

Guildford Tchoukball Club Safeguarding Policy

Reporting a Safeguarding Concern within a Tchoukball Environment

How to respond to concerns that arise within a tchoukball environment.

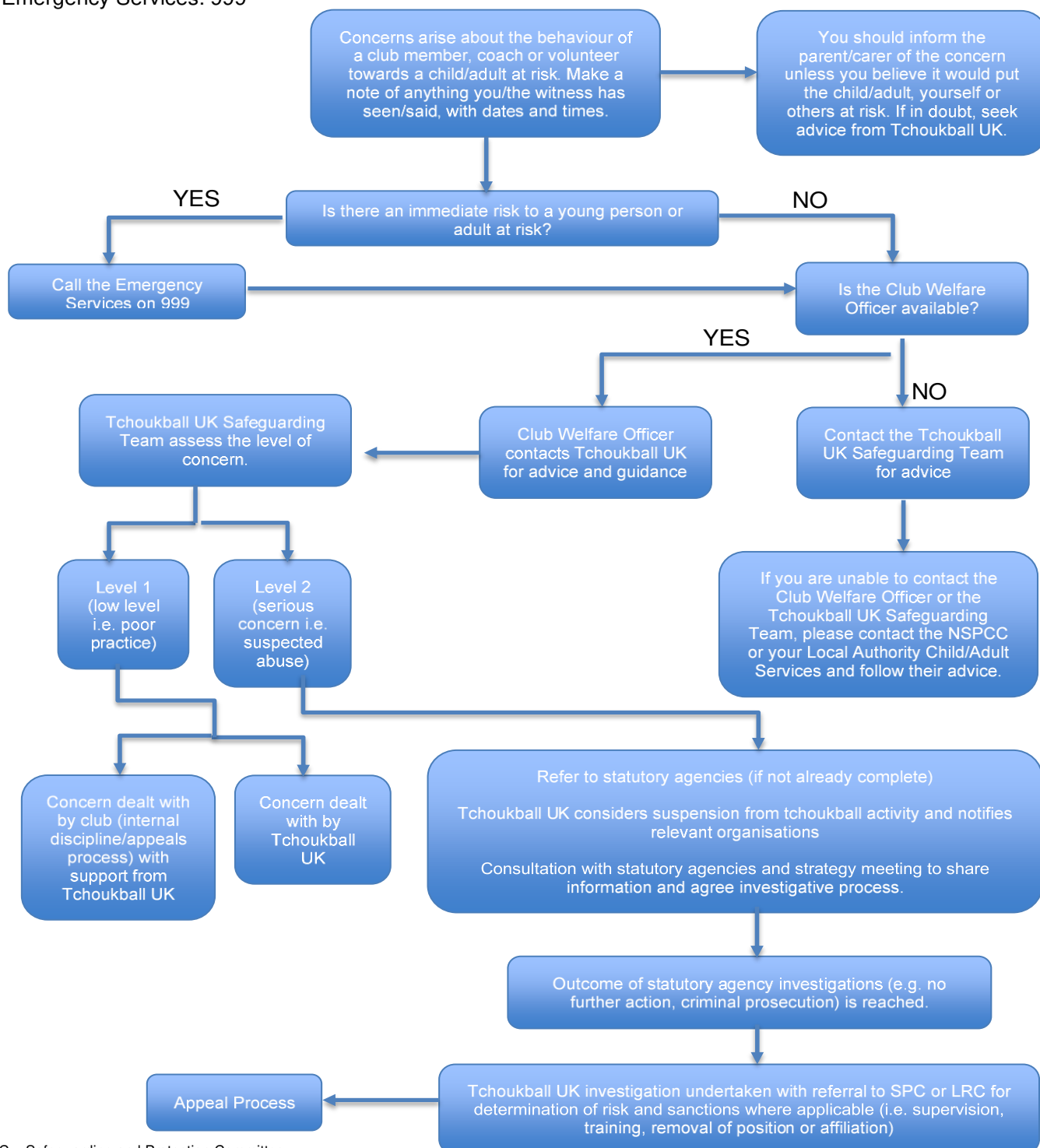
Useful Details

Email: guildfordtchoukball@gmail.com

Report a Concern: <https://www.tchoukball.org.uk/contact-us/>

NSPCC: 0808 800 5000

Emergency Services: 999



Safeguarding Policy

1. Policy statement

Guildford Tchoukball Club is committed to creating and maintaining an environment where every child, young person, and adult at risk feels safe, respected, and able to participate fully in club activities. Safeguarding is at the heart of everything we do and applies to all aspects of our operations — from training sessions and competitions to trips, events, and social activities.

Our approach is rooted in current statutory guidance, including Working Together to Safeguard Children (2023) and the Care Act 2014. We strive to minimise risk by ensuring that all activities are planned and delivered with safeguarding considerations in mind, that our coaches and volunteers are trained to recognise the signs of abuse and neglect, and that any concerns or allegations are responded to promptly, sensitively, and in accordance with best practice.

2. Use of terminology

Child: any person under the age of 18. While some legislation in Scotland defines a child as under 16, the club treats anyone under 18 as a child in safeguarding matters unless advised otherwise by the Tchoukball UK Safeguarding Team.

Adult at risk: a person aged eighteen years or over who is, or may be, in need of community care services by reason of disability, age or illness; and is, or may be, unable to take care of, or unable to protect him or herself against abuse or neglect.

Safeguarding children: protecting children from abuse and neglect, preventing the impairment of children's health or development, ensuring that they grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances.

Safeguarding adults at risk: protecting adults from abuse and/or neglect. Enabling adults to maintain control over their lives and make informed choices without coercion. Empowering adults at risk, consulting them before taking action, unless someone lacks the capacity to make a decision, or their mental health poses a risk to their own or someone else's safety, in which case, always acting in his or her best interests.

(See appendix A for full glossary of terms).

3. Scope

This policy applies to everyone connected with Guildford Tchoukball Club — staff, volunteers, committee members, coaches, players, parents, carers, and visitors. It is mandatory for all to follow the principles and procedures set out here, as well as the club's Code of Conduct.

Our safeguarding arrangements are designed to be consistent across the club and to align with national legislation, local authority procedures, and Tchoukball UK guidance. Support and advice are available from the Tchoukball UK Board at any stage.

4. Responsibility for the implementation of the Safeguarding Policy, Code of Conduct and Reporting Procedure

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY: NOT RESPONDING TO A SAFEGUARDING CONCERN IS NOT AN OPTION.

The Club Welfare Officer, Joshua Williams, and the Deputy Welfare Officer, Tara Granea, have specific responsibility for managing safeguarding matters within the club. This includes keeping policies up to date, ensuring all relevant individuals undertake safeguarding training, providing advice and support to members, and acting as the first point of contact for concerns or disclosures.

Every coach, volunteer, and member has a personal duty to follow this policy, maintain professional boundaries, and take action if they suspect abuse or poor practice. Tchoukball UK is available to offer specialist safeguarding support when needed.

Where there is a safeguarding concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Reporting a Safeguarding Concern Procedure shown in the flowchart at the beginning of this policy. Unless someone is in immediate danger, they should inform their club Welfare Officer.
- The club Welfare Officer and Safeguarding Leads are responsible for reporting safeguarding concerns to Tchoukball UK.
- Tchoukball UK is responsible for assessing all safeguarding concern/disclosures that are reported to them and working with the club Welfare Officer and committee (where appropriate) to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/ adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:
 - The police in an emergency (999);
 - Local Authority Children's Services [0300 470 9100 / cspa@surreycc.gov.uk]
 - Local Authority Adult Services [0300 200 1005 / asc.infoandadvice@surreycc.gov.uk]
 - Designated Officer (England only) for concerns/disclosures about a member of staff, consultant, coach, official or volunteer

5. Breaches of the Safeguarding Policy, Code of Conduct and Reporting Procedure

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following:

- Disciplinary action leading to possible exclusion from the club, dismissal and legal action
- Termination of current and future roles within the club and roles in other clubs, or Tchoukball UK and any of its partners.

Actions taken by players, parents or carers, staff, consultants, volunteers, officials, coaches inside or outside of the club that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the club, the individual should adhere to the club's appeal procedure.

6. Whistleblowing

Safeguarding children and adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. As a club, we are committed to encouraging and maintaining a culture where people feel able to raise a genuine safeguarding concern and are confident that it will be taken seriously.

What is whistle blowing?

In the context of safeguarding, "whistle blowing" is when someone raises a concern about the well-being of a child or an adult at risk.

A whistle blower may be:

- a player;
- a volunteer;
- a coach;
- other member of staff;
- an official;
- a parent;
- a member of the public.

How to raise a concern about a child or an adult at risk at the club

If a child or an adult at risk is in immediate danger or risk of harm, the police should be contacted by calling 999.

Where a child or an adult at risk is not in immediate danger, any concerns about their well-being should be made without delay to the Club Welfare Officer. The Club Welfare Officer will pass the details of the concern on to the Tchoukball UK Safeguarding Team at the earliest opportunity and the relevant local authority and the police will be contacted, where appropriate.

If, however, the whistle blower does not feel comfortable raising a concern with the Club Welfare Officer, the whistle blower should contact the Tchoukball UK team directly, the Local Authority Designated Officer (LADO) or the NSPCC on 0800 800 5000.

The Club Welfare Officer can be contacted through guildfordtchoukball@gmail.com using 'FAO Club Welfare Officer' in the subject name.

Information to include when raising a concern

The whistle blower should provide as much information as possible regarding the incident or circumstance which has given rise to the concern, including:

- their name and contact details (unless they wish to remain anonymous);
- names of individuals involved;
- date, time and location of incident/circumstance; and
- whether any witnesses were present.

What happens next?

All concerns raised by a whistle blower about the well-being of a child or an adult at risk will be taken seriously and every effort will be made to deal with each concern fairly, quickly and proportionately.

If the whistle blower does not believe that the concern has been dealt with appropriately and wishes to speak to someone outside the club or Tchoukball UK, the NSPCC Whistleblowing advice line should be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk.

Support

The club will not tolerate any harassment, victimisation or unfair treatment of, and will take appropriate action to protect whistle blowers when they raise a concern in good faith.

Codes of Conduct

All members of staff, volunteers and members agree to:

- Prioritise the welfare, safety, and well-being of all children and adults at risk at all times.
- Treat everyone fairly, respectfully, and without discrimination, challenging any behaviour that could be seen as discriminatory or prejudiced.
- Act as positive role models, setting the highest standards of behaviour on and off the court, and demonstrating integrity even when not directly observed.
- Help to create a safe, welcoming, and inclusive environment in which all participants can thrive.
- Challenge and report any rough or dangerous behaviour, bullying, inappropriate language, or conduct that could cause harm.
- Maintain clear professional boundaries with children and adults at risk, both in person and online.
- Communication via social media, messaging apps, or email must be appropriate, transparent, and related only to club activities.
- Follow the club's Photography and Filming Policy, obtaining appropriate written consent before taking or using any images or video of a child or adult at risk.
- Avoid physical contact unless necessary for emergency first aid or minimal, age-appropriate congratulatory gestures (e.g., handshake, high-five).
- Avoid being alone with a child or adult at risk wherever possible; if unavoidable, ensure the situation is time-limited, in an open or observable location, and reported to the Welfare Officer.
- Refrain from transporting children or adults at risk without another responsible adult present, unless specifically agreed in writing with parents/carers and in line with club policy.
- Never engage in sexual or intimate relationships with anyone under 18 or with an adult at risk for whom they have a position of responsibility.
- Avoid smoking, vaping, or consuming alcohol during club activities, trips, or competitions.
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Be acutely aware of the power that coaches and coaching assistants develop over players in the coaching relationship and avoid any intimacy (sexual or otherwise) with players

All children agree to:

- Be friendly, supportive, and welcoming to others, promoting teamwork and fair play.
- Show respect towards coaches, officials, volunteers, and fellow players, and accept decisions without argument.
- Play honestly and follow the rules of the game.
- Behave, respect and listen to your coach
- Take care of club property, equipment, and the facilities in which they train or compete.
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity
- Avoid the use of offensive, threatening, or discriminatory language, both in person and online.
- Not bully, intimidate or harass anyone, including on social media
- Avoid smoking, vaping, drinking alcohol, or using drugs on club premises or while representing the club at any event.
- Never engage in bullying, harassment, or behaviour that could be seen as peer-on-peer abuse, including through social media or messaging apps.
- Speak to the Club Welfare Officer, Deputy Welfare Officer, or a trusted adult if they have any concerns about their own safety or the safety of others.

All parents and carers agree to:

- Positively support their child's participation in tchoukball, focusing on effort, improvement, and enjoyment rather than only results.
- Use appropriate language at all times and model respectful behaviour towards coaches, officials, volunteers, and other parents.
- Treat all players, coaches, officials, and staff with respect and never ridicule or criticise a child for making a mistake.
- Avoid entering the playing area during matches or training unless invited by an official or coach.
- Encourage their child to follow the rules, respect others, and understand the importance of fair play.
- Deliver and collect their child punctually from training and events, informing the coach or Welfare Officer if there are changes to arrangements.
- Ensure their child has appropriate clothing and equipment for the activity and weather conditions.
- Ensure that your child understands their code of conduct
- Provide accurate emergency contact details and any relevant medical or welfare information.
- Support the club's safeguarding policy, including its stance on equality, inclusion, and zero tolerance for abuse.

This Policy is reviewed every two years (or earlier if there is a change in national legislation).

This Policy is recommended for approval by:

Club Committee Secretary [Tara Granea]:

Date:

Club Welfare Officer [Josh Williams]:

Date: 12/08/2025

Appendix A: Glossary of Terms

Safeguarding: protecting **children** from abuse and neglect, preventing the impairment of children's health or development, ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Enabling **adults at risk** to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best-placed to make decisions about their own wellbeing, taking proportional action on their behalf only if someone lacks the capacity to make a decision, they are exposed to a life-threatening risk, someone else may be at risk of harm, or a criminal offence has been committed or is likely to be committed.

Abuse and neglect

Physical abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness

Sexual abuse: Involves forcing or enticing a child or young person to take part in abuse sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children

Emotional abuse: The persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them opportunities to express their views; deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing a child or adult at risk to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Neglect: The persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child/ adult at risk from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's or adult at risk's basic emotional needs. Neglect may occur during pregnancy as a result of maternal substance abuse.

Additional examples of abuse and neglect of adults at risk

Financial abuse: having money or property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

Discriminatory abuse: treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

Domestic abuse: includes physical, sexual, psychological or financial abuse by someone who is, or has been a partner or family member. Includes forced marriage, female genital mutilation and honour-based violence (an act of violence based on the belief that the person has brought shame on their family or culture). Domestic abuse does not necessarily involve physical contact or violence.

Psychological abuse: including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Organisational abuse: where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

Self-neglect: behaviour which threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions

Modern slavery: encompasses slavery, human trafficking, criminal and sexual exploitation, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Online Abuse: Abuse facilitated via digital technologies and social media, including cyberbullying, sexual exploitation, grooming, and the sharing of abusive images or content.

Peer-on-Peer / Child-on-Child Abuse: Abuse committed by other children or young people, which can include bullying, sexual harassment, physical assault, coercive behaviour, initiation rituals, and online harm.

Criminal Exploitation: The coercion, control, or manipulation of a child or adult at risk into criminal activity, such as drug trafficking ("county lines"), theft, or fraud, for the benefit of another person.

- A person who is being abused may experience more than one type of abuse
- Harassment, and bullying are also abusive and can be harmful
- Female Genital Mutilation (FGM) is now recognised as a form of physical, sexual and emotional abuse that is practised across the UK
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive Conducts, offending and anti-social Conduct
- Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.

Appendix B: What to do if a disclosure from a child or adult at risk is made to you:

1. **Listen** carefully and calmly to the individual
2. **Reassure** the individual that they have done the right thing and what they have told you is very important
3. **Avoid questioning** where possible, and never ask leading questions
4. **Do not promise secrecy.** Let the individual know that you will need to speak to the Welfare Officer/LTA Safeguarding Team because it is in their best interest. If you intend to speak to the police or social care, you should let them know this too.
5. **Report the concern.** In an emergency, call the police (999), otherwise talk to the Welfare Officer/LTA Safeguarding Team as soon as possible. Do not let doubt/personal bias prevent you from reporting the allegation
6. **Record** details of the disclosure and allegation using the LTA's online reporting a concern form within 24 hours. *If you do not have access to the online form, write down the details using what you have available then sign and date it.*