying others; a shortage of money or frequent loss of possessions.
- In more extreme cases, they might stop eating, start stammering, cry themselves to sleep, have nightmares, run away or threaten/attempt suicide.

These signs may indicate other problems or be a reaction to other events in a child or young person's life but the possibility of bullying should be considered.

Homophobic bullying

Lesbian, gay and bisexual (LGB) people may face homophobic bullying. Homophobia is often driven by a lack of understanding which only serves to strengthen stereotypes and can lead to actions that cause LGB people to feel excluded, isolated or undervalued.

Adults bullying children or young people

Serious cases for example if the bullying included physical abuse or racist name calling, may be considered abuse and so may be referred to the Police or Children's Social Care.

The adult should receive clear guidance on how their behaviour needs to be modified and monitored to ensure this is achieved.

Support for the Victim and the bully

The bully will need support to help them realise why their behaviour is wrong and assistance to change their behaviour. The club should involve the bully's parents and the young person's school (if appropriate) in ensuring their behaviour is improving and any problems which may have caused them to bully are being addressed.

The victim's parents should be involved and they should be supported to ensure they feel able to remain in the club. Following an incident of bullying, a club could run an education programme (for more information please see the anti-bullying websites listed below).

Action to Help the Victim and Prevent Bullying

- take all signs of bullying very seriously;
- encourage all children to speak and share their concerns. Help the victim to speak out and tell the person in charge/someone in authority. Create an open environment
- investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately;
- reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else (if a young person, you should inform the bully(ies) parents);
- keep records of what is said (what happened, by whom, when);
- report any concerns to the Club 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);
- if the bully is a young person, inform the bully(ies) parents;
- insist on the return of borrowed items and that the bully(ies) compensate the victim;
- 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.

Useful websites for clubs developing their own anti-bullying policy include:

www.bullying.co.uk www.beatbullying.org

Clubs may now find that they have a website, a profile on a couple of social networking sites and collect email addresses and mobile numbers from their members. When this involves contacting young people under 18 years of age, there are good practice guidelines that clubs should follow.

Emails

Emails can provide an excellent opportunity to quickly disseminate information to a group of people. However there are some risks and clubs should be aware of good practice which includes:

- Language should be appropriate and professional;
- Emails should come from the same person, i.e. club secretary or head coach;
- Emails should be about legitimate club information and avoid over-familiarity • Ideally emails should be sent to groups rather than individual children. If communication needs to be sent to an individual child, another adult such as their parent or club secretary/club welfare officer should be copied into the message;
- For group emails, consideration should be made as to if it is appropriate to allow others access to all the recipient's email addresses by using the 'to' field or if the 'blind carbon copy' (bcc) function should be used;
- People should be given the option to opt out of receiving further emails;
- For under 16's, parental consent must be gained before collecting email addresses and parents should also be copied into the email. Parents should be able to include their own email address instead of their child's;
- For young people aged 16-18, their permission should be gained to email them and parents should be made aware that the club will be emailing their child and the reasons for this;
- If the club receives any emails of concern from a young person, the child protection policy should be followed;
- If a club official leaves their position, they should ensure they delete club member's email addresses from their computer;
- Email addresses should not be passed on or used for other purposes without permission.

Text messaging

The use of text messaging increases the vulnerability of both the young person and (typically) the coach. However it one of the most direct forms of communication with young people so clubs may decide they would like to use text messaging.

Good practice on how to reduce the risks include:

- It should be a club decision to use text messaging, rather a decision taken in isolation by one person;
- The content should relate solely to basketball and should reflect the professional relationship between coach and athlete;
- Text messages should be sent at appropriate times of the day (i.e not overnight) and avoid language that is overly familiar or could be misinterpreted;
- Club officials with access to the young people's personal contact details should be kept to a practical minimum;
- Club officials should not allow anyone to use their phone to text a young person and they should not pass on young people's mobile phones numbers to other people;
- Consent must be obtained from young people prior to sending them text messages. For under 16's, parental consent must also be obtained and parents should be given the option of also being sent the text message;
- For young people aged 16-18, their permission should be obtained before texting them and their parent's made aware;
- Clubs should ensure that people know how to sensitively deal with concerns if they receive messages from a young person that could be considered inappropriate or concerning;
- Young people should be given the opportunity to request not to receive further messages.

Websites/social networking

The internet provides an excellent opportunity to reach a wide audience at little cost. Clubs can use the internet to attract new members, publicise themselves and keep in contact with existing members. However clubs need to be mindful in how they present themselves online and the risks the internet can pose to young people if not used appropriately.

Good practice guidelines include:

- The website/profile should present a professional image, ensuring all language and content is appropriate;
 - Clubs should plan how they will manage their club website/social networking profile. There should be more than one person with 'moderator' responsibilities so content can be edited/removed quickly if necessary;
 - The website/profile should be regularly monitored and links reviewed regularly to ensure they are appropriate and working;
 - Procedures and contact details for reporting any problems/concerns should be easy to locate;
 - Contact details for the club welfare officer should be available and links established to help organisations such as Childline;
 - If the club decides to publish team/player profiles of under 18's, their and their parent's permission should be sought first;
 - Permission to publish photos/videos of young people should be gained from them and their parents and follow photography guidelines in the Child Protection Policy;
 - Clubs should avoid publishing excessive personal information of under 18's i.e. never include email address, home address, school attended etc;
 - If there is a minimum age on the social networking site, the club should not target young people under this age to use it;
 - Parents should be encouraged to view the club website/profile as well as young people;
 - If the club becomes aware of problems such as cyber bullying or a young person placing themselves at risk with the information they share on the internet, they should follow their club procedures for concerns or contact a help organisation for advice;
- Club officials, particularly coaches, should think carefully about their personal online profiles and if it is appropriate for young people in the club to be able to view them.

9. Good practice for linking with schools

All clubs and coaches that link with schools need to be able to evidence that they meet nationally agreed minimum operating standards that demonstrate a commitment to the welfare of children. In summary, coaches working/volunteering in schools should:

- Be appropriately qualified and willing to show evidence of their qualifications
- Hold a satisfactory CRB disclosure
- Have adequate insurance
- Undertake regular training in safeguarding, equality, first aid etc.
- Read and agree to all relevant policies and procedures.

Schools need to be confident that any sporting activity provided for children whether after school or as part of the curriculum, is of high quality, safe and fun. The following are good practice for clubs (and coaches working independently of a club) when linking with schools:

- Ensure that coaches are appropriately recruited and vetted to assess their suitability to work with children. This should be supported by supervision, induction and training on the school's policies, procedures and guidance.
- Ensure the club/coaches have adopted and promoted the safeguarding policy and procedures of England Basketball as well as developing their own policy. Ensure these are made available to anyone upon request and that all parties eg coaches / teachers/ parents /children are aware of how they can get help if they have any concerns.
- Make sure that the Club Welfare Officer and coaches are aware of the schools safeguarding procedures and how to respond to any concerns.
- Coaches should be vetted by use of a CRB and their qualifications validated by the school.
- Coaches must ensure they have adequate public liability and professional indemnity insurance before undertaking any activities.
- Commit to continuous professional development and undertake additional training as recommended.
- Ensure that activities are well structured and varied to ensure that the needs of children of all abilities can participate - as an athlete, official, leader or volunteer. Ensure that you are aware of any additional

support needs that any participating child might have and have a clear understanding with the school about how these needs can appropriately be addressed.

- Make every effort to ensure that coaches or other adults never work in isolation with a child or group of children. At least two responsible adults should be present at all times when activities are being delivered (the second adult doesn't have to be a coach as long as the appropriate coaching ratios are met).
- Appropriate changing rooms should be provided for the children as per usual school procedures.
- Ensure that the school guidelines are followed for parental consent and permission sought for any trips or fixtures away from the usual school facility that involve transportation of children.
- Communicate regularly and openly with the school's designated teacher/person.
- Ensure there is a clear agreement about who holds lead responsibility for any activities (e.g. school staff or club coach) and a clear programme of activities over the period that the club will be linking with the school.
- If you need to communicate with a child or young person other than during the delivery of sessions, all communication should go via the school or Local Education Authority (LEA).

Physical Contact

It is important that coaches understand these guidelines to protect their own position and the overall reputation of the club. If physical contact is required, the coach should explain the nature and reason for the contact and unless the situation is an emergency, ask the child's permission. Contact should never involve touching any part of the body that could be considered sexual or could cause embarrassment or distress. Where possible, techniques should be demonstrated with another member of coaching staff.

Physical contact should be intended to meet the child's needs and not the coaches. This could include:

- demonstrating technique/developing skill
- to treat an injury;
- to try to prevent injury, accident or violence from occurring.

Physical punishment

It is unlawful for those working with children to administer any form of physical punishment (eg slapping, hitting). However, on some occasions it may be necessary to physically intervene to prevent a child from:

- harming themselves;
- harming another;
- putting themselves or others at risk;
- damaging property.

Responding to distress and success

Physical contact may occur in response to distress or success. There is no intention to prevent an adult from giving comfort to an upset child or celebrating a success, but contact should be initiated by the child and for their benefit, not the adults. A young person or coach may also want to mark a success or achievement with a hug or other gesture. Adults should use their discretion in such cases to ensure that (and what is seen by others present) is normal and natural does not become unnecessary and unjustified contact, particularly with the same young person over a period of time. It should also be considered that what an adult may feel appropriate may not be shared by a young person.

Physical contact for medical treatment

There is no intention to prevent medical treatment that is carried out by appropriately trained or qualified practitioners. Guidelines on this include:

- Consent is obtained from parents so that staff may act in emergency situations to administer/obtain medical treatment;
- It is recommended that all treatment procedures are explained to the child and **verbal consent** is gained before they are carried out.
- It is not recommended that a child is on his/her own in a treatment room with the door closed. It is strongly recommended that all treatment procedures should be 'open' i.e. the door remains open, parents are invited to observe treatment procedures. Where strict medical confidentiality is to be observed then the parents of the child should be informed of the procedures involved;
- It is important to maintain medical confidentiality and patient dignity at all times.

In the case of a young person with a disability, specific support or assistance may be required. For those who require assistance with intimate personal care (eg toileting, feeding or changing) arrangements should be agreed in partnership with the child and parents, before the activity commences, to ensure that these tasks are undertaken by the child's parents or carers, rather than by club members without the necessary training or experience.

