

Taunton and Pickeridge Golf Club

Child Welfare

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Taunton and Pickeridge Golf Club

Child Welfare

Introduction

Taunton and Pickeridge child welfare file is based on the advice provided by "Children in Golf" which is supported by the EGU and the ELGA to which, we, as a club are affiliated.

Children in golf guidelines provide a comprehensive frame work for the protection of children within existing laws and government guidelines.

The Children in golf guidelines have been adapted for use by Taunton and Pickeridge golf club but can still be used as a reference document if any uncertainty arises.

We recommend that all juniors, parents, volunteers, staff, and members familiarise themselves with the contents of the child welfare file.

Please Contact the club's Welfare officer John Snell for further assistance if required.

John Snell
Tel 01823 257143

Useful websites:

www.isa-gov.org.uk/

www.englishgolfunion.org/

www.englishladiesgolf.org/

www.golfmark.org/

Taunton and Pickeridge Golf Club

Welfare

The Executive Manager is responsible for all confidential documents

The Welfare Officer monitors all junior welfare within the club

There is a master copy of the junior welfare file on the Club's main computer and 6 hard copies to be found:

1. Available for all to inspect in the foyer
2. With the Welfare Officer
3. With the Junior Organiser
4. With the GolfMark Supervisor
5. A loan copy to be given to volunteers (held by a member of the junior team)
6. Copy for the GolfMark evidence file

The Executive Manager is responsible for the following:

- CRB applications
- Retaining and storing all confidential information collected to include:
 - Junior profile forms
 - CRB forms
 - Self-disclosures for staff and volunteers
 - GolfMark file
 - SPC certificates
- Maintaining central register of CRB cleared volunteers and ensuring these and SPC certificates are renewed every three years
- Maintaining a central list of juniors to include:
 - Emergency numbers (copy behind the bar)
 - Parental permissions
 - Photo permissions
 - Medical alerts (junior organiser to be informed)

Handling sensitive information

All Player profile forms are to be returned to the office with restricted access only to office staff, Executive Manager and SPC/CRB junior organisers and the Welfare Officer

A list of emergency numbers will be held on the junior register clipboard in the committee room junior tray.

With the permission of the parents any relevant medical information will be given to relevant staff and volunteers.

Sensitive information concerning the juniors must be discussed in private (refer to Welfare Officer if any doubt)

All welfare issues MUST remain confidential with the smallest number of people in the know as possible. The Welfare Officer will take the lead and decide who needs to know.

The annual welfare committee meeting minutes are to remain confidential and stored sealed in the welfare box.

Taunton and Pickering Golf Club

Safeguarding and Welfare Policy

Taunton and Pickering Golf Club (T&P) has considered its responsibilities to the children participating in golf at our premises and within the golf club very carefully. The following Safeguarding and Child protection policy sets out the standards we wish to uphold in providing activities for children and safeguarding their welfare.

T&P affiliates to English Golf, Somerset Golf Union and Somerset Ladies Golf Association. The coaching staff are members of the Professional Golfers Association. The club recognises the policies of these governing bodies.

Policy Statement

Taunton and Pickering Golf club acknowledges its duty of care to safeguard the welfare of all children (defined as less than 18 years) involved within the club. All children have the right to protection and have their particular needs taken into account. T&P will therefore endeavour to ensure the safety and protection of all children involved with the club through its Child Protection Guidelines adopted by the Management of the club. It is the responsibility of all members within the club to assist the management in this endeavour.

Policy aims

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

Principles

- The welfare of children is paramount
- All children whatever their age, culture, disability, gender, language, ethnic origin and religious beliefs have the right to protection from abuse
- All staff and volunteers working in golf have a responsibility to report concerns to the club Welfare Officer
- Adult's, staff, volunteers. Coaches and members will be supported to understand their role and responsibility with regards to duty of care and protection of children.
- Individuals will receive support through education and training to be aware and understand best practice in the management of welfare or child protection issues with may arise.
- T&P will work in partnership with parents to review and implement child protection and welfare procedures.

Taunton and Pickeridge Golf Club

Whistle Blowing Policy

Taunton and Pickeridge uses the guidelines provided by Children in Golf

It is not the responsibility of those working in golf to make judgements as to whether or not child abuse is occurring. However it is their responsibility to act on any concerns.

Whistle blowing

It is important to remember all juniors and adults involved at the club must feel safe to report any concerns.

Concerns should be reported in confidence to the Welfare officer
John Snell tel 01823 257143

If this is not appropriate then contact England Golf Compliance team

Andy Wright - Compliance Officer

Is responsible for handling enquiries relating to safeguarding and equality issues in the first instance. If you have any queries relating to safeguarding procedures or concerns about any adult's behaviour or a child's welfare, please contact Andy on 01526 351824 or a.wright@englandgolf.org

Equity Policy

T & P recognises the importance of affording equal opportunities and equal treatment to all present and potential employees and members.

All people irrespective of their age, gender, ability, race, religious or political beliefs, ethnic origins, colour, social status or sexual orientation should have a genuine and equal opportunity to participate in golf at relevant levels in all roles at this club.

No particular volunteer, job applicant or employee should receive less favourable treatment or should be disadvantaged by conditions or requirements that cannot be shown to be relevant to performance.

Anti-Bullying Policy

T & P are committed to providing a caring, friendly and safe environment for all members so that they can participate in the game and club activities in a relaxed and secure atmosphere.

Bullying of any kind is unacceptable at the club and if bullying does occur, all club members and parents and carers should know that incidents will be investigated and dealt with promptly and effectively.

Any member who knows or suspects bullying is taking place is expected to report any instances to the Welfare Officer or a Committee Member for further investigation.
See appendix G

Transport Policy

Parents are responsible for transporting their own children to matches or a nominated meeting point. It is not the responsibility of the club to transport juniors to and from their homes.

Appendix H

Social networking policy

T & P has the following policy in place:

Social Networking Policy issued by T&P Executive August 2012

The Executive are bringing the statement below to your attention and to the attention of our members, guests, officials and staff members, to avoid any potential issues arising relating to the use of Social Networking.

All comments on social networking sites may be considered public comment by the Club

Any comments which are improper, bring the Club into disrepute or are threatening, abusive, indecent or insulting may lead to disciplinary action.

Comments about officials which imply bias, attack the officials' integrity or are overly personal in nature are considered improper.

Comments which include a reference to a person's ethnic origin, colour, race, nationality, faith, gender, sexual orientation or disability may be considered aggravated and attract a higher disciplinary sanction.

Retweeting or reposting on any social network, another person's post may lead to disciplinary action if the original comment was improper.

Deleting or apologising publicly for an improper posting, whilst advisable, does not prevent disciplinary action being taken.

An individual is strictly responsible for any posting on his/her account.

Participants should take every care to ensure that others do not access their account, as the fact that posting or comment may have been made by a third party will not prevent action being taken against the account holder.

Members, guests, officials and staff members are required to act in the best interest of the Club at all times and should be aware that their postings on social networking sites are likely to be subject to public and media scrutiny

Appendix B; further guidance

Taunton and Pickeridge Golf Club

Codes of Conduct

Code of conduct for Professional Coaches, staff and volunteers

Rights

- Respect the rights, dignity and worth of every person
- Help create an environment where all children have an equal opportunity to participate
- Help create and maintain an environment free of fear and harassment
- Recognise the rights of all children to be treated as individuals
- Recognise the rights of parents and children to confer with other coaches and experts
- Promote the concept of a balanced attitude, supporting the wellbeing of the child both in and out of golf
- Do not discriminate on the grounds of sex, marital status, race, colour, disability, sexuality, age, religion or political opinion
- Do not condone or allow to go unchallenged any form of discrimination or prejudice
- Do not publicly criticise or engage in demeaning descriptions of others
- Communicate with children in a manner that reflects respect and care

Relationships

- Develop relationships with parents and children based on openness, honesty, mutual trust and respect
- Do not engage in any behaviour that constitutes any form of abuse (Physical, sexual, emotional abuse, neglect or bullying)
- Be aware of the physical limits of children and ensure that training loads and intensities are appropriate
- Ensure that physical contact is appropriate and necessary and is carried out within recommended guidelines
- Always try to work in an open environment (e.g. avoid private or unobserved situations) Do not engage in any form of sexually related contact with children. Sexual innuendo, flirting or inappropriate gestures and terms are also unacceptable

Promote the welfare and best interests of children

- Explain to parents, as appropriate, the potential impact of the coaching programme on the child
- Arrange to transfer a child to another personal coach if it is clear that an inappropriate relationship is developing
- Be familiar with the organisation's Child Protection Policy and Procedures
- Report any concerns you may have in relation to a child or the behaviour of an adult, and follow reporting procedures
- Consider the child's opinions when making decisions about their participation in golf
- Inform parents and children of the etiquette and practical considerations when playing golf
- Inform parents of any potential financial implications

Responsibilities and Personal Standards

- Demonstrate proper personal behaviour and conduct at all times
- Be fair and honest with all children
- Develop an appropriate working relationship with children based on mutual trust and respect
- Always emphasise that the wellbeing and safety of the child is more important than the development of performance
- Do not smoke or drink alcohol, while actively working with children. Never use recreational or performance enhancing drugs
- Promote the positive aspects of golf (e.g. fair play, honesty and etiquette)
- Attend appropriate training to enable you to keep up-to-date with your role and matters relating to the welfare of children
- Hold relevant qualifications
- Ensure the necessary insurance cover is in place

Parental Code of Conduct

Please help us to look after you child. We ask that you sign up to our parent's Code of Conduct:

We welcome your important role in supporting your child's participation in golf however you must take overall responsibility for your child's behavior and conduct.

We will endeavor to develop trusting relationships with all junior members however as a parent you should check if the club is ensuring good practice in child protection and it's activities.

We encourage you to:

- Take an interest in your child's activity, progress and be supportive
- Introduce yourself to all adults involved with your child's golf
- Check playing restrictions
- Be punctual when delivering or collecting. Let us know if you are unavoidably detained
- Leave emergency contact numbers and where possible the child to carry a mobile phone for emergency use
- Advise Welfare Officer of any particular needs, i.e. medical
- Discuss any concerns you have about any activities with the Welfare Officer
- In line with National policy guidelines caddies are not permitted in junior competitions
- When playing in competitions the rules of golf do not allow advice to be given, the only exception is by a playing partner in pairs / team events
- Seek advice as to whether your child is ready for the next step e.g. playing without supervision or away from T&P in junior open days.
- Adhere to the clubs policies such as safety, anti-bullying and welfare
- Treat all juniors, parents, members and staff with respect and please remember most officers at the club are unpaid volunteers
- Make golf an enjoyable experience for your child, you and all involved with their progress

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Taunton and Pickeridge golf club - Parental code of conduct

I agree to abide by the above code of conduct

Name.....

Signature.....

Date

Please return this tear off slip to the office with your child's Parental permission form

Taunton and Pickeridge golf club

JUNIOR CODE OF CONDUCT

I will

- work with the officers and members of the club to promote fun, friendship and fair play
- abide by the club rules
- demonstrate proper personal behaviour and conduct at all times both on the golf course and in the clubhouse
- look out for myself and the welfare of others
- be fair and honest
- show mutual respect to other children and adults
- promote fair play, honesty and etiquette
- treat all others equally and as I would wish to be treated myself
- report all instances where I am uncomfortable with any adult or child's behaviour to both my parents and the Club's Golf Welfare Officer
- *Enjoy my golf!*

Emergency Procedures

Bullying T & P is a 'telling' community in relation to bullying. This requires that you tell an appropriate adult of any instance of any type of bullying.

Changing Facilities

The club has both male and female locker rooms with areas to change, wash, shower and toilet, but it does not have separate locker room facilities for juniors. It's locker rooms are used by adult members and visitors throughout the day for toilet, shower and changing purposes. Where a parent/guardian does not consent to their child using the club's locker room under these circumstances, it is their responsibility to either supervise their child in the locker room, or ensure their child does not use it. There is a disabled toilet which can be used in the hall way.

Safety Issues

Golf is no different to many other active sports and can be a dangerous game if certain basic safety procedures are ignored. For example, you should be careful when standing near anybody swinging a golf club and, when you are swinging a club, you must be very aware of those around you. Do not stand in front of anyone about to play a golf shot! Being struck by a golf ball or by a fellow player can result in serious injury. Check out 'Rules of Golf', Section 1 – Etiquette. There are a number of key safety issues contained in this section that apply TO ALL GOLFERS irrespective of age.

Fire- In the event of a fire you should leave the building by the nearest exit following the directions of the staff

Accident in the Clubhouse/on the Course-If you suffer injury in the clubhouse or on the course, however minor, you must inform either the person in charge of the pro-shop or the clubhouse steward as soon as possible. **First Aid** – In the event that you suffer injury and require first aid treatment, first aid equipment is kept in the professionals shop and in the clubhouse. See the professional or steward for assistance.

Emergencies-In the event of an emergency call the professionals shop phone number on your score card and tell the person in charge what has happened. That person will make arrangements to help you. Only if you cannot get through to the professionals shop for any reason should you consider calling the emergency services yourself.

Weather-Occasionally the weather conditions can make it too dangerous to continue playing. Lightning in particular can be very dangerous. In the event of lightning you should leave the course and return to the club house immediately. You should not shelter under trees; this is highly dangerous in these conditions and must not be attempted. Do not use your broolly either! In situations where you cannot see whether it is clear ahead (such as in dense fog) it is too dangerous to play. You should come off the golf course immediately. If you hear the club's hooter in these circumstances you must stop playing.

Water Hazards-There are a number of water hazards on the course. You should take great care when attempting to retrieve a ball from a water hazard. If you cannot get it easily, leave it!

Chemical Treatments-At certain times of the year parts of the course are treated with chemicals. The club puts a sign up on the first tee when this happens. You could become unwell if you ingest these chemicals. Therefore, when the chemical treatment sign is up you should take care not to touch the ground or your ball and then your mouth. It would also be a good idea to clean your ball more regularly.

Supervision Guidelines

All supervision of juniors should reflect what would be suitable in the case of an emergency.

For children under the age of 8 the Government have set out relevant guidance in the Care Standards Act 2000. This should be followed. (e.g.two adults present; 1 adult to 8 juniors)

We must take into consideration:

- The age and experience of the children
- Staff and adults who **regularly** supervise should be checked out (CRB)
- The number adults supervising and their experience
- The need for "staff" to cover an emergency
- The needs of the players
- The need for a risk assessment

Recommendations

Away matches: a minimum of 2 adults should be present at the course,

Home matches: a minimum of 1 adult should be present (club staff are always on site when junior matches are taking place)

Supervision levels of coaching sessions and junior club sessions to be determined by the above criteria.

The safety of the juniors is paramount!

Late collection guidelines

Monday club nights/PGA coaching

Parents are expected to have left emergency contact details with the club.

Children will be kept at the club while contact is made to collect .Supervision in the club house will be by staff / volunteers

Unsupervised junior players

Juniors should remain on the premises while contact is being established via profile forms details.

Away matches

The organiser / driver are the person(s) responsible and should use player profile forms to make contact

Where attempts to contact the parent and the emergency contact nominated person have failed then the supervising adult should wait with the child. .Wherever possible this will be with other staff, volunteers or parents (contact details are on the profile forms locked in the office - keys held by bar staff)

You should avoid

- Taking the child home or to another location
- Waiting alone in a car or at the club house
- Sending the child home with another person without parental consent
- Leaving the child alone

If all attempts to establish contact consideration should be given to contacting the police for advice.

Away match guidance appendix H

Recruitment Guidelines

Recruitment policy

Recruitment of relevant paid staff who fall under the category of “regulated activity“ (see ISA guidelines) will be undertaken by the **Club’s Executive Committee**.

Volunteers

All new volunteers will be asked to fill in:

- Application forms
- Self-declaration forms
- CRB checks where relevant
- Sign the volunteer’s code of conduct
- ISA checks
- Transport / car forms

References will be checked where necessary

Appropriate training and guidance will be made available.

The Club’s Executive Manager will coordinate and check the process.

Appendix C application forms

Changing Room Guidelines

Changing room Guidelines

The golf club welcomes all, so it is not possible to vet all members and numerous visitors, as such; juniors and parents are advised that staff and volunteers cannot supervise juniors in the changing rooms.

The changing rooms at the club are unsupervised; adults are advised to use the changing rooms and showers with discretion when juniors are present.
Parents are welcome to accompany their child in the single sex changing rooms but for Mums with boys and Dads with girls this is not possible.

An alternative is available

The disabled toilet in the hall is a good size and is available for changing clothes, washing hands and freshening up

Shoes can be changed in the car

Volunteers Guidelines

Volunteers are asked to familiarise themselves with the full set of Welfare guidelines in the Welfare file

Welfare policy states that it is the responsibility of all adults within the club to safe guard the welfare of children.

You should have knowledge of

- Emergency procedures
- Maintaining confidentiality
- How to act if you have concerns over a child welfare
- Transport guidelines
- Late collection guidelines (contact numbers are to be found on the player profile forms in the office) and behind the bar
- Supervision guidance and ratios
- Playing guidance for Taunton and Pickeridge
- Full details are to be found in the welfare file and the hand book

Experience of juniors at the club has shown that regular reminders and guidance to juniors on the following are useful

- Do not move ahead of the player playing the ball, **keep in line**
- **“FORE”** teach to duck down automatically and cover head do not look for the ball
- **“FORE”** teach to shout loudly when unsure of ball flight
- Do not swing club when other players are close, always stand facing the player
- Beware left / right handed players, face the player
- Course awareness , where are other players
- Keep tee, balls etc out of mouths and wash hands at the end of the round
- Banks; use paths and take drops if difficult to play

These are not comprehensive but issues which will equip juniors to become independent players.

Personal advice

- Avoid physical contact with juniors where ever possible unless for coaching advice.
- Avoid 1 to 1 situations, especially be aware in changing rooms.(juniors can use the disabled toilet in the entrance lobby)
- Any problems contact the Welfare Officer, Marlene Ewens

An alternative is available

The disabled toilet in the hall is a good size and is available for changing clothes, washing hands and freshening up

Shoes can be changed in the car

Junior Discipline

All juniors will be asked to sign a code of conduct when joining the club and are expected to follow this code. In the event that issues arise then the following will apply:

Minor discipline issues will be dealt with on the course or in the club house at the time, by the adults supervising. For example safety violations, golf rules and competition scoring issues, dress code etc

Allegations such as bullying, cheating or repetition of unacceptable behaviour will be investigated by the junior team in consultation with the child and parent. The welfare officer can be used as a neutral witness.

If the issue cannot be solved by the above then the club's senior officers will be involved and the club's formal discipline procedures will kick in

Disciplinary sanctions are:

- Verbal warnings
- Time out
- Temporary suspension
- Changes to playing privileges
- Membership termination
- All juniors have the right to appeal any decision to the main club committee

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

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

Agreeing acceptable and unacceptable behaviours

Everyone – staff, PGA professionals, volunteers, children and parents – should be involved in developing a Code of Conduct that agrees acceptable and unacceptable behaviour together with the sanctions that may be applied in response to a breach of the code. This can be agreed at the start of the season, in advance of a trip away or as part of a welcome session. Discipline should always be proportionate to the actions imposed as soon as is practicable and fully explained to the child and their parents. In dealing with children who display disruptive or challenging behaviour, organisers might consider the following options:

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

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

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

- Physical punishment or the threat of such.
- Refusal to speak to or interact with the child.
- Being deprived of food, water, access to changing rooms or toilets, or other essential facilities.
- Verbal intimidation, ridicule or humiliation.

The needs of any child for whom sanctions are frequently necessary should be reviewed. This review should involve the child, their parents and in some cases others who provide support or services. If a child continues to be disruptive, or presents a danger to themselves or others they may be suspended from the club.

Taunton and Pickeridge Golf Club

Responding to a child

- It takes courage to confide in an adult so your response is crucial
- Do not panic react calmly
- Acknowledge that what the child is doing is difficult but they are right to confide in you
- Reassure them they are not to blame
- Make sure you understand what they are saying
- Be honest straight away tell the child you cannot make promises you cannot keep
- Do not promise to keep the conversation a secret, explain you will need to write things down and involve other people to keep them safe
- Listen carefully and take them seriously
- Do not display shock or distaste
- Keep questions to a minimum, clarify facts and do not assume
- Do not probe for more information
- Encourage the child to use their own words
- Do not make comment about the perpetrator
- At the end of the conversation ensure the child is safe and will be collected
- Do not approach the perpetrator

It is not your responsibility to make decisions so write it all down on an incident form, contact the welfare officer ASAP and let the correct procedures unfold
Remember to keep the child's confidences but report the incident

Appendix k

Taunton and Pickeridge golf club

Parental Guidance

T & P welcomes you and your child to the club. We look forward to working with you as your child develops

Please find below information you may find useful

The club takes its responsibility to juniors seriously and in line with our high achiever GolfMark status we have welfare policies and procedures in place. The welfare file is available for you to read at any time and is stored in the hallway opposite the junior notice board. Contact details of the junior team and welfare officer can be found on the junior notice board.

Please feel free to raise any issues or concerns you have with the junior team, Executive Manager or the Welfare Officer who is independent of the management and junior section. The junior handbook can be found on the junior notice board and on the junior's section website which can be accessed via the main clubs website. The password is available from a junior organiser.

The lead organisers and PGA professionals are CRB checked and have had welfare training (SPC)

Emergency procedures

Please encourage your child to carry a mobile phone on the course for emergency situations only with the bar and pro shop numbers in their contact list.

First aid kits are behind the bar and in the Pro shop some staff are trained in first aid. Please ask the Executive Manager for an up to date list.

Fire; there are numerous exits to the single story clubhouse. Follow the directions of the staff, leave by the nearest safe exit and assemble in the car park

If you are unavoidably delayed when picking up your child please ring the club.

Discipline

The club has general guidelines and the junior code of conduct covers most things. We do not tolerate bullying of any sort i.e. verbal physical, electronic or, emotional. With regards to social media streams, I am sure you will appreciate T&P cannot be expected to monitor social media streams that your child may have access to so we ask that you are vigilant in this regard and report any issues you may have concerns over. The club does have a social media policy in place (see website and welfare file)

If necessary the junior section disciplines minor transgressions at the time of occurrence within the main club guidelines, but if the issue is serious you will be informed when you collect.

Disciplinary action can include immediate removal from the course, disqualification, temporary suspensions or membership termination. The welfare officer would of course be involved.

Welfare

The changing rooms/toilets are unsupervised but the disabled toilet in the hall can be used instead. Shoes can be changed in the car park and trainers are fine on the course for younger players but please change to clean shoes for the clubhouse. No jeans are permitted on the course, a PE type shirt with a collar with neat trousers / shorts or skirts would be suitable for the course.

Please be punctual on collection but stop to get an update on the sessions progress, there will nearly always be something good to pass on to you

General advice for parents can be found at

<http://www.childreningolf.org/parents-guidance>

Please be aware it is often a long process before significant progress is made. This will start with being able to play a full hole on the golf course to obtaining a handicap and eventually to play in club competitions. Some young golfers may express frustration in this regard. Please help your child to understand the difficulty of the game

It is important to allow the child to develop their own independence within golf and to learn to take **responsibility for their own performance**, on and off the course. This can start at an early age, for example:

Under 11 years

- Help to pack their bags to include drinks, sun cream, jumpers and waterproofs (T&P is always colder and wetter than Taunton!!)
- Show them the disabled wc (a good place to change clothes)
- Support what can be slow progress in the early stages
- Start to learn some basic rules
- Encourage your child to use the toilet before playing

12 to 14 years

- Promote independence with kit i.e. look after their own equipment
- Warm up routine
- Health snacks and drinking regime for the course

14 to 18 years

- Review their own performance using statistic sheets
- Arrange their own coaching lessons
- Enter competitions themselves
- Develop quality practice routine
- Review courses before tournaments and arrange practice rounds
- Find their own effective pre-tournament routine
- Evaluate their own performance and make necessary adjustments consulting with support, such as coach, physio, etc.

Contacts

	Address	Number
Golf contacts		
Golf NGB lead child Protection officer	National Golf Centre The Broadway Woodhill Spa Linconshire LN10 6PU	01526 354500 Email info@englishgolfunion.org Web www.englishgolfunion.org
County Welfare Officer	Carole Paterson	01823 490100 slcgawo@somersetladiesgolf.org.uk see Somerset ladies golf web site juniors pages
Taunton and Pickering Welfare officer	John Snell	01823 257143
Local Contacts		
Local Child Social Care(CSC) In an emergency Samaritans will hold the Duty officer number	Somerset Child Social Care Somerset County Council County Hall Taunton TA1 4DY	
Police Emergency 999	Upper High Street Shuttern Taunton TA1 3QA	08454 567000
NSPCC 24 hour free help line	National Centre 43 Curtain Road London EC2A 3NH	0808 800 5000 0207 8252500
Childline UK	Freepost1111 London N10BR	0800 1111
Somerset LSCB B3N	County Hall Taunton TA1 4DY	

Appendix A

Welfare policy

T & P policy and procedures are based on the above principles and UK and international legislation and government guidance and take the following into consideration:

- The Children Act 1989 and 2004
- The Data Protection Act 1994 and 1998
- The Police Act 1997
- The Human Rights Act 1998
- The Protection of Children Act 1999
- Caring for the young and vulnerable – Home Office Guidance for preventing the abuse of trust 1999
- The Criminal Justice and Court Services Act 2000
- What to do if you are worried a child is being abused 2005
- Working Together to Safeguard Children 2006
- The UN Convention on the Rights of the Child
- Any subsequent legislation relating to child protection would implicitly be incorporated into this document

Responsibilities and Communication

The T & P Child Protection Policy will be available to all members, parents, staff, volunteers and participants

The policy will be reviewed every three years by the Management Committee and amended as appropriate. Guidance from Golf's governing bodies will be sought as part of the review process

The Board has responsibility for ensuring that the policy and procedures are implemented including taking any appropriate disciplinary action necessary

The Club Welfare Officer has responsibility for responding to any allegations, concerns or child protection incidents, passing information to the appropriate Governing Body Child Protection Officer and informing the appropriate club staff

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

Appendix B

Social Networking

Further information

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

- Cyberbullying is one of the worst, most menacing forms of bullying because it can be so hard to escape. It can follow children and young people around 24 hours a day, targeting them whenever they are online, even at home. Bullying online is as serious as bullying in the real world and must not be tolerated.
- There are a growing number of cases in sport where adults have used social networking sites as a means of grooming children and young people for sexual abuse. The internet can be an environment where children lower their guard, as they may not see it for the public forum it is. If an adult is able to discover information about a young person's interests and social habits, they can figure out ways to appeal to them and gain their trust. Any personal information offered may also allow them to identify and locate them offline.
- There have also been a number of cases in sport where adults have used a child's online identity (i.e. identity theft) in order to groom another child for sexual abuse.
- The internet may expose children to inappropriate content including self-harm, racism, hate or adult pornography, or encourage them to post inappropriate content themselves.
- Volunteers / staff need to be aware of the risks inherent in online use and advise them to protect their own privacy by good use of privacy settings.
- Only ask for email addresses/mobile numbers/Facebook profiles of juniors with the prior consent of their parents. Copy parents into communications. As per PP form
- Personal one-to-one texting between coaches, volunteers and young people should be discouraged

www.nspcc.org.uk/Inform/cpsu/resources/briefings/text_and_email_messaging_wdf6628.pdf.

Reporting concerns about possible online abuse

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

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

Advice for golf club personal organisers

- Volunteers/staff need to be aware of the risks inherent in online use and advise them to protect their own privacy by good use of privacy settings.
- Only ask for email addresses/mobile numbers/Facebook profiles of juniors with the prior consent of their parents. Copy parents into communications. As per PP form
- Personal one-to-one texting between coaches, volunteers and young people should be discouraged

Advice for individuals

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

Advice for children

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

Advice for parents

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

Further advice for parents of young golfers

- If you are concerned about any texts, social networking posts or any other use of communication technology by members of the golf club, volunteers or members of staff, raise this with the club welfare officer, club secretary, or junior organiser. They will look into the matter and take appropriate action. Alternatively contact your [National Governing Body Lead Child Protection Officer](#)
- In addition to reporting concerns to the NGB, you should immediately report possible online abuse to the Child Exploitation and Online Protection Centre (CEOP) or the police. Law enforcement agencies and the internet service provider may need to take urgent steps to locate a child and/or remove the content from the internet. Where a young person may be in immediate danger, dial 999.
- Do not post/send negative or critical comments or messages about other children in the club, staff or volunteers. If you have concerns about a person, these should be raised using appropriate channels within the club and not using social media.

Appendix C
Taunton and Pickeridge Golf Club Junior Section

Volunteer application form and Self disclosure form

Title _____

Full name _____

Any Previous Surname _____

Date and Place of birth _____

National insurance number _____

Present address _____

_____ Post Code _____

Telephone numbers _____

Email address _____

Previous address (if you have moved in the last 5 years) _____

Current Occupation _____

Name and address of organisation _____

Role and start date _____

Previous occupation _____

Name of organisation dates of employment and reason for leaving _____

Relevant experience _____

Experience of working with young people _____

Signature _____ Date _____

Taunton and Pickering Golf Club Junior Section

Volunteer reference form

Name _____

Address _____

The above named person has expressed an interest in becoming a volunteer at Taunton and Pickering Golf Club and has given your name as a referee.

As this position may involve substantial access to children and as an organisation committed to safeguarding children it is important that if you have any reason to be concerned in any way about the above applicant that you **DO NOT** complete this form and instead you should contact the club's Executive Manager directly.

Any information disclosed in this Reference will be treated in confidence and in accordance with relevant legislation and guidance and will only be shared with the person or persons conducting the assessment of the candidate's suitability for the post concerned.

Please answer the following questions (use separate sheet if necessary)

- How long have you known the applicant? _____

- In what capacity? _____

- What attributes do you believe the applicant has that makes them suitable for the position?

- How would you describe their personality?

Please rate the person on the following (please tick one box only for each question or mark clearly "not known")

	Poor	Average	Good	Very Good	Excellent
Sense of responsibility					
Self-motivation					
Can motivate others					
Energy					
Reliability					
Dealing with children					
Commitment					
Trustworthiness					

Signed _____ Date _____

Name _____

Address _____

Appendix D
TAUNTON & PICKERIDGE GOLF CLUB
JUNIOR PLAYER

Taunton & Pickeridge Golf Club believes that the safety and welfare of their juniors is paramount. It is therefore important that the club are made aware of any illness, medical condition or any other relevant health details so that the best interests of the junior can be addressed when on the club premises or when representing the club at other courses.

Please complete this form with our assurance that the information will be treated as confidential and filed under lock and key.

It is the responsibility of the junior and the parent / guardian to notify the club's Executive Manager, Junior Organiser or Golf Welfare Officer if any of the details change at any time.

CHILD / PARENT DETAILS

CHILD's Full Name	
Preferred Name	
Address and post code	
Email Address	
Telephone Number	
PARENTS' / GUARDIAN'S Name	
Address (if different to above)	
Home Telephone Number	
Mobile Telephone Number	
Work Telephone Number	
Email address	

EMERGENCY CONTACTS

Contact 1

Name	
Relationship to Child	
Home Telephone Number	
Mobile Telephone Number	
Work Telephone Number	

Contact 2

Name	
Relationship to Child	
Home Telephone Number	
Mobile Telephone Number	
Work Telephone Number	

DOCTOR'S NAME

Child Doctor's Name	
Doctor's Surgery	
Address	
Telephone Number	

MEDICAL DETAILS

Please provide medical details for your child. *N.B. If you believe that the disclosure of any of the details regarding your child's medical condition need to remain strictly personal or confidential and should not be included on this form please contact the Club's Executive Manager, Junior Organiser or Golf Welfare Officer.*

Does your child experience any conditions requiring medical treatment and / or medication?

YES / NO

If YES please give details including what actions if any are required

Does your child have any allergies?

YES / NO

If YES please give details including what actions if any are required

Does your child have any communication requirements e.g. non English speaking, Dyslexia, Hearing impairment etc?

YES / NO

If YES please give details including what actions if any are required

Does your child have any specific dietary requirements?

YES / NO

If YES please give details including what actions if any are required

**The Disability Discrimination Act 1995 defines a disabled person as
"anyone with a physical or mental impairment which has a substantial
and long term adverse effect on his or her ability to carry out normal
day to day activities"**

Do you consider your child has a disability?

YES / NO

If YES please give details including what actions if any are required

**Please provide any other information of which you believe Taunton and
Pickeridge need to be aware.**

PARENTAL PERMISSION / AUTHORITY

- I confirm that my child has my permission to be on the golf club's premises when I am not present
YES / NO
- I acknowledge that the club is not responsible for providing formal adult supervision for my child except where formal junior golf coaching is taking place
YES / NO

N.B. The Club Junior Organisers are volunteers and NO formal adult supervision of juniors takes place during matches or competitions (Somerset Golf Union and Junior League rules prohibit caddying or advising juniors when they are competing in matches or competitions). Taunton and Pickeridge will however arrange for a Junior Organiser / Officer of the Club to be present at all junior events held at Taunton and Pickeridge and for two or more adults to be on the premises of an away club during matches where a junior is representing the club.

- I agree to my child being selected for and representing the club in competitions and matches
YES / NO
- I wish to make my own arrangements for transport for my child to and from venues when he / she is representing the golf club
YES / NO
- I agree to my child being transported by club representatives to and from venues when he / she is representing the golf club
YES / NO
- I agree to my child attending the Beginner / Younger Player sessions generally held on a Monday Evening
YES / NO

N.B. Informal coaching / mentoring sessions for younger players and beginners, run by member volunteers and parents are held on most Monday Junior Club Nights and at other occasions during the year. These volunteers are not however

professionally qualified and as such parents / guardians should satisfy themselves with the arrangements in place and level of supervision being provided. Taunton and Pickeridge advise that parents / guardians remain on the premises during these sessions in the event of problems or emergencies.

- I confirm that to the best of my knowledge my child does not suffer from any medical condition other than those detailed above
YES / NO
- Where it is not possible to seek my immediate personal consent I give permission for First Aid to be given by an appropriately trained and certified First Aider until suitable medical treatment is available
YES / NO
- I agree to immediately notify the club of any changes

PARENTAL PERMISSION

Signed.....

Print Name.....

Relationship to Child.....

Date.....

JUNIOR CODE OF CONDUCT (to be signed by the junior)

I (print name) agree to abide by the Junior Code of Conduct for Taunton and Pickeridge Golf Club

Signed.....

Date.....

Please return all parts of this form, marked for the attention of the Golf Welfare Officer, to the Main office

Appendix E

Taunton and Pickeridge golf club

Welfare Officer job description

1 CORE TASKS

Assist the organisation in establishing a Safeguarding and Child Protection Policy and Procedures

Assist the organisation to implement child protection plans

Be the first point of contact for staff, members, volunteers, children and parents for any issue concerning safeguarding children, poor practice, potential or alleged abuse

Ensure that all incidents and concerns are dealt with in accordance with policy guidelines.

Ensure that all relevant members, volunteers and staff have the opportunity to access appropriate child protection training

Ensure that appropriate procedures for recruitment of staff and volunteers are in place and all relevant existing staff or volunteers working with children have an up to date DBS disclosure/self-disclosure

Maintain contact details for Child Social Care (CSC) (previously Social Services), the Police and NGB CPO

Ensure that Codes of Conduct are in place for staff, volunteers, PGA Professionals, coaches, and children and that there are guidelines for parents and members and they are communicated to the relevant parties

Advise on child protection issues or be in attendance as necessary on Club Committees

Maintain confidentiality

2 CORE SKILLS

Basic administration and record maintenance

Communication skills

Confidence to refer cases externally

Ability to implement effectively a Child Protection Policy and Procedures

3 RECOMMENDED TRAINING

Child Protection awareness training e.g. Safeguarding and Protecting Children Workshop. (Contact your NGB for details)

NSPCC "Time to Listen" Workshop specifically designed for GWOs (Contact your NGB for details)

Appendix F

Bullying

Taunton and Pickeridge Golf Club will:

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

Each participant, coach, volunteer or official will:

- respect every child's need for, and rights to, a playing environment where safety, security, praise, recognition and opportunity for taking responsibility are available
- respect the feelings and views of others
- recognise that everyone is important and that our differences make each of us special and should be valued
- show appreciation of others by acknowledging individual qualities, contributions and progress
- be committed to the early identification of bullying, and prompt and collective action to deal with it
- ensure safety by having rules and practices carefully explained and displayed for all to see
- report incidents of bullying they see – by doing nothing you are condoning bullying.
- all forms of bullying will be addressed
- everybody in the club/organisation has a responsibility to work together to stop bullying
- bullying can include online as well as offline behaviour
- children with a disability, from ethnic minorities, young people who are gay or lesbian, or those with learning difficulties are more vulnerable to this form of abuse and are more likely to be targeted.

Bullying can include:

- physical pushing, kicking, hitting, pinching etc
- name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation or the continual ignoring of individuals
- posting of derogatory or abusive comments, videos or images on social network sites
- racial taunts, graffiti, gestures, sectarianism
- sexual comments, suggestions or behaviour
- unwanted physical contact

Support to the child

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

Support to the parents/guardians

parents/guardians should be advised on the club/organisation's bullying policy and practice

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

Where a club official or volunteer organiser / parent undertakes transport, parents should ensure the following.

- The adults driving are suitable to do so
- Appropriate insurance cover has been taken
- Parents have signed the correct consent section of the player profile forms
- The vehicle is registered with the golf club
- Emergency contact details have been given
- Arrangements are made for times / location of meeting point
- Correct booster seats are provided where appropriate
- Volunteers will endeavour to avoid transporting one child only (it is advisable for the child to sit in the back)

Personal agreements between parents are not covered by the above.

Hiring of Transport

Organisers will need to remember:

- Passenger safety
- Driver competence/ validity of licence
- Number of driving hours / total length of the day
- Whether more than 1 driver is needed
- Type of journey, traffic conditions, weather and, insurance
- Journey time and distance and stopping points
- Supervision requirements
- Suitability of the transport if the team includes disabled or young juniors
- Drivers to take breaks and be aware of emergency procedures

Minibuses

Drivers should have received training on driving the mini bus and management of passengers.

Legislation

- Vehicles must be appropriate and road worthy
- The driver is responsible for the vehicle on the trip
- All mini busses /coaches must be fitted with seatbelts for each passenger and booster seats if required
- Anchor point for wheel chairs
- Vehicles must conform with no smoking legislation
- This is not an exhaustive list so consider all relevant points

Appendix G

Away matches Guidance

The organiser should consider having

- Full itinerary
- Emergency numbers / addresses
- Relevant health details or copies of permission slips
- Details of travel arrangements
- A register

Supervision

- The duty organiser is responsible for good discipline
- The driver should not be responsible for supervision when driving

Management / Duty organiser to consider

- level of supervision 2 adults at away matches
- safety of the group

Staying away

- room arrangements
- first aid
- dietary requirements
- emergency evacuation procedures
- meeting team to explain their roles and responsibilities
- parental liaison
- allocating club liaison contact

Further details are available in the Children in Golf file

Appendix H

Dealing with Allegations

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

All information received and discussed must be treated as confidential and only shared with those who will be able to manage and resolve the situation. On occasion it may be necessary to seek advice from the England Golf NGB Lead Child Protection Officer (NGB CPO), or inform statutory agencies such as Somerset County Council's Child Social Care (CSC) or the Avon and Somerset police.

Dealing with allegations

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

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

When an allegation has been raised, it's important that the club follows the correct procedures to report it.

Dealing with alleged abuse

It is not the responsibility of the CWO, or anyone working in golf, to decide if a disclosure constitutes child abuse. It's the CWO's responsibility to act on any concern and refer it to CSC and/or police and the NGB CPO. The NSPCC Helpline (0808 800 5000) can talk through any concerns anonymously.

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

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

Allegations of previous abuse

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

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

Investigating complaints

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

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

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

Taunton and Pickering Procedures

Reporting and Managing Concerns

Outside of Golf

There may be occasions when a concern is raised regarding alleged abuse outside of golf.

If the referral relates to an incident outside golf:

- The GWO should be notified and advised of the circumstances and nature of the incident
- The GWO will notify CSC or the Police if deemed appropriate
- No further action will be taken under golf procedures unless otherwise advised by the CSC or Police
- In partnership with the appropriate agencies the club may need to provide support for the child and person making the referral

If working in a school when the incident is brought to your attention you must inform the Head teacher / School Welfare Officer who will follow the appropriate local procedures

If working on a Local Authority programme you must inform the Sports Development Officer or other relevant officer who will follow the appropriate local procedures

Concern identified about a child



If the child requires urgent medical attention call an ambulance and inform the doctor / paramedic present that you have a child protection concern



Report your concern to the CWO who will if necessary refer the matter to the CSC / Police without delay

Make a record of all relevant information observed / stated with dates and times and hand to the CWO who will arrange for the information to be shown to the necessary authorities



If the CWO is not available refer the matter directly to the CSC / Police.
(Delay may place the child at further risk)



Complete a report form and copy it to the CSC / Police and to the NBG CPO within 48 hours

Inside golf

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

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

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

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

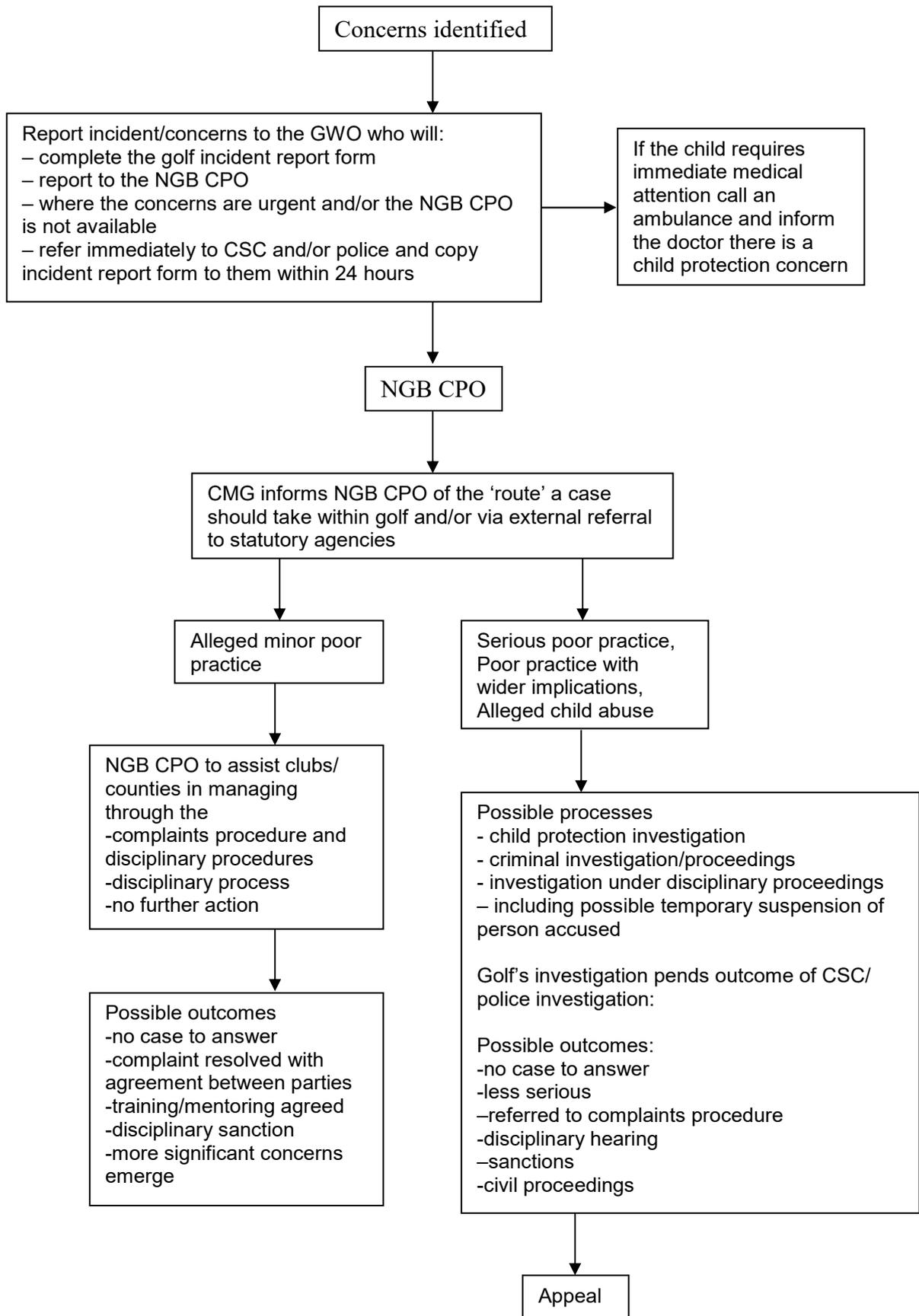
The NGB CPO should be made aware of every incident that's reported. It's essential that child welfare issues are dealt with centrally, rather than just within the club. The allegation may be just one part of a much wider picture concerning that child or adult.

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

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

See Flowchart 2

*What to do if you are worried about the behaviour of any member, volunteer, staff, PGA Professional, coach or official in golf or affiliated organisations.
The golf NGB CPO should seek advice and guidance from the local CSC officer and/or the Police with respect to consulting with parents*



Safeguarding Children in Golf Case Management Group (SCiG CMG)

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

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

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

Whistle-blowing

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

When individuals feel unable to follow normal reporting procedures (See [Flowchart 2](#)), or have already followed procedures but are worried the issues have not been fully addressed, they should contact the NGB CPO.

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

The NGB will protect those who report poor practice or abuse in good faith. Wherever possible the identity of the whistle-blower will be protected; depending on the seriousness of the allegation, however, and particularly if police need to become involved, it might not be possible to do so. The whistle-blower will be given prior notice of this and a chance to discuss the consequences. The NGB will ensure that support is available throughout.

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

Responding to a child's disclosure of abuse

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

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

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

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

Taunton and Pickeridge Golf Club

Incident reporting form

If you suspect a child may be being abused, whether physically, emotionally, it is NOT your responsibility to take control of the situation or to decide whether the abuse is actually taking place. However, you do have a responsibility to inform the appropriate people about your concerns so that they may make enquires and take any action necessary for the well -being of the child

However small your concerns, you should share it with the NGB child protection officer who will take responsibility for any referrals to outside agencies that are necessary

Please ensure that confidentiality is maintained as far as possible. Only discuss your concerns on a need to know basis and do not disclose the identity of those involved unless absolutely necessary

Person reporting concerns

Child

Name

Position

Age

Address

Phone number
Mobile

Club

County

School

Date of allegation

Name of person receiving allegation

Details of person involved in allegation

Name

Address

Phone number

Position/ relationship to child

Allegation details to include

Time /date

Location

Persons involved/ witness

Nature of concern

How did this come to your attention?

Observations eg changes in behaviour, inappropriate actions., injuries

Record of conversation

Action taken

Contacts made

Welfare officer/ NGB welfare officer

Time date

Advice received

Other contacts made

NSPCC help line 0800 800 5000