

Thetford Netball Club



www.thetfordnetball.co.uk



Thetford Netball Club's Policies

Responsible officer	Club Safeguarding Officer
Group owner	Executive Team
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Applicable to	All members of Thetford Netball Club
Summary	These policies set out Thetford Netball Club's (TNC)'s approach to fulfilling its commitment to creating and maintaining a safe and enjoyable environment for all members of Thetford Netball Club. We expect all members associated with the club to abide by these policies and codes of conduct.

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1. **Players Code of Conduct for Training Sessions**

As a member of Thetford Netball Club I fully understand and agree to the following conditions:

1. I understand that it is essential that I arrive for training on time and prepared. If I am going to be late or am unable to attend training, I will let my coach and captain know the reason why in advance of the training session or as soon as practically possible.
2. If Players arrive at training later than their organised time, they will be asked to complete the relevant warm up session before any play can take place. Players will not be singled out during any part of their training or game play for late arrival.
3. I will follow the registration process which will be taken prior to the start of each session and discuss with my coach or safeguarding officer if there are any personal issues that may have an impact on training.
4. I will ensure that my fingernails are cut to the appropriate length and all jewellery and/or piercings are removed and that my hair is tied back.
5. I appreciate hydration is very important and it is my responsibility to bring enough fluids to training sessions.
6. It is my responsibility to notify my coach of any injuries or medical conditions that may impact my ability to play/fitness to play.
7. I will play within the rules and respect official's decisions. I will not make negative comments regarding coach/umpire decisions.
8. I will respect and never underestimate my opponents, and not try to gain an unfair advantage over them.
9. I will always encourage and support my fellow team members without behaving in an unsporting way towards our opponents.
10. If I have any concerns that arise I will report immediately to my captain/vice-captain. If they are unavailable at the time of the event I will go directly to the coach that is leading the session. Should further steps be required the incident will be referred to the Head Coach and ultimately the Executive Committee once all the above avenues have been followed. Any safeguarding concerns should be directed to the Club Safeguarding Officer (CSO). Please see appendix 1.
11. I will always listen to my coaches' advice and endeavor to follow their instruction. If I do not understand or feel that the task is outside my capabilities I will speak directly with the coach leading the session for additional support.
12. I will pay any fees for training and matches promptly. If I have any financial concerns I will approach my captain/coach who will support and direct me to the Executive Committee.
13. I will ensure my England Netball affiliation is up to date.

14. I will not use foul or other inappropriate language.
15. Use of mobile phones during training sessions is not permitted, exceptions will be made in the event of an emergency.
16. I understand that discipline is extremely important and disruptive behaviour is unacceptable and that it has a negative impact on all those training.

2. Players Code of Conduct for Squads

As a member of the squad I fully understand and agree to the following conditions:

1. I realise that I have been selected as a member of the squad for my ability, commitment, and hard work. As a member of the squad, I will endeavor to work hard to make the squad a success.
2. I will always support and respect fellow Squad members. I know that negative or derogatory comments or intimidation towards other Squad members are unacceptable and such comments can only demoralise a fellow Squad member.
3. I accept that squads and combinations for matches and tournaments will be selected by the team Coach/Captain. I am fully aware that if selected to the squad, I may have to share my position and, in some cases have less court time and/or play fewer games than other Squad members.
4. I accept that squads for tournaments will be selected by team Coach/Captain. I realise that such selections will be based on my performance and development during training and local league games.
5. I will always respect any decisions made by my Coach/Captain. I understand that squad selections will be made based on different outcomes, dependent on the competition and teams involved.
6. I will always respect any decisions made by officials and show respect towards them.

3. Parents/Carers/Supporters Code of Conduct

It is hoped that the following will prove useful to parents/carers/supporters when attending training sessions/matches/tournaments to support their family member when participating in and enjoying netball. As a parent/carer/supporter of Thetford Netball Club I will try to work within the following guidelines:

1. Support the players involvement and help them to enjoy all that netball has to offer.
2. Encourage respect for the rules of netball, promote and support fair play and the acceptance of an official's decision.
3. Encourage recognition of good performance in others as well as themselves.
4. Do not applaud opponents errors or their misfortune.
5. Uphold high standards of behaviour and promote the importance of being a good team player.
6. Establish a positive partnership with the coach to help provide the best possible balance between the demands of netball, education/work/home life.
7. Under no circumstances condone a rule violation or the use of prohibited substances including alcohol and tobacco.

In addition to the above, for those parents/carers/supporters of U18's or those who transport children of whatever age training/matches/tournaments.

8. Be punctual when collecting or delivering my child to training or matches.
9. Ensure that my family member is aware of all the arrangements made for matches, training, tours, and trips.
10. Ensure that my child fully understands the requirements of the Codes of Conduct for players and squads.
11. Never exert undue pressure on my child to compete or to gain results. Be realistic about my child's ability.
12. Always use appropriate language and ensure my child does the same.
13. Ensure that my child understands that they should take an appropriate level of responsibility for their own safety. Our facilities allow use of the clubhouse and your child will move between the court and clubhouse on their own so please be aware.
14. Show respect to the coach/volunteer working with my child.
15. If you have any questions or queries, communicate these to the Coach leading the session who will speak with the Head Coach if necessary to enable any concerns to be understood and responded to. A culture of openness is encouraged, and it may be possible (and important) to ensure that your child can contribute to any such discussions to enable their views to be considered.
16. Any concerns that parents/carers feel unable to address directly with the Coach leading the session should be discussed with the CSO (see flowchart of committee members).
17. Encourage my child to take responsibility for their own actions.
18. I will pay any fees for training and matches promptly. If I have any financial concerns I will approach my Captain/Coach who will support and direct me to the Executive committee.
19. I will immediately inform my child's Coach/Team manager/Junior Secretary of an injury or illness that affects my child which might impact upon their ability to train or compete.
20. We do not use any team / coaching pictures of Under 18's outside of the PRIVATE members only Facebook page. Please remind your children not to copy and share these pictures on wider social media.

4. Wellbeing Code of Conduct

All members are entitled to:

1. work in a safe and pleasant environment and should encourage others to try and ensure the environment is safe and that others act safely.
2. receive support from within the club committee working to create a friendly, encouraging, secure and positive environment.
3. be involved in collaborative decision making within the club and help to allocate time and resources fairly and appropriately.
4. be treated with respect and courtesy. All members are asked to listen to and encourage all members to express opinions and listen to others.

In our work with each other, we will endeavour to refrain from:

5. criticism, blaming, complaining, threatening, punishing, or judging.

Instead, we advocate and support:

6. recognition and praise; support and understanding, action and assertion; knowledge and negotiation. consequence and reparation; acceptance and recognition.

This will demonstrate our ability to:

7. Seek to find the positive in any situation and identify it.
8. Look for negotiation and explanation to support resolution.
9. Use appropriate language to identify behaviours, describe feelings and reason actions.
10. Aim to deflect and defuse difficult, potentially confrontational situations.

At TNC we have clear expectations of behaviour that we promote about how we listen, respect and respond to one another.

11. TNC recognises the Mental Health of all members at the club. Along with our fully trained Club Safeguarding Officers we also have qualified mental health first aiders who we can signpost you to.
12. For further information regarding well being please click on the England Netball links below.

<https://www.englandnetball.co.uk/governance/safeguarding/wellbeing/>

<https://www.englandnetball.co.uk/everymindmatters/>

5. Volunteering Code of Conduct

All volunteers at TNC will apply for and hold a Netball England DBS. Proof of the DBS will be shared with the CSO.

Please follow links as per Netball England Volunteering Training Matrix to read correct policies.

<https://d2cx26qpfwuhvu.cloudfront.net/englandnetball/wp-content/uploads/2020/05/09110750/Volunteer-training-Matrix-1.pdf>

The majority of volunteers should follow the Introductory Training column –

Introductory training can be completed by anyone interested in furthering their knowledge of Safeguarding in Sport and can be used as a pre-cursor to the Basic and Specialist training as per the above link.

Everyone will be required to read –

Safeguarding Young People in Netball, Safeguarding Adults and Diversity & Belonging Policies.

NSPCC Course – Child Protection in Sport & Activities

Netball England Volunteer Code of Conduct to be followed as below: signed copies will be held by CSO.

I will Respect:

1. The rights, dignity and worth of Children, Young People and Adults at Risk and ensure that I am aware of the Safeguarding Policies and best practice guidelines and procedures when interacting with them.
2. The rules, regulations and requirements of netball, including, but not limited to, any competitions in which I participate either directly or indirectly.
3. The rights, dignity and worth of all people involved in netball, regardless of gender, marital status, race, colour, disability, sexuality, age, occupation, religion or political opinion.
4. Confidentiality and the sensitivities of information I hold on other individuals.
5. Netball and the individual's reputation and not take any action or make inappropriate comments about a fellow coach, official, volunteer or member of England Netball's staff that will bring the Sport or those associated with delivering the Sport into disrepute, and I will respect EN's guidance and policies on safeguarding and social media technology.

I will:

1. Treat all young people fairly, give them equal attention and opportunities, ensure they feel valued, and have no favourites.
2. Be positive, approachable, respect and listen to their opinions, and offer praise to promote the objectives of the club at all times.
3. Always report any disclosure made to me, or allegations of abuse or poor practice in line with the TNC's and England Netball's procedures.
4. Have access to telephone for immediate contact to emergency services if required. Develop team work to ensure the safety of youth members in my care.
5. Never engage in a sexual relationship with a young person under 18 for whom I am responsible.
6. Be a positive role model, displaying consistently high standards of behaviour and appearance (disciplined/committed/time keeping) as children learn by example.
7. Be mentally and physically fit to carry out my role within netball.
8. Refrain from smoking and consumption of alcohol during club activities
9. Never condone rule violations, rough play, inappropriate language or the use of prohibited substances
10. Not allow any rough or dangerous play, bullying, use of bad language or inappropriate behaviour.
11. Never spend excessive amounts of time alone with children unless there are exceptional circumstances.
12. Never take children to their home.
13. Refer all first aid treatment to the trained first aider.
14. Make netball fun.

6. Safeguarding Policy

Thetford Netball Club is committed to ensuring that all children* participating in netball have a safe and positive experience. (*Children should be taken to mean all persons under the age of 18).

A vulnerable person is deemed as someone who is struggling mentally, physically or emotional and is unable to manage or express their views or safeguard their well-being.

The UK government defines "Being vulnerable is defined as in need of special care, support, or protection because of age, disability, risk of abuse or neglect." The need for support and or protection includes the mental well-being of an individual and as such is a person can become vulnerable at any time and others may not be aware of the vulnerability.

We will do this by.

1. Recognising that all children participating in netball (regardless of age, gender, race, religion, sexual orientation, ability or disability) have a right to have fun and be protected from harm in a safe environment.
2. Ensuring that individuals working within netball at/for our club provide a safe, positive, and fun netball experience for children.
3. Appointing a Club Welfare Officer (well-being and mental health) and Safeguarding Officer ensuring that they attend all current and future training modules required by England Netball and the NSPCC, so that they have the necessary skills to be able to undertake their role effectively.
4. Ensuring that all people who work at/for our club (such as staff, officials, volunteers, captains, coaches etc) understand the Safe Hands Policy applies to them according to their level of contact with children in netball.
5. Ensuring that all individuals working within netball at/for the club are recruited and appointed in accordance with England Netball guidelines.
6. Ensuring that individuals working within netball at/for the club are provided with support through education and training so that they are aware of and can adhere to good practice and code of conduct guidelines defined by both England Netball and by the club.
7. Please refer to Appendix 1 regarding how to report a concern.
8. Ensuring that correct and comprehensive reporting procedures exist for raising and managing safeguarding and child protection concerns. Such procedures recognising the responsibility of the statutory agencies and in accordance with pre-defined safeguarding and child protection procedures as defined by the England Netball, Statutory Agencies and Local Safeguarding Children Board LSCB guidelines and policies.
9. Providing everyone connected with the club (including parents, children, volunteers, and staff) with the opportunity to voice any concerns which they have (about possible suspected child abuse, and/or about poor practice) to the Club Safeguarding Officer.
10. Ensuring that all suspicions, concerns, and allegations are taken seriously and dealt with swiftly and appropriately.
11. Ensuring that access to confidential information relating to child welfare matters is restricted to the Club Safeguarding Officer and the appropriate external authorities as specified within England Netball Safeguarding and Child Protection procedures.
12. If a disclosure is made to any member of Thetford Netball Club, then no direct questions will be asked.
13. Club Safeguarding Officer will be informed of this information and appropriate action will be taken.

14. If Players arrive at training later than their organised time, they will be asked to complete the relevant warm up session before any play can take place. Players will not be singled out during any part of their training or game play for late arrival.

7. Anti-bullying Policy and Grievance

Definition: - "Bullying is any behaviour which is deliberately intended to hurt, threaten, or frighten another person or group of people. It is usually unprovoked and is often repeated and can continue for a long period of time. It always reflects an imbalance and misuse of power.

" Bullying behaviours are aggressive although they may not seem so"

Valerie Besag (1989)

Thetford Netball Club will:

1. Take all signs of bullying very seriously.
2. Encourage everyone to speak and share their concerns, help the victim to speak out and tell the person in charge or someone in authority. Any concerns that arise I will report immediately to my Coach/Captain/Vice-captain. If it is a safeguarding/welfare concern I will direct my concerns will to the CSO for further investigation. Further steps will be referred to the Head Coach, Executive committee once all the above avenues have been initially followed.
3. Create an open environment.
4. Investigate all allegations and take action to ensure the victim is safe.
5. Speak with the victim and the bully/bullies separately.
6. Reassure the victim that you can be trusted and will help them. However, do not promise that you will be able to keep the information confidential.
7. Keep a record of what is said (what happened, by whom, when).
8. Report any concerns to the Club Safeguarding Officer.
9. Please refer to Appendix 1 regarding how to report a concern.
10. No member will be singled out.

Action Towards the Bully/Bullies.

The coach or person in charge should, in the first instance,

1. Talk with the bully/bullies, explain the situation, try to get the bully/bullies to understand the consequences of his/her/their behaviour. Seek an apology to the victim(s).
2. Inform the bully/bullies parents or talk directly if this is an adult.
3. Update the Head Coach of any actions taken.
4. Any unresolved issues should be discussed with the Head Coach who may seek advice from the executive committee and take the most appropriate action.
5. Provide a written account to the Executive Committee.

If the matter cannot be resolved, the matter should be referred to the CSO who, with the executive committee should:

6. Impose sanctions as necessary. See appendix 3.
7. Encourage and support the bully/bullies to change their behaviour.
8. Hold meetings with the families or adults to report on progress.
9. Inform all organisation members of action taken.
10. Keep a written record of action taken.
11. Provide support for the Coach of the victim.

Procedures we follow with adults:

When witnessing an incident, having something reported to us, or having a direct experience ourselves that involves an adult, we will follow the procedures below.

1. Challenging the statement or incident immediately, in a private environment with a reflective comment and seek clarification of intent and understanding of impact.
2. Report the matter to the CSO if it is felt that an inappropriate response is given, if there is resistance to accepting responsibility or if this is the second (or more) occasion a concern has been raised with this member of the club. An individual supported discussion with the Chair and one other member of the Exec Committee will follow depending on the severity of the actions.
3. An agreed response to the incident that will include a record on the members file and a period of monitoring agreed.
4. Disciplinary action will follow if there is persistent bullying behaviour which will be considered after more than two occasions.

Bullying behaviours can be indirect, verbal, or aggressive. They may be subtle and not immediately obvious. These behaviours will induce emotional responses from the victim, including fear. Although not always the case, a lot of incidents involve group behaviour with a ringleader, assistant, reinforcer, defender, and outsider. On other occasions, it may be an individual in a position of power, asserting this over another person. Whatever the situation, the impact of bullying is very personal and harmful. It will result in anxiety and insecurity, low self-esteem, and feelings of loneliness and isolation. When bullying occurs over time it can have severe results on a person's social, psychological and physical well-being.

Grievance

Although the Thetford Netball club takes every care to ensure that the rules of the game of netball are upheld and that sporting like behaviour is maintained it would not wish for any member to feel that any grievance they have can be ignored. This Code of Practice sets out the procedure that the club will follow in the event of a member giving notice of a grievance.

If a grievance relates to:

1. An individual who is under 18 or is classed as a vulnerable adult, the CSO must be informed at the start.
2. Bullying harassment or discrimination the TNC antibullying policy should be referred to.
3. Conduct that may be criminal and/or to be a safeguarding issue the matter is to be referred to the statutory authorities.

Scope

This Code of Conduct applies to all those who are playing members of TNC, together with those adults and helpers who assist in the running of the club, either as committee members or as match officials and are affiliated members of the All-England Netball Association. Payment of league fees or participation in league events is acceptance of this Code of Conduct.

Asking for a grievance to be considered.

Any club member or parent can ask the TNC Committee to hear their grievance. Submissions may be made verbally and then confirmed in writing to the TNC Committee.

What the committee can do

1. When a grievance submission has been made to the committee, they will ask the Chair/Vice-Chair to investigate and provide a report.
2. Where a submission relates to the actions of either the Chair/Vice-Chair of the committee, they will ask the next person in charge to investigate and provide a report.
3. Where a submission relates to decisions taken by the committee/Chair/Vice Chair under the discipline code, the committee together with one other person will further investigate the matter and provide a report.

See appendix

Resolving the grievance

Upon receipt of the report the Committee may do one of three things:

- 1 Take any action recommended in a report it has commissioned.
- 2 Reverse any discipline decisions taken including the return of any fines.
- 3 Decline to take any further action

Arbitration

Having made a submission to the Committee and been advised of its decision pursuant to resolving the grievance, that individual, if they are dissatisfied with the outcome, can ask the TNC Committee to refer the case for arbitration. Upon receipt of a request for Arbitration the TNC Secretary will ask the Chair to appoint two other persons, not connected with the club, but with some knowledge of the organisation and playing of the game of netball to form an Arbitration Sub-Committee. The decision of the Arbitration Sub-Committee shall be binding on all the parties.

Unacceptable/Unreasonable Behaviour

TNC do not expect our volunteers to tolerate unacceptable behaviour and will take action to protect from that behaviour, including that which is abusive, offensive, or threatening.

TNC defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's behaviour, such as, if the complainant:

- 1 refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- 2 refuses to co-operate with the complaint's investigation process.

- 3 refuses to accept that certain issues are not within the scope of the complaint's procedure.
- 4 insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice.
- 5 introduces trivial or irrelevant information which they expect to be considered and commented upon.
- 6 raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.
- 7 makes unjustified complaints about others who are trying to deal with the issues.
- 8 changes the basis of the complaint as the investigation proceeds.
- 9 repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed).
- 10 refuses to accept the findings of the investigation into that complaint where the club's complaint procedure has been fully and properly implemented and completed including referral to Netball England.
- 11 makes excessive demands on anyone's time by frequent, lengthy, and complicated contact with other committee members regarding the complaint in person, in writing, by email and by telephone while the complaint is being investigated.
- 12 uses threats to intimidate.
- 13 uses abusive, offensive, or discriminatory language or violence.
- 14 knowingly provides falsified information.
- 15 publishes unacceptable information on social media or other public forums.
- 16 Complainants should try to limit their communication that relates to their complaint while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.
- 17 When appropriate, the CSO or Chair will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.
- 18 If the behaviour continues, the Chair will write to the complainant explaining that their behaviour is unreasonable and ask them to change it.

If you require further information please refer to the England Netball guidance by clicking the link below.

<https://www.englandnetball.co.uk/governance/enjoy-ensure-entrust/enjoy-codes-of-conduct-disciplinary-regulations/>

8. Photographic Policy

Thetford Netball Club is keen to promote positive images of young people playing netball and is not banning the use of photographic or videoing equipment. However, there is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young people.

Thetford Netball Club recognises the need to ensure the welfare and safety of all young people in netball. As part of that commitment, we aim to ensure that photographs, video images or other images of young people will not be taken or used without the consent of the parents/carers. Users of cameras/videos during matches, training sessions and other club occasions must follow the protocol below.

- 1. Use of images for Under 18's will only be used on the Members Only Facebook page.**
2. Photographs/images are not to be taken at matches or training without the prior written permission of the parents/carers of the child.
3. This permission can be given by proxy by the coach of each team only after parental consent for this has been granted within the registration process.
4. If consent has not been given for a child on the consent form, then this is made known to the relevant persons (eg: Coach/Captains) so that the person taking photographs/images is aware and should avoid taking photographs/images of that particular child.
5. The children will be informed a person will be taking photographs or videoing.
6. The children will be informed that if they have concerns, they can report these to the Coach, Captain or CSO.
7. Concerns regarding inappropriate or intrusive photography or videoing should be reported to the CSO as soon as is practicable.
8. We will only use images of young netballers in appropriate kit, to reduce the risk of inappropriate use, and to provide positive images of the young netballers.
9. We will encourage the reporting of inappropriate use of images of young people.
10. We will report our concerns to the TNC CSO or, if appropriate, the Local Child Welfare Board/LADO/CADS.
11. We will, from time to time, use video as a coaching aid. In such cases we will ensure that parents/carers and the young netballers are aware that this is part of the coaching program, and material will be stored securely and deleted or destroyed when a parent requests it or when the material is no longer needed.
12. The Club will ensure that parental/carer consent has been given prior to any photographs/images being taken or used.
13. Unsupervised access to young netballers, or one-to-one photographic/filming sessions are not permitted under any circumstances.
14. All photographs of young netballers will be used in accordance with this policy.

9. Social Media Policy

The term 'social media' is used here to describe dynamic and socially interactive, networked information and communication technologies, for example Web 2.0 sites, SMS text messaging and social networking sites.

This policy refers to the term 'Friend'. This is used by social media networks and websites to describe a member of your network. For example, 'Friend' on Facebook or 'Follower' on Twitter.

The purpose of this social media policy is as follows:

1. Encourage good practice,
2. Protect TNC, its members, and its volunteers.
3. Promote effective and innovative use of social media as part of TNC's activities whilst protecting the integrity of TNC and maintaining a consistently high standard of communication with internal and external users.
4. Personal Accounts. Whilst this policy is to govern the use of Thetford Netball Club accounts, we would ask that those with personal social media accounts are mindful of who can view their profile and act accordingly. If you are friends with members/players (18+)/prospective students you should therefore consider carefully before posting comments regarding TNC that could cause offence or be viewed as contravening confidentiality rules. If you identify yourself as a member of TNC within your personal accounts, please remember that your actions or comments could be construed as those of TNC.

Usage Policy.

The Internet and social media are exciting opportunities for us to engage with existing members and supporters of Thetford Netball Club and potential new members.

5. Members of the social media groups will be aged 13+. This is a legal requirement for any social media groups. This will be monitored by the social media administration team.
6. Underage members will be removed from the group until they come of legal age.
7. Social media groups are used as a way of communicating between squads. Consent must be given by parents for any members who are under 18. Personal messaging between younger members is not encouraged unless it is game related. If any issues are to arise then this MUST be reported as soon as possible to the Coach/Captain/CSO. Any under 18's (up to and including those players who become 18 within the academic year) must also have their parent(s) added to the WhatsApp group to protect both the player and the adult members of the team.
8. WhatsApp groups are set up solely for the purpose of Coaches/Team Captains/Vice Captains to communicate with their teams. They are not a forum for players or parents (where applicable) to communicate their views on decisions that coaches/captains/vice captains have made in relation to the team. Any negative comments will be addressed accordingly by the Head Coach/Executive Committee

of TNC and may result in the team member (and their parent(s) where applicable) being removed from the WhatsApp group.

9. **Copyright.** Social Media users are reminded that they must consider intellectual property rights, copyright and ownership of data. Every effort has been made to ensure that nothing in the Thetford Netball Club domains and their associated sub-domains (the website) infringes UK law.
10. Intellectual property (IP) law is the law protecting the rights of creators and owners of intellectual creativity. IP law also regulates the creation, use and control of a protected work. The main branches of IP law are copyright, patents, trademarks, designs, passing off and the law of confidential information. For latest information please visit <http://www.ipo.gov.uk/>
11. **Conduct Content.** We believe in free speech, however when offering Thetford Netball Club social media accounts, for example Facebook pages, we reserve the right to remove certain content that you may post on TNC owned and administered websites and pages. As a general rule users can post content freely on a social media account except when content could be considered illegal, obscene, defamatory, threatening, infringing upon intellectual property rights, invasive of privacy or otherwise injurious or objectionable. Users cannot use the TNC name to promote or endorse any product, opinions, cause or political party. Stating that TNC endorses your opinion is prohibited. You agree that you will not knowingly or with intent to defraud provide material and misleading false information. Users should understand that content posted becomes the sole responsibility of the individual who originally posted the content. All opinions expressed by users of this site are expressed strictly in their individual capacity and not as a representative of TNC.
12. It is not acceptable to record any conversations without the express permission of all parties involved or to share conversations without express permission of all parties involved. Forwarding any abusive, unkind, negative message to another person within TNC is prohibited and will be deemed as grounds for a grievance to be raised against any members taking part in this behaviour. This includes both visual and auditory recordings. Any recording which already exists must be deleted. Parents are asked to ensure that their children are aware of and abide by the club rules.
13. TNC will not be liable, under any circumstances for any errors, omissions, loss or damages of any kind incurred as a result of use of any content posted on this site. Remember that you are required to protect confidential and proprietary information regarding TNC members and coaching personnel.
14. Collaborative uses. TNC supports both internal (e.g. inter-team or age group) and external collaboration and recognises that social media may provide opportunities for people and organisations to work together.
15. Communications and External Relations uses. TNC recognises the opportunity to communicate with prospective and existing sponsors through social media as part of an integrated marketing strategy. Prospective and current members' uses - these users, along with others who have an interest in TNC, are active in social media, e.g. setting up Facebook groups and blogging. The committee will monitor these sites to get further insight into the needs of its users. Possible responses to any

contentious issues identified in unofficial social media sites should be referred to the committee.

16. Ex member uses. TNC recognises the opportunity to communicate with ex members through social media to develop an on-going relationship with them. These uses are the responsibility of the committee, who has ultimate responsibility for ex members contact details. These contacts will be made through the open facebook page. Closed group is used solely for registered players (parents of junior players)/University students.
17. Privacy. Please be aware that if you are posting on behalf of Thetford Netball Club using your own personal account you should check your privacy or account settings to ensure that you are not allowing a wider audience to view your personal details.
18. Monitoring and Investigation. TNC may refer to social networking sites when investigating breaches of discipline, e.g. cheating, harassment, anti-social behaviour. TNC may monitor forums and blogs to gain indirect feedback on TNC services and facilities. TNC may post replies on forums or blogs to answer queries or address factual corrections but would generally take a cautious approach before getting involved in contentious issues.
19. Misappropriate use of Social Media relating to TNC. Posting personal statements of a defamatory or offensive nature regarding TNC, any of its members or coaching personnel might be regarded as breaching TNC's code of conduct and could be dealt with under TNC's disciplinary procedure. Likewise, personal statements that would reasonably be considered as offensive or discriminatory in respect of other non TNC related groups when posted to social media can be considered as public statements and might contravene TNC's code of conduct as they could be attributed to a member of Thetford Netball Club staff.
20. This policy document has been drawn up to protect TNC. Any infringement of this could result in an investigation and/or action in line with TNC's Disciplinary Procedure. Any evidence that a user has committed a criminal act in relation to the use of computing equipment will be reported to the police.
21. Future Developments. This document refers to existing social media, web technologies and tools as they exist at the time of writing, however like most IT services this is a fast-changing landscape and developments in social media and related technologies are regularly released.

10. Trips Policy

This policy refers to day camps/tournaments that TNC are attending. Players will make their own transport arrangements.

Day camps/tournaments

1. During the trip all young people will have adequate breaks for the length of the day and the intensity of the practices/games.
2. Young people will not be put in physical danger through inappropriate grouping.
3. Adults will take care when participating in games with young people within TNC matches. When matches involve other teams TNC Coaches/Captains will monitor game play.
4. Young people do not play more than is desirable for their age and/or ability.
5. All young people need to be made aware of the importance of proper procedures for the intake of liquid and food for the activity in which they are engaged.
6. Contact/medical information should be available for any young person including those involved in an adult team. This confidential information will be held by the Coach/Captain.
7. All young people should always be adequately supervised and engaged in suitable activity.
8. In circumstances when planned activities are disrupted, e.g. due to weather conditions, then organisers will have several alternative activities planned.
9. Young people will always be supervised, preferably by two or more adults.
10. Young people will not be left unsupervised at any venue, either indoors or out.
11. We will not conduct meetings with young people while they are changing.
12. We will not be alone in a changing room with young people while they are changing or showering.
13. Do not deal with young people's injuries without a first-aid certificate and without another adult present.
14. We will not ask young people to perform in training sessions or games whilst injured, if by doing so they could make the injury worse. Coaches should advise players to seek appropriate medical help or advice concerning injuries.
15. We will not expose young people to excessive extremes of weather during any session.
16. We will not be alone with individual young people in any situation, particularly at the end of the sessions or in the dark.
17. We will not offer to take young people home or allow others to take them home without the specific permission of the parents/carers.
18. We will not supply or encourage under-age children to purchase/consume alcohol or banned substances of any sort or supply or encourage pornographic material.
19. Young people will be encouraged to display high standards of behaviour, individually and as a group, recognising that their behaviour sets an example for the group and as representatives of TNC.

11. Dealing with accidents and incidents

Definitions for the purpose of reporting

- Accident – an event that results in injury or ill health.
- Near miss – an event not causing harm, but has the potential to cause harm or ill health.
- Hazard – is a dangerous situation or object, which has the potential to cause harm.

TNC aims to provide a safe environment whilst on and off court and carries out a Risk Assessment prior to the commencement of every training session. Anyone who has witnessed an accident or near miss will be required to complete a short incident form. (stored in club house) Completed forms should be handed directly to a member of the TNC Committee.

We endeavor to have a qualified first aider on site at all times.

12. Consent Form

I have read, understood, and will adhere to the policies set out by Thetford Netball Club.

Please tick each section to show you have read and understood these policies.

	Policies	Tick
1	Players Code of Conduct	
2	Players Code of Conduct for Squads	
3	Parent/Carers/Supporters Code of Conduct	
4	Wellbeing Charter Code of Conduct	
5	Volunteering Role	
6	Safeguarding Policy	
7	Anti-bullying and Grievance Policy	
8	Photographic Policy	
9	Social Media Policy	
10	Transport and Trip policy	
11	Dealing with Accidents and Incidents	
	Appendix 1- Flow chart showing who to speak to within the club regarding queries.	
	Appendix 2 - Grievance form	
	Appendix 3 - Sanctions in the instances of bullying	
	Appendix 4 - Accident/ incident form	

Signed_____ (Parent/Guardian) Date_____

Signed_____ (Player) Date_____

Signed_____ (Coach) Date_____

If player is under 18 please read below and sign above and below - I/we agree to my daughter taking part in the activities of Thetford Netball Club.

Occasionally, photographs will be taken at training or competition and used on our **official members only Facebook page**, also for educational purposes filming during training or match play may occur.

I/we agree/do not agree* to filming or photography for the Club Facebook page. We will not receive prior notice of this occurring.

As a senior member of Thetford Netball Club, I agree to adhere to the club's policies and codes of conduct.

Signed: _____ (Parent/Guardian/Senior Member)

Date: _____

Appendix 1

Flow chart showing who to speak to within the club regarding queries.

In the first instance, direct your query to your Lead Coach if you have a query during a training session. (Seniors and Juniors)

If the concern occurs at a match, please refer your concern in the first instance to the Team Captain (Seniors only) and to the Team Coach (Juniors only).

If your concern is regarding your Team Captain (Seniors only) please refer your concern to your team coach (if different to the team captain) or to the Head Coach at the next available opportunity.

If the concern is regarding your coach please refer your concern to the Head Coach.

If the concern is regarding the Head Coach please refer your concern to the Chair of Thetford Netball Club.

If the concern is of a **Safeguarding** nature please follow the procedures as outlined by England Netball.



Reporting a Safeguarding Concern in the Netball Environment

Safeguarding young people in sport is vital to ensure they have a safe and positive experience. Whatever your role at, you should always report concerns you may have of any abuse or poor practice.

Reporting Contacts:

- NSPCC Helpline: 0800 800 5000
- Emergency Services: 999
- England Netball Lead Safeguarding Officer: 01509 277911
- Email: besafe@englandnetball.co.uk

You are concerned a child or young person may be suffering abuse or is subject to poor practice.

Make a note of anything you have seen, or what the young person has said, with dates and times and report

Does the young person require immediate attention?

Yes

MEDICAL:
Call an ambulance

CRIME:
Call the Police

IMMEDIATE RISK:
Call Social Services

No

Is the Club Safeguarding Officer available?

Yes

No

The Lead Safeguarding Officer may refer the matter to the Local Authority Children's Services Department, the Police, or Local Authority Designated Officer (LADO)

Report your concerns to the Club Safeguarding Officer and EN Lead Child Protection Officer. Give detail of the abuse or poor practice with dates and times

If the Club Safeguarding Officer is not available, refer the matter to the Lead Safeguarding Officer and the NSPCC can also advice on non-urgent cases.

The Lead Safeguarding Officer may refer the matter to the EN Safeguarding Case Management Group or external agencies

Email besafe@englandnetball.co.uk and this will be received by the Lead Safeguarding Officer

	Recognise a concern, or receive a direct disclosure.
	Reassure the individual and tell them what you will do
	Record All concerns and allegations - who, what, where and when
	Refer the information to the safeguarding lead

Appendix 2

Raising a concern

Thetford Netball Club

Reporting a Concern, Grievance, Bullying, Wellbeing or Safeguarding

Name:	
Email:	
Telephone:	
I wish to remain anonymous:	Yes/No <i>Reason:</i>
Are you reporting a concern of your own or someone else?	
Their Name:	
Email:	
Telephone:	
EN Member:	Yes/No
What are you reporting:	
Which Netball Club / Organisation:	
County:	
Date Occurred:	
Time:	
Place:	
What Happened:	
Relationship of People Involved (Players, Captain, Coach)	
Fact/Opinion/Hearsay:	Under 18/Over 18

Who was Hurt, Upset or At Risk:	
If Under 18, What school:	
Name:	
Age:	
EN Member:	Yes/No
Disability (If Known)	Yes/No <i>Details:</i>
Parent/Carer Aware:	Yes/No
Email:	
Telephone:	

Please return this completed form to your Club Safeguarding/Welfare Officer.
Safeguarding.thetfordnetball@gmail.com

If you believe a child or Adult at Risk is in danger or at imminent risk of harm, contact the Police and other relevant emergency services by calling 999. Then submit this form to the Safeguarding Officer.

Report a concern to England Netball via the online reporting form or email
besafe@englandnetball.co.uk .

NSPCC are available 24 hours a day, 365 days a year on 0808 800 5000

Appendix 3

Sanctions in the instance of bullying

1. The severity of the infringement of any part of TNC or EN code of conduct will inform the sanction imposed. This could range from:
 - a discussion with the Head Coach along with the Executive Committee
 - imposing match ban(s)
 - being asked to leave TNC
 - referral of the matter to EN.
2. Before any sanction is decided upon, the person who has broken or compromised the Code of Conduct or brought the club into disrepute, will be able to meet with the Executive Committee to offer an explanation and reflection on their action.
3. Any sanction is the decision of the Executive Committee and will be made without the personal views of Executive Committee members.

Appendix 4 Accident/Incident Form



Guidelines for dealing with an Incident/Accident

- Stay calm but act swiftly and observe the situation. Is there danger of further injuries?
- Listen to what the injured person is saying.
- Alert the first aider who should take appropriate action for minor injuries.
- In the event of an injury requiring specialist treatment, call the emergency services.
- Deal with the rest of the group and ensure that they are adequately supervised.
- Do not move someone with major injuries. Wait for the emergency medics.
- Contact the injured person's parent/guardian.
- Complete an incident/accident report form.

Incident/Accident Report Form

Venue			Location of accident/incident		
Date of accident/incident			Name of individual(s) who dealt with the accident/incident		
Nature of accident/incident					
Details leading up to the accident/incident					
Details of all club members involved					
Details of action/events after the accident/incident					
Give full details of action taken during any first aid treatment and the name(s) of first-aider(s).					
Were any of the following contacted?	Parents/carers	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
	Police	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
	Ambulance	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
What happened to the injured person following the incident/accident? e.g. carried on with session, went home, went to hospital etc.					
All of the above facts are a true record of the accident/incident					
Print name					
Signed			Date		

