



# Child Protection Policy



## Preface and Acknowledgements

Many children and young people are involved in sport in Durham every day. Some are able to gain sporting skills and knowledge; some gain confidence and take part in healthy leisure activities, and others are provided with competitive opportunities.

It is to be hoped that all children and young people who come into contact with sports organisations also receive care and attention, and that all organisations protect them from coming to any harm whilst working with them.

Although for the overwhelming majority of children this is the case, unfortunately it is not so for all. Very occasionally, a young person is hurt through an accident, which might have been prevented or by the deliberate action of someone who seeks to harm a child.

Abuse is always traumatic for the child and, although most abuse happens in the home, sports organisations must accept that prevention of abuse is part of their duty to care for the children with whom they work, and amend their practice accordingly.

The NSPCC Child Protection in Sport Unit is committed to making sport a safer environment

Durham Sport is committed to making sport a safer place for children and young people to participate in.

This policy will raise awareness and support those working in sport giving them the knowledge of what they need to do to protect children involved in sport and to minimise avoidable risks.

This document along with the implementation plan will provide support for parents/carers giving them increased confidence and peace of mind when they enrol their children on sporting activity.

Working with coaches, clubs and volunteers we will educate and support those delivering activity on our behalf, ensuring that children and young people can enjoy and get the very best from their involvement in sport in County Durham.

for children and young people. We do this by promoting the need for child protection policies and procedures to all involved in sport, by working with sport and other organisations to establish high standards of practice.

Sport offers young people a healthy lifestyle and opportunities for personal development, fun and friendship. It is important that we give all young people the experience of enjoying the benefits of sport.

As we develop sporting activities, it is vital that we develop safety mechanisms to ensure young people enjoy their sport without being exposed to harm.

The NSPCC Child Protection in Sport Unit is pleased to endorse the work that Durham Sport has undertaken in relation to the safety and welfare of children involved in its activities.

The Child Protection Policy and procedures adopted by Durham Sport will make a significant contribution to safeguarding the children and young people participating in its sports activities.

**Steve Boocock**  
**Director, Child Protection in Sport Unit**  
**May 2004**

We have worked closely with the NSPCC Child Protection in Sport Unit to ensure that Durham Sport has the necessary standards in place to help create a safe sporting environment for children and young people and to protect them from harm.

**Dr Peter Warburton**  
**Chairman, Durham Sport**  
**May 2004**

### Acknowledgements

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- NSPCC Child Protection in Sport Unit
- Sussex Sport
- Durham County Council (Child Protection Unit)

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# Child Protection Policy



## 1.0 OBJECTIVES OF THE DURHAM SPORT PARTNERSHIP

- 1.1 Introduction to the Durham Sport Partnership (DSP)
- 1.2 Policy Statement
- 1.3 Terms and Abbreviations



# 1.0 Objectives of the Durham Sport Partnership

## 1.1 Introduction to the Durham Sport Partnership (DSP)

### Core Purpose:

*Durham Sport provides and leads a shared vision for raising the profile of sport and physical activity within County Durham and delivers a co-ordinated strategic approach to sports development.*

The DSP is committed to working in partnership with all agencies to ensure that information and training opportunities are available to everyone working with DSP, to support and guide them in good practice when working with all children, young people and vulnerable adults.

DSP commit to ensuring the welfare and safety of all young people involved in any activities or competition across all programmes.

The welfare and safety of children and young people is the responsibility of all involved in sport whether their role is coach, official, administrator, volunteer, focus club member, Sports Development Officer, Chief Leisure Officer, parent, participant or friend of a child.

This policy applies to all employees, coaches and officials, and those undertaking a voluntary role with Durham Sport. The policy will be promoted to all parents/carers of participants, coaches, focus clubs and professional sport staff in Durham.

DSP wants to ensure we have a partnership which is informed regarding child protection, with eyes and ears trained to identify and action Child Protection issues.

The policy was endorsed by the Durham Sport Management Board on 10th June 2004 and will be reviewed by the Management Board in June 2007, or in light of changes in relevant legislation, or following a significant incident.

*‘The welfare and safety of children and young people is the responsibility of all involved in sport ...’*

## 1.2 Policy Statement

The DSP will accept the moral and legal (Children’s Act, 1989) responsibility to provide a duty of care, safeguard welfare, and a right to protection from abuse, for young people, especially vulnerable groups, irrespective of age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity.

The DSP will:

- Respect and promote the rights, wishes and feelings of young people and vulnerable adults.
- Recruit, train and supervise its employees, volunteers and focus sports clubs to adopt best practice to safeguard and protect young people from abuse and reduce the likelihood of allegations being made.
- Require employees, volunteers and focus sports clubs to adopt and abide by the DSP organisation’s Code of Conduct, Equity Policies and the Child Protection Policy and Procedures.
- Respond to any allegation appropriately and efficiently, implementing the appropriate disciplinary and appeals procedures.
- Share information on areas of concern with all partners and national agencies as quickly and as effectively as possible.

The guidance given by DSP will be based on the following principles:

- The welfare of young people, (the Children’s Act 1989 defines a young person as under 18 years of age) and vulnerable adults will be paramount.
- All young people, regardless of their age, culture, disability, gender, racial origin, religious belief and/or sexual identity have the right to protection from abuse.
- It is the responsibility of the statutory agencies in Child Protection to ascertain whether abuse has or has not taken place, (the Children’s Act 1989) but it is everyone’s responsibility to report any concerns.
- All incidents of suspicious poor practice and allegations or incidents of abuse will be taken seriously and responded to swiftly and appropriately.
- All paid Coaches must complete Good Practice and Child Protection courses within 6 months of employment as part of the minimum operating standards.
- All paid Coaches, must complete an enhanced CRB check and the self declaration form prior to commencing employment.
- All Volunteers and Officials must complete the self-declaration form prior to commencing their duties.
- Confidentiality should be upheld in line with Data Protection Act 1998 and Human Rights Act 1998.



The DSP has a duty of care to ensure that:

- All Volunteers work in a safe and supportive environment.
- All Volunteers complete a Self Declaration Form prior to placement within DSP.
- All Volunteers complete a Volunteer Reference Form.
- All Volunteers are made aware of training opportunities within Child Protection.
- All Focus Clubs have a Child Protection Policy.
- All Focus Clubs are working towards NGB club accreditation or Clubmark.
- All Focus Clubs are made aware of training opportunities within Child Protection.

### 1.3 Terms and Abbreviations

The following terms and abbreviations are used throughout this document:

- **Anyone under the age of 18 is considered to be a child/young person.**
- **The term young person also encompasses participants with a disability and vulnerable adults.**
- **The term parents is used generically to represent parents, guardians and carers.**
- **DSP: Durham Sport Partnership**
- **CPO: Child Protection Officer**
- **ACPC: Area Child Protection Committee**
- **NGB: National Governing Body**
- **scUK: Sports Coach UK**



# Child Protection Policy



## 2.0 DEALING WITH CONCERNS AND ALLEGATIONS ABOUT THE WELFARE OF A YOUNG PERSON

- 2.1 Concerns about poor practice and possible abuse within a sport setting
- 2.2 Concerns about abuse in the home or other setting (outside sport)
- 2.3 Reporting Procedures
- 2.4 Contacts for Specialist Advice
- 2.5 Internal Disciplinary Enquiries and Suspension
- 2.6 Support for the Victim, Accused and Reporter
- 2.7 Informing Parents
- 2.8 Records and Confidentiality



## 2.0 Dealing with concerns and allegations about the welfare of a young person

### 2.1 Concerns about poor practice and possible abuse within a sport setting

Allegations may relate to poor practice where an adult or peer's behaviour is inappropriate and may be causing concern to a young person (Section 3.3).

If a young person says or indicates that he/she is being abused (by an adult or another child) or information is obtained which gives concern that a young person is being abused, immediate action should always be taken.

**It is important to note that it is not your responsibility to determine whether or not abuse has/is taking place.**

**As part of your role within the DSP, it is your responsibility to act upon any concerns that you may have. Reporting such matters should never be delayed.**

The following information sets out the DSP's procedures if there are concerns that serious poor practice and/or child abuse could be taking place. Use the appropriate flow chart (**Appendix A/B**) to find out the steps to follow if you have a concern.

It is important to note that you have a responsibility to report allegations and/or suspicious poor practice and/or of child abuse both inside your sport setting and outside (e.g. at home), your sport setting.

#### 2.1.1 Actions to take if a young person tells you they are being abused

The person receiving the information should:

- React calmly so as not to frighten the child.
- Tell the child he/she is not to blame and that he/she was right to tell someone.

- Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or differences in language.
- Keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said.
- Reassure the child, but do not make promises of confidentiality, which might not be feasible in the light of subsequent developments.
- Make a full record of what has been said, heard and/or seen as soon as possible using the Child Protection Report Form in **Appendix C**.
- Continue to follow the diagrams in **Appendix A/B**.

The person receiving the disclosure should avoid:

- Panicking.
- Allowing their shock or distaste to show.
- Probing for more information than is offered.
- Speculating or make assumptions.
- Making negative comments about the alleged abuser.
- Approaching the alleged abuser.
- Making promises or agreeing to keep secrets.
- Non-action is not an option in Child Protection.

**It can be more difficult for some children to disclose abuse than for others. Children from ethnic minorities may have regularly experienced racism, which may lead them to believe 'white people', including those in authority roles, do not really care about their well-being.**

*‘If there is any doubt about whether or not the behaviour constitutes abuse, the concern must be shared with professional agencies that will be responsible for subsequent action ...’*

**Disabled children and vulnerable adults will have to overcome additional barriers before feeling they can disclose abuse. They may rely on their abuser for regular care and not know of alternative sources of care or residence.**

**The abuse may be the only attention/affection they have experienced. Communication difficulties may mean that it is hard for them to complain or to be understood.**

### **2.1.2 Responding to previous abuse**

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child, or by a member of staff or volunteer who is still currently working with children). Where such an allegation is made, the DSP will follow the guidelines as detailed in Section 2.1.1 and report the matter to the Social Services or the Police.

This is because other children, either within or outside sport, may be at risk from this person.

Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

### **2.1.3 Responding to suspicions and/or allegations of suspected abuse**

Any suspicion that a child has or may have been abused by or been subjected to poor practice by either an employee (Officers of Durham Sport Coaches and Officials) or those undertaking a voluntary role with Durham Sport should be reported to the designated person (DSP CPO, **0191 301 8416**).

If it is not possible to contact the DSP CPO, the Business Support Manager should be contacted on **0191 301 8416**.

The following steps will be taken as considered necessary to ensure the safety of the child in question and any other child who may be at risk:

- The designated person will refer the allegation to the Social Services Department (Social Care direct **0845 8505010**) who may involve the Police, or go directly to the Police.
- The Parents of the child will be contacted as soon as possible following advice from the Social Services Department.
- The DSP CPO should deal with any media enquiries.
- It is essential to ensure the safety of the young person (if present) - if the young person needs immediate medical treatment, call a Doctor or an Ambulance, inform Doctors of concerns/suspicions of abuse to ensure that they are aware that it is a Child Protection issue.
- Make a full record of what has been said, heard and/or seen as soon as possible using the Child Protection Report Form in **Appendix C**.
- Continue to follow the diagram in **Appendix A/B**.

While all staff and volunteers working for the DSP will have received training on issues of child protection before working in sport, they are not experts, and it is not their responsibility to determine whether or not abuse has taken place.

If there is any doubt about whether or not the behaviour constitutes abuse, the concern must be shared with professional agencies that will be responsible for subsequent action (see Section 2.4). The DSP CPO can be contacted to discuss any issues you may have regarding reporting and responding to abuse.

The DSP CPO will decide what action to take and refer accordingly.

## 2.2 Concerns about abuse in the home or other setting (outside sport)

The person receiving the information should:

- React calmly so as not to frighten the child.
- Tell the child he/she is not to blame and that he/she was right to tell.
- Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or differences in language.
- Keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said.
- Reassure the child but do not make promises of confidentiality, which might not be feasible in the light of subsequent developments.
- Make a full record of what has been said, heard and/or seen as soon as possible using the report in **Appendix C**.
- Continue to follow the diagram in **Appendix A/B**.

The person receiving the disclosure should avoid:

- Panicking.
- Allowing their shock or distaste to show.
- Probing for more information than is offered.
- Speculating or making assumptions.
- Making negative comments about the alleged abuser.
- Approaching the alleged abuser.
- Make promises or agreeing to keep secrets.
- Non-action is not an option in Child Protection.

## 2.3 Reporting Procedures

**Information passed to the Social Services Department or the Police must be as helpful as possible and it may be used in any subsequent legal action, hence the necessity for making a detailed record.**

The report (**Appendix C**) should contain the following information:

- The young person's name, address and date of birth, disability and ethnicity.
- Any times, locations, dates or other relevant information.
- Parties involved in the allegation or reported incident.
- Report what was said or done and by whom.
- Any action taken by the organisation to share concern with the professionals.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- A description of any visible bruising or other injuries.
- Any observations that have been made by you or to you.
- A clear distinction between what is fact, opinion or hearsay.
- Your knowledge of and relationship to the young person.
- Information and details of the alleged / suspected abuser, where possible.
- Referrals to the Social Services should be confirmed in writing within 24 hours.
- Keep a record of the name and designations of the Social Services member of staff or Police Officer to whom concerns were passed and record the time and date of call, in case any follow-up is needed.

*‘All allegations and/or suspicions of abuse will be passed from the DSP CPO to statutory organisations such as Social Services and the Police ...’*

## 2.4 Contacts for Specialist Advice

Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the designated person (DSP CPO, **0191 301 8416**). If it is not possible to contact the DSP CPO, the Business Support Manager should be contacted on **0191 301 8416**.

If you would like any independent or specialist advice or need to report a suspicion out of hours, you can telephone the Social Services and speak to the duty worker (available 24 hours) on **0845 8505010**.

You can also seek expert specialist advice from the NSPCC 24-hour free phone Helpline on **0808 800 500**.

**Information passed to the Social Services must be as concise as possible, hence the necessity for making a detailed record at the time of the disclosure/concern (Section 2.3).**

A copy of this information should always be sent to the DSP CPO.

## 2.5 Internal Disciplinary Enquiries and Suspension

All allegations and/or suspicions of abuse will be passed from the DSP CPO to statutory organisations such as Social Services and the Police for them to investigate whether a child protection and/or criminal issue has taken place. From the point a concern is raised, the accused will be notified and temporarily suspended.

If child abuse and/or a criminal action have taken place, Social Services and/or Police will deal with the issue until its end. DSP will be kept notified as the investigation is ongoing.

If the statutory organisation assesses the alleged child abuse to be the consequence of poor

practice alone, the matter will then be referred back to the DSP to continue the enquiry if necessary and appropriate.

The DSP will follow the disciplinary procedures as described diagrammatically in **Appendix F**.

Further details of the disciplinary and appeals procedures can be found in the Durham City Councils' Disciplinary and Grievance Procedures.

## 2.6 Support for the Victim, Accused and Reporter

The DSP:


- Acknowledges the difficulty in reporting concerns and will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleagues practice or concerns about the welfare of a young person.
- Will take appropriate steps to ensure that the victim (and parents) is provided with appropriate professional support.
- Will ensure through the appropriate allegation, disciplinary and appeals procedures that the accused is offered appropriate support.

See Section 3.9 (Whistle Blowing Policy)

## 2.7 Informing Parents

There is always a commitment to work in partnership with parents or carers where there are concerns about their children.

Therefore, in most situations, it would be important to talk to parents or carers to help clarify any initial concerns (e.g. if a child seems withdrawn, there may be a reasonable explanation, such as: family upset of parental separation, divorce or bereavement).



However, there are circumstances in which a young person might be placed at even greater risk if concerns are shared (e.g. where a parent or carer may be responsible for the abuse or not able to respond to the situation appropriately).

In these situations, or where concerns still exist, any suspicion, allegation or incident of abuse must be reported to the DSP CPO as soon as possible and recorded. Information regarding suspicions, allegations or incidents of abuse will usually be passed to parents by statutory organisations such as the Social Services or the Police.

## 2.8 Records and Confidentiality

Confidentiality should be maintained at all times.

Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The designated person in charge.
- The parents of the person who is alleged to have been abused.
- The person making the allegation.
- Social Services/Police.
- Designated officers within the governing body of sport e.g. Legal Adviser, Lead Child Protection Officer.
- Only inform the alleged abuser (or parent if the alleged abuser is a child) - following advice from Social Services.

Information should be stored in a secure cabinet at the DSP in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure), with access available only to the DSP CPO.



# Child Protection Policy



## 3.0 CODES OF PRACTICE AND BEHAVIOUR

- 3.1 Introduction
- 3.2 Good Practice
- 3.3 Poor Practice
- 3.4 Guidance on Physical Contact
- 3.5 Indicators of Abuse
- 3.6 Abuse of Disabled Children and Young People
- 3.7 Bullying



## 3.0 Codes of Practice and Behaviour

### 3.1 Introduction

This section will help you to identify what good and poor practice means as well as some of the indicators of possible abuse. If you are concerned about the welfare of any young person, or have any issues around poor practice or possible abuse, please follow procedures set out in Section 2.

### 3.2 Good Practice

All personnel in sport should be encouraged to demonstrate exemplary behaviour in order to protect children, and should therefore adhere to the following principles:

- Always work in an open environment (e.g. avoiding private or unobserved situations) and encourage an open environment (e.g. no secrets).
- Treat all young people/vulnerable adults equally, and with respect and dignity.
- Always put the welfare of each young person first, before winning or achieving goals.
- Maintain a safe and appropriate distance with performers (e.g. it is not appropriate to have an intimate relationship with a child or to share a room with them.)
- Build a balanced relationship based on mutual trust which empowers children to share in the decision-making process.
- Make sport fun, enjoyable and promote fair play.
- Ensure that if any form of manual/physical support for young people/carers is required, it is provided openly and according to guidelines provided by the NGB. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people should always be consulted and their agreement gained.
- Keep up to date with the technical skills, qualifications and insurance in sport.
- Involve parents/carers wherever possible (e.g. for the responsibility of their children in the changing rooms). If groups have to be supervised in the changing rooms, always ensure parents/teachers/coaches/officials work in pairs.
- Ensure that if mixed teams are taken away, a male and female member of staff should always accompany them (N.B. However, same gender abuse can also occur.)
- Ensure that at tournaments or other matches/training, adults should not enter children's rooms or invite children into their rooms.
- Ensure any person working for or volunteering with the DSP does not transport young people in their car.
- Be an excellent role model - this includes not smoking or drinking alcohol in the company of young people.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Keep a written record of any injury that occurs, along with the details of treatment given.
- Recognise the developmental needs and capacity of young people and disabled adults - avoid excessive training or competition and do not push them against their will.
- Secure parental consent in writing to acting in *loco parentis* prior to the young person taking part in any sporting activity. A player registration form will be completed and signed agreeing to parental consent regarding issues around: administration of emergency first aid and/or other medical treatment, transport, physical contact and photography (**Appendix G and Appendix H**).

*‘The aims of guidelines relating to physical contact are to provide adults and young people with appropriate types of and contexts for physical contact ...’*



### 3.3 Poor Practice

Poor Practice includes any behaviour that contravenes the DSP’s Code of Conduct and Ethics (**Appendix E**), which is constituted around the following:

<b>Rights:</b>	of the player, the parent, the coach, the official etc.
<b>Relationships:</b>	based on openness, trust, honesty and respect.
<b>Responsibilities:</b>	for the welfare of the players, the sport, the profession of coaching, their own development.
<b>Equality:</b>	between staff and participants in terms of any differences.

### 3.4 Guidance on Physical Contact

Many sports by their nature require a degree of physical contact between adults and young people. Physical contact can be used appropriately to instruct, encourage, protect or comfort.

The aims of guidelines relating to physical contact are to provide adults and young people with appropriate types of and contexts for physical contact.

Physical contact between adults and young people should only be used when the aim is to:

- Develop sports skills or techniques.
- Treat an injury.
- Prevent an injury.
- Safety reasons.
- Meet the requirements of the particular sport.

Physical contact should:

- Not involve physical contact of the genital areas.
- Meet the need of the young person and not the need of the adult.
- Be fully explained to the young person and, with the exception of an emergency, permission should be sought via written parental consent.
- Not take place in secret or out of sight of others.

### 3.5 Indicators of Abuse

Definitions of what constitutes abuse are described in **Appendix I**. Abuse can happen wherever there are young people, and young people and disabled adults of any age can be abused. The effects of abuse can be so damaging and if untreated, they may follow a person into adulthood.

For example, a person who has been abused as a child may find it difficult or impossible to maintain stable, trusting relationships and may become involved with drugs or prostitution, attempt suicide or even abuse a child in the future.

Indications that a child may be being abused include the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- An injury for which the explanation seems inconsistent.
- The child describes what appears to be an abusive act involving him/her.
- Someone else (a child or adult) expresses concern about the welfare of another child.

- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper).
- Inappropriate sexual awareness.
- Engaging in sexually explicit behaviour.
- Distrust of adults, particularly those with whom a close relationship would normally be expected.
- Has difficulty in making friends.
- Is prevented from socialising with other children.
- Displays variations in eating patterns including overeating or loss of appetite.
- Loses weight for no apparent reason.
- Becomes increasingly dirty or unkempt.

It should be recognised that this list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place.

Anyone of these behaviours could be related to other family issues such as family upset of parental separation, divorce or bereavement, highlighting the importance of communication needed with parents or carers to help clarify any initial concerns.

### 3.6 Abuse of disabled children and young people

**It is not the responsibility of those working in sport to decide that child abuse is occurring but it is their responsibility to act on any concerns.**

Some disabled children and young people are mentally or physically more vulnerable than others, which could make it easier for abusers to exploit them.

They may also find it more difficult to recognise and report abuse, and to be believed.

For example, if their disability means that they:

- Have limited life experiences and so have not developed the social skills needed to work out what the behaviour and attitudes of others mean. This could make them less able to understand what is appropriate and inappropriate behaviour.
- Have been encouraged to comply with other people's wishes and not to question authority figures.
- Are afraid to challenge potentially abusive situations because of fear of the consequences. It is often easier to be compliant and pleasing rather than risk angering an authority figure and getting into trouble.
- May not be able to report abuse either because there is no-one they can report it to or because they do not have the appropriate language to use.
- May not be able to recognise that abuse has taken place.
- Feel powerless because they have to depend on others for personal support.
- May not be able to physically remove themselves from abusive situations.
- Are not believed because their authority figures cannot accept that anyone would abuse a disabled child.
- May not have anybody they can trust and confide in.
- May feel guilt or shame about the abuse which prevents them from reporting it.

*‘It is not the responsibility of those working in sport to decide that child abuse or bullying is occurring but it is their responsibility to act on any concerns ...’*



- May not have a sense of ownership of their own bodies because they are so used to being examined physically by others as part of their medical and physical care.
- Have low self-esteem and a poor self-image.

Children from black and minority ethnic groups (and their parents) are likely to have experienced harassment, racial discrimination and institutional racism. Although racism causes significant harm, it is not, in itself, a category of abuse.

All organisations working with children (including those operating where black and minority ethnic communities are numerically small) should address institutional racism, as defined in the Macpherson Inquiry Report on Stephen Lawrence as *‘the collective failure by an organisation to provide appropriate and professional service to people on account of their race, culture and/or religion’*.

**It is important to remember that men or women may be abusers as well as young people, carers/guardians or parents.**

### 3.7 Bullying

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

- A parent who pushes too hard.
- A coach who adopts a win-at-all costs philosophy.
- A player who intimidates inappropriately.
- An official who places unfair pressure on a person.

Bullying can include:

- **Physical** e.g. hitting, kicking and theft.
- **Verbal** e.g. name-calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti and gestures.
- **Emotional** e.g. tormenting, ridiculing, humiliating and ignoring.
- **Sexual** e.g. unwanted physical contact or abusive comments.

There are a number of signs that may indicate that a young person or disabled adult is being bullied:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go to school, training or sports club.
- A drop off in performance at school or standard of play.
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed-wetting, scratching and bruising, damaged clothes and bingeing for example on food, cigarettes or alcohol.
- A shortage of money or frequent loss of possessions.

**All poor practice issues that arise including issues of physical contact and bullying will be dealt with through internal disciplinary procedures (Appendix F).**

### 3.8 Photography

There is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young and disabled sports people in vulnerable positions. The Partnership, therefore, requires that all personnel adhere to the appropriate guidelines detailed in **Appendix J**.

### 3.9 Whistle-Blowing Policy

This procedure enables staff and volunteers to share, in confidence with the DSP Development Officers, concerns they may have about a colleagues behaviour.

This may be behaviour not linked to child abuse but one that pushes the boundaries beyond acceptable limits.

If this is consistently ignored a culture may develop within an organisation whereby staff and young people are 'silenced'.

**The DSP Whistle-Blowing Policy is in line with the policy used by Durham City Council.**

**The DSP supports and will provide protection for whistle-blowers. While it is often difficult to express concerns about colleagues, it is important that these concerns are communicated to the designated person.**

**Staff and volunteers should be encouraged to talk to the designated person if they become aware of anything that makes them feel uncomfortable.**



# Child Protection Policy



## 4.0 RECRUITMENT, SELECTION AND TRAINING

- 4.1 Introduction
- 4.2 Recruitment
- 4.3 Monitoring and Appraisal
- 4.4 Complaints Procedure



## 4.0 Recruitment, Selection and Training

### 4.1 Introduction

The Durham Sport Partnership will ensure that all reasonable steps will be taken to ensure unsuitable people are prevented from working with young people and disabled adults.

Therefore, the following steps will be taken when recruiting paid staff or volunteers either full and/or, part-time, or on 'one-off' employment.

### 4.2 Recruitment

Recruitment checks will always be carried out with any person working with, or intending to work with young people and disabled adults.

Listed below are the recruitment checks that should always be carried out:

#### 4.2.1 Advertising

If any form of advertising is used to recruit staff, it should reflect the:

- Aims of the Partnership and where appropriate, the particular programme involved.
- Responsibilities of the role
- Level of experience and qualifications required (e.g. experience of working with children and in what role is an advantage).
- The Partnership's open and positive stance on Child Protection.

#### 4.2.2 Pre-Application Information

Pre-application information sent to interested or potential applicants should contain:

- A job description including roles and responsibilities.
- A person specification (e.g. stating qualifications or experience required).
- An application form.

### 4.2.3 Application

All applicants whether for paid or voluntary, full or part-time positions should complete an application form which should elicit the following information:

- Name, address and National Insurance Number (to confirm identity and right to work).
- Relevant experience, qualifications and training undertaken.
- Listing of past career or involvement in sport (to confirm experience and identify any gaps).
- Any criminal record, including convictions, cautions and formal warnings.
- Whether the applicants are known to any social services department as being an actual or potential risk to children or young people, a self-disclosure question to establish whether they have ever had action taken against them in relation to child abuse, sexual offences or violence.
- The names of at least two people (not relatives) willing to provide written references that comment on the applicant's previous experience of, and suitability for, working with children and young people (previous employer).
- Any former involvement with the sport
- The applicant's consent to criminal record checks being undertaken.
- The applicant's commitment to abide by the DSP Code of Ethics and Conduct.

**The form will also state that failure to disclose information or subsequent failure to conform to the Code of Conduct and Ethics (Appendix E) will result in disciplinary action and possible exclusion from the Organisation.**

*‘A self declaration form will be completed by all personnel ...’*

#### 4.2.4 Checks and References

A minimum of two written references will be taken up and at least one should be associated with former work with children/young people.

If an applicant has no experience of working with children, training is strongly recommended.

Written references should always be followed up and confirmed by telephone.

A self-declaration form (**Appendix K**) will also be completed by all personnel and will be kept by the DSP. All volunteers working within/for the DSP will also be required to produce a completed volunteer reference form (**Appendix L**).

#### 4.2.5 Interview and Induction

All employees, and where possible, volunteers, will be required to undergo an interview carried out to acceptable protocol and recommendations.

All employees and volunteers will receive a formal or informal induction programme in which:

- Their qualifications as a coach/official are substantiated.
- The expectations, roles and responsibilities of the job are clearly clarified.
- They sign up to the Partnership’s Code of Ethics and Conduct.
- They sign up to the Partnership’s Equity Statement.
- The Partnership’s Child Protection Procedures are explained and training needs established.
- They sign up to the Partnership’s Child Protection Policy.

#### 4.2.6 Training

Appropriate training will need to be identified and implemented to enable individuals to recognise their responsibilities with regard to their own good practice and the reporting of suspected poor practice/concerns of possible abuse.

All Coaches will be required to undertake compulsory awareness training relating to the DSP Child Protection Policy prior to commencement of employment.

**All Coaches working on behalf of the DSP must attend the training courses outlined below within the time frame stipulated of 6 months. Coaches, Volunteers, Officials and Focus Club Members will be able to access the courses at a reduced rate.**

It is also recommended that all other individual’s working with children must be up to date or receive training by attendance at the following courses:

- **‘Good Practice and Child Protection’ - scUK workshop.**
- **First Aid (recognised by Health and Safety Executive e.g. ‘An appointed persons First Aid’, St John Ambulance First Aid qualifications)**
- **‘Equity in Your Coaching’ - scUK workshop.**
- **‘How to Coach Disabled People in Sport’ - scUK workshop.**

Training will be organised for DSP staff and volunteers to raise awareness of Child Protection issues.



### 4.3 Monitoring and Appraisal

At regular intervals (or following a programme), all staff or volunteers should be given the opportunity to receive formal feedback (e.g. through meetings) to identify training needs and set new goals. Managers should be sensitive to any concerns about poor practice or abuse and act upon them at an early stage.

They will also offer appropriate support to those who report concerns/complaints. All staff and volunteers will also be given the opportunity to provide feedback on any events/work carried out and the provision made to safeguard children and the practice of all those involved.

This will be completed through the 'pre-activity checklist' and the 'end of session coach feedback forms' completed by the coaches and returned to the DSP.

### 4.4 Complaints Procedure

The DSP's complaints procedures will be used (**Appendix M & N**) to deal with any formal complaints, with guidance upon these procedures available upon request. If a complaint is made against any member of the DSP staff whether paid, voluntary, full-time, part-time, or 'one-off' employment, disciplinary procedures (**Appendix F**) will be followed, where appropriate.



# Child Protection Policy



## 5.0 IMPLEMENTATION AND MONITORING

### 5.1 Implementation Plan

### 5.2 Monitoring Strategy



## 5.0 Implementation and Monitoring

### 5.1 Implementation Plan

If the DSP's Good Practice and Child Protection Policy and Procedures are to be effective, they need to be integrated into current practice and implemented in a planned and staged way, which will involve:

- The dissemination of the DSP's Child Protection message so that it reaches and influences all related sporting organisations to safeguard the welfare of young people and disabled adults in sport.
- Operating sound recruitment procedures for paid and voluntary staff in sport.
- Identifying and enabling the appropriate Child Protection training for staff.
- Remaining updated with legislation related to Child Protection.
- Measuring the impact of the Policy and Procedures on an annual basis.

### 5.2 Monitoring Strategy

Monitoring and reviewing the implementation of the Child Protection Policy is a crucial part of the process and the Partnership will attempt to evaluate levels of awareness and knowledge, perceptions and attitudes, behaviour and skills as well as incidents and processes.

The DSP will be responsible for reviewing the policy on an annual basis, however other procedures may include monitoring:

- The number of allegations made and breakdown of the number of cases, poor practice and abuse incidents.
- The number of recommendations made for training programmes.
- Feedback from clubs on the implementation of the policy.
- Feedback from young people through the participant feedback form.
- The number of personnel trained in Child Protection awareness .

**It is essential to monitor and update the implementation plan annually to keep Child Protection high on the sporting agenda.**



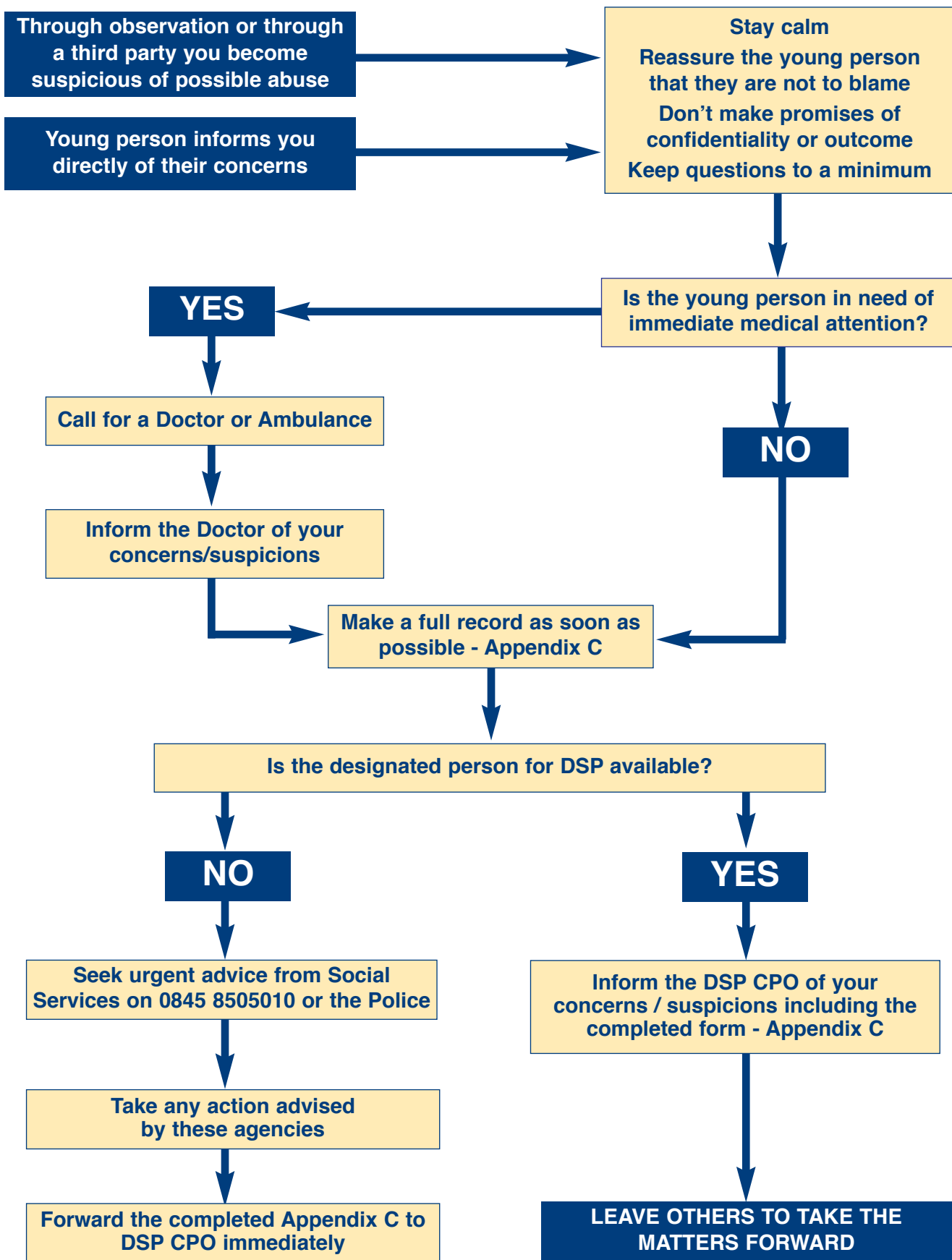
# Child Protection Policy



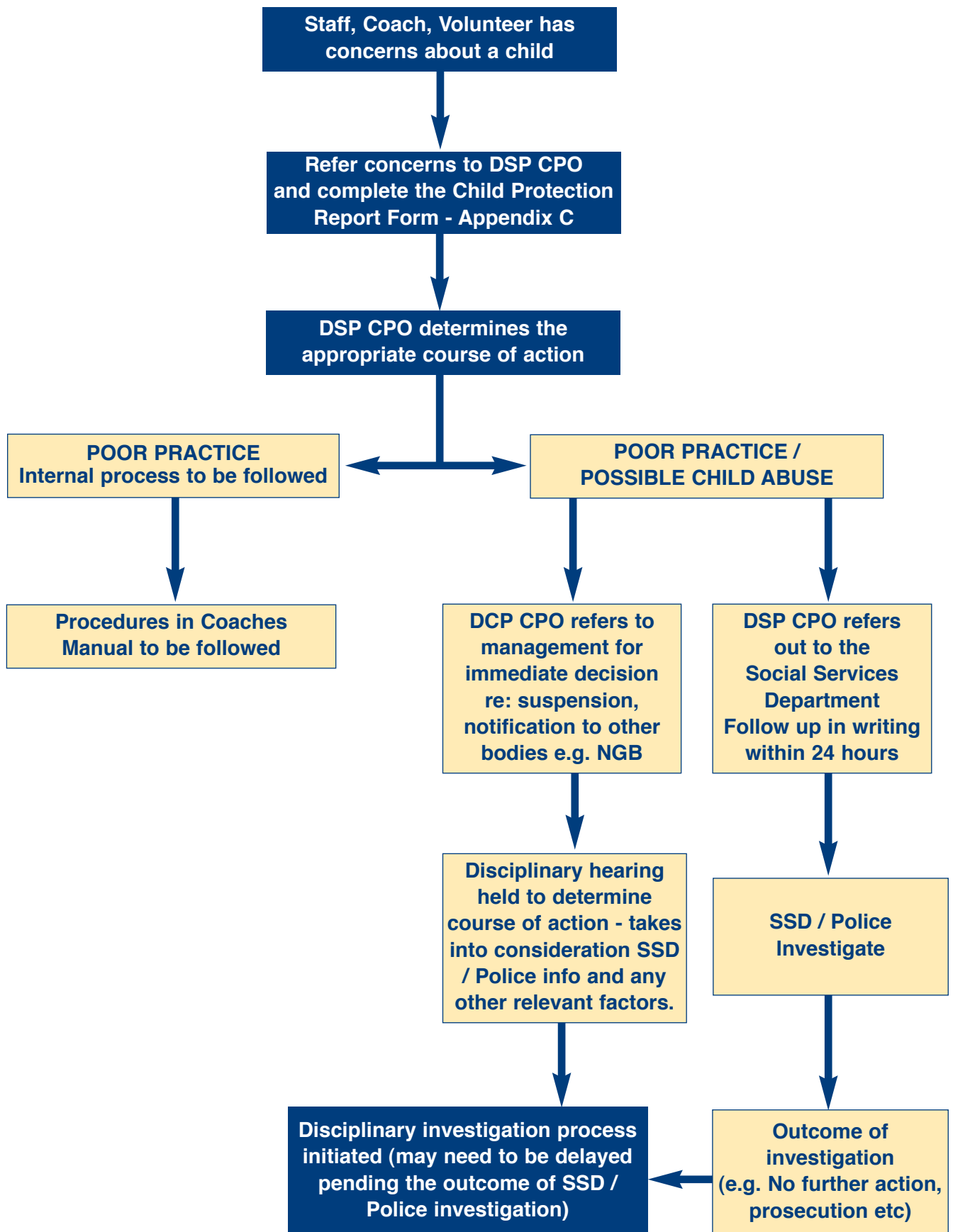
## APPENDICES



# Appendix A Procedures for responding to disclosure, allegations and suspicions - for use within a sport setting or outside sport



# Appendix B Flow Chart for Reporting concerns about Children





### Local Contacts

#### Durham Sports Partnership (DSP)

##### **DSP Child Protection Officer (CPO)**

Child Protection Officer  
Durham Sport Partnership  
PO Box 370  
Durham  
DH7 8WT  
Tel: 0191 301 8416

#### Alternative Contact

##### **Business Support Manager**

Tel: 0191 301 8416

#### Social Services

##### **County Durham Social Care Direct**

Tel: 0845 8505010 (24 hours a day)

#### National Contacts

##### **National Society for the Prevention of Cruelty to Children - NSPCC**

Western House  
42 Curtain Road  
London  
EC2A 3NH  
Tel: 020 7825 2500  
Helpline: 0808 800 500  
Text Phone: 0800 056 0566

##### **NSPCC Asian Child Protection Helpline**

Tel: 0800 096 7719

##### **Swimline**

Tel: 0808 100 4001  
0800 731 7466

##### **(English) Football Association Child Protection Helpline**

Tel: 0808 800 5000

##### **Child Protection in Sport Unit (England)**

3 Gilmour Close  
Beaumont Leys  
Leicester  
LE4 1EZ  
Tel: 0116 234 7278 (Daytime)



### DURHAM SPORT PARTNERSHIP CODE OF ETHICS AND CONDUCT

Sports coaching helps the development of individuals through improving their performance.

This is achieved by:

- identifying and meeting the needs of individuals.
- improving performance through a progressive programme of safe, guided practice, and/or competition.
- creating an environment in which individuals are motivated to maintain participation and improve performance.

All Sports Coaches should comply with good ethical practice. As a Sports Coach I therefore agree to:

1. Respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
2. Place the well-being and safety of the performer above the development of performance.
3. Follow all guidelines laid down by the sports governing body and hold appropriate insurance cover.
4. Develop an appropriate working relationship with performers (especially children), based on mutual trust and respect. I will not exert undue pressure on the performers and will be reasonable in my demands on them.
5. Encourage and guide performers to accept responsibility for their own behaviour and performance.
6. Hold up-to-date and nationally recognised governing body coaching qualifications.
7. Ensure the activities I direct or advocate are appropriate for the age, maturity, experience and ability of the individual.
8. At the outset, clarify with performers (and where appropriate with their parents) exactly what is expected of them and what performers are entitled to expect from me. A contract may sometimes be appropriate.
9. Co-operate fully with other specialists (e.g. other coaches, officials, sports scientists, doctors, and physiotherapists) in the best interests of the performer.
10. Always promote the positive aspects of the sport (e.g. fair play) and never condone rule violations or the use of prohibited substances.
11. Teach the participants that honest effort is more important than victory.
12. Consistently display high standards of behaviour and appearance. I will set a good example which others can follow.
13. Arrive in plenty of time to set up the activity and ensure safety checks are done prior to activity.
14. Keep myself informed about sound coaching practices and the principles of children's growth and development.
15. Never transport participants or young people in my vehicle.
16. Never ridicule or shout at a child for making a mistake or losing.
17. Ensure that my performers and I always have respect for opponents, officials, opposing coaches and supporters and for each other.

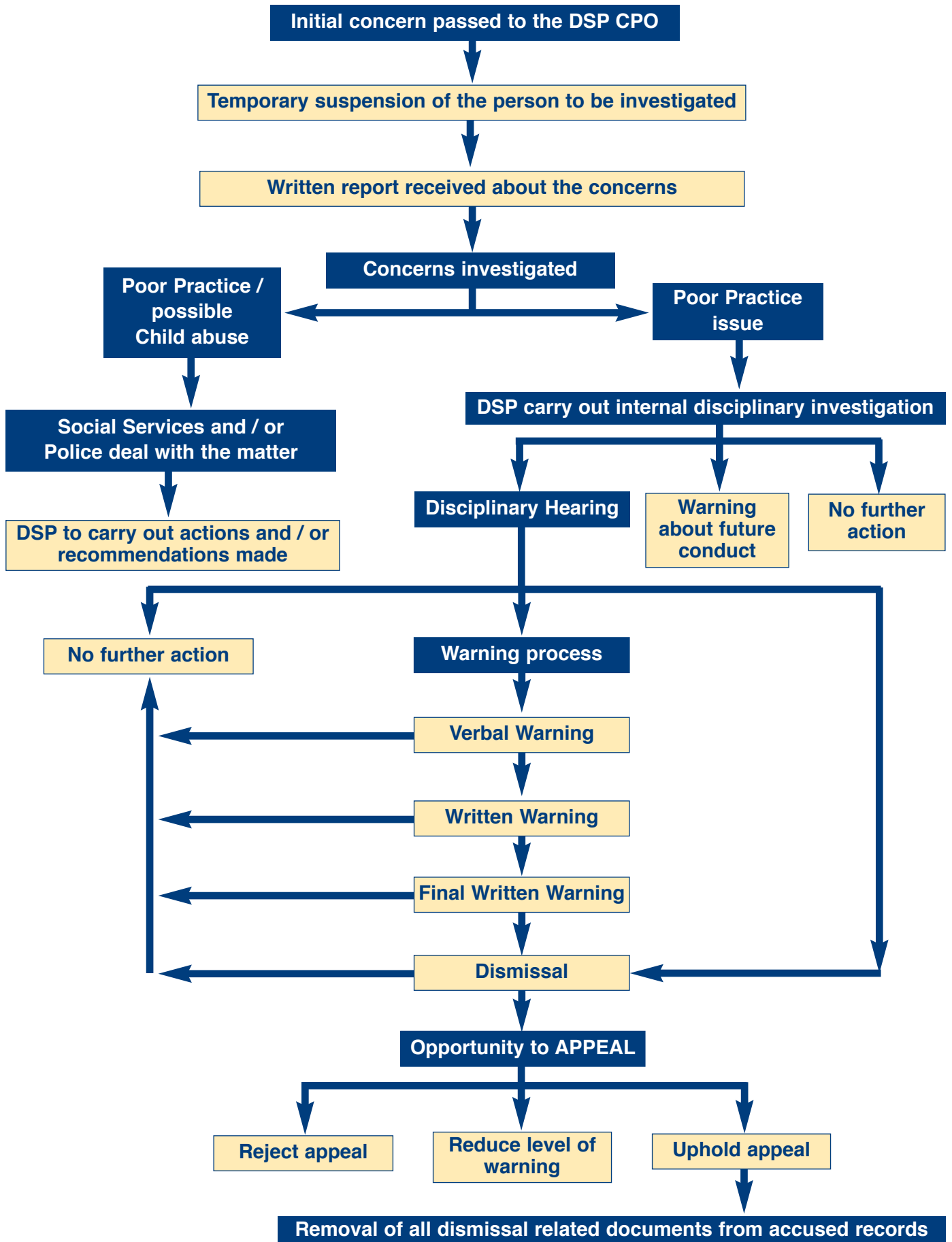
I have read, understood and agree to abide by the above code of ethics & conduct. I will sign a self-declaration form and will receive, hold and refer where necessary to the Partnership Child Protection Policy.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ (PLEASE PRINT IN CAPITALS)

Witnessed by: Name: \_\_\_\_\_ Position: \_\_\_\_\_

# Appendix F Disciplinary and Appeals Procedures





# Appendix H Player Booking Form





**ACTIVE SPORTS**  
**PLAYER BOOKING & REGISTRATION FORM**

Active Sports is a programme of best coaching, competition and development awards in 10 sports: Athletics, Cricket, Golf, Hockey, Rowing, Rugby, Rugby Sevens, Rugby Union and Swimming. We are requesting information about you (and us) so that we can:

- Ensure that all young people in Active Sports are as safe as possible
- Provide you with further information on opportunities available
- Track the children as they progress in their chosen sports
- Ensure that Active Sports is open to all communities across our facilities

It is vital that a Parent/Guardian signs this form (and/or your child being part in Active Sport Activity)



First Name:		Surname:	
Address:			
Post Code:			
Date of Birth:	Age:	Gender: Male <input type="checkbox"/>	Female <input type="checkbox"/>
Telephone/Mobile No:			
E-Mail:			
Sport Activity to be attended:			
Venue/District:			
Active Sports Stage:			
Date Activity commences:			

**Emergency Contact Details:**  
 We request this information in the case of an emergency at an Active Sport session

Name of Parent/Guardian/Carer:

Emergency Contact No:

Person authorised to collect your child from Active Sports sessions:

**Data Protection Act 1998**  
 All information supplied by you in connection with this application, (and now and in the future) will be processed in confidence by the Durham Sport Partnership for the purposes outlined above. However, in order to better serve your needs and the accuracy of information supplied, we may share this with other bodies, in particular Sport England and the National Governing Body of the relevant sport. If you have any queries about the processing of your data, please contact Durham Sport on 0203 383 8418.

Does your child suffer from any of the following?

Asthma     Migraines     Diabetes     Epilepsy

Fainting     Heart Problems     Skin Problems     Allergies     (Please state)

Other: \_\_\_\_\_

---

Is your child currently on medication or have any injuries?

Yes     No

If yes, please specify: \_\_\_\_\_

---

Do you consider your child to have a disability?

Yes     No

If yes, please specify: \_\_\_\_\_

---

What is your child's Ethnic origin?

White     Mixed Race     Asian     Black     Chinese

Other

---

Do you have any objection to photographs of your child being taken for publicity purposes? NSPCC guidelines will be adhered to.

Yes     No

---

Current School Attended: \_\_\_\_\_ Year: \_\_\_\_\_

---

Are you a member of a Sports Club?  
 If yes, which one(s): \_\_\_\_\_

---

I confirm that consent is given for my child to attend the Active Sport activity chosen and I agree to the conditions laid out below.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Information used in this form will be used to monitor and evaluate the Active Sports programme. In writing you or your child are invited to provide further information regarding reports of the national through sport participation and/or injuries. All information will remain confidential and is held on computer or other secure locked systems. No reference to individuals will be made in verbal or written reports. You or your child's participation in this study is voluntary and you may decline to participate. Your need and understanding of the above information and agree to report, or my child to participate further in this study if we requested.

## Appendix I Definitions of Abuse

**Neglect** - where adults fail to meet a child's basic physical and/or psychological needs, it is likely to result in the serious impairment of the child's health or development (e.g. failure to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.) It may also include refusal to give children love, affection and attention. Neglect in sport could include a teacher or coach not ensuring children were safe, exposing them to undue cold, heat or to unnecessary risk of injury.

**Physical abuse** - where adults and or other young people physically hurt or injure children by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after e.g. factitious illness by proxy or Munchausen's Syndrome by proxy. Examples of physical abuse in sport may be when the nature and intensity of training and competition exceeds the capacity of the child's immature and growing body; where drugs are used to enhance performance or delay puberty.

**Sexual abuse** - where girls and boys are abused by adults (both male and female) and or other young people who use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing children pornographic material (books, videos, pictures) is also a form of sexual abuse. In sport, coaching techniques that involve physical contact with children could potentially create situations where sexual abuse may go unnoticed. The power of the coach over young performers, if misused, may also lead to abusive situations developing.

**Emotional abuse** - is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional

development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children to feel frightened or in danger by being constantly shouted at, threatened or taunted which may make the child very nervous and withdrawn. Some level of emotional abuse is involved in all types of ill treatment of a child. Emotional abuse in sport may occur if children are subjected to constant criticism, name-calling, sarcasm, bullying or unrealistic pressure to perform to high expectations consistently.

In addition to the four main types of abuse, disabled children in residential homes or other institutions might experience:

**Institutional abuse** - when staff in a home or other institutions sacrifice the needs, wishes and lifestyle of a disabled child in favour of the institution's regime. For example, by showing lack of respect for a child's dignity or privacy, or denying them opportunity to make day-to-day choices or decisions about their life. An example in sport would be if coaches or volunteers followed their club's usual procedures where these conflicted with the rights and needs of a disabled child.

**Financial abuse** - deliberate misuse and exploitation of a disabled child's money or possessions. For example, if the child is not allowed to spend their money as they wish, or if someone takes it from them to spend on themselves.

**The above definitions are adapted from:**

**Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children. Department of Health (1999).**

**Protecting Disabled Children and Adults in Sport and Recreation: The Guide. Sports Coach UK (1999).**

**Bailey, G., Action Against Abuse - recognising and preventing abuse of people with learning disabilities. ARC Publications (1998).**

## Appendix J Guidelines in the use of Photographic and Filming Equipment

We use images of young people participating in the sports activities for publicity and promotional purposes. We will follow these guidelines for the use of photographs or images of young people.

All personnel involved in running/delivering an activity or event should be vigilant and should report any concerns to the main organiser.

### Professional Photography

The DSP will:

- Provide a clear brief about what is considered appropriate in terms of their behaviour and the content of the photography.
- Issue them with identification which they must display at all times.
- Inform athletes and parents that a photographer will be present at the event and seek their consent to allow filming and/or photography to be published.
- Not allow photographers unsupervised access to child athletes or one-to-one photo sessions during the event.
- Not approve photo sessions outside the events or at a participants' home.

### Parents and Spectators

If parents or other spectators are intending to photograph or video at an event they will also be made aware of the DSP's expectations:

- Spectators will be asked to register at an event if they wish to use photographic equipment where they will be issued with a sticker to wear in a prominent position upon themselves.
- Athletes and parents will be informed that if they have concerns they can report these to the organiser.
- Concerns regarding inappropriate or intrusive photography should be reported to the organiser and recorded in a Child Protection manner.
- Parents and other spectators intending to photograph and/or video at an event will be asked to complete a self-declaration form.

### Videoring as a Coaching Aid

Video can be a legitimate coaching aid for club coaches and teachers. We will seek the consent of parents/carers for such filming to be used. However, if it is used, it will be made clear that children and their parents/carers understand that it is part of the coaching programme. Films will then be stored safely and securely.

### Using Photographs on Publications

DSP issues the following guidelines to minimise the potential for misuse:

- We will seek the consent of parents/carers.
- We will never use the full name of any child when used in an image on video, website, or in published publications.
- We will not include personal information about the person shown in the picture (e.g. e-mail address, postal address, telephone etc.).
- If a young person is named in the text we will not use a photograph of that child with the article.
- We may use group or class images with general labels.
- We will only use images of children and young people who are suitably dressed for the activity to reduce the risk of such images being used inappropriately.

Our images will reflect sport as a fun activity.

### Public Information

The details concerning photographic/video and filming equipment registration will be clearly published at activities and programmes, and where possible announced over the public address system.

The recommended wording is:

**'In line with recommendations of the Durham Sports Partnership's Child Protection Policy, the promoters of this event request that any person wishing to engage in any video, or photography should register their details with staff at the event/tournament organisers desk before carrying out such photography. The promoter reserves the right of entry and reserves the right to decline entry to any person unable to meet or abide by the event organiser's conditions.'**

# Appendix K Self Declaration Form



## PART A

Title: Mr/Mrs/Ms/Miss/ (please circle)

First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Any previous names by which you have been known:  
 \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Date of Birth: \_\_\_/\_\_\_/\_\_\_\_ Gender: Male/Female (please circle)

Current club(s) you are working with	Position	Start Date
	Coach/Helper/Team manager /Chaperone/Other *	
	Coach/Helper/Team manager /Chaperone/Other *	
	Coach/Helper/Team manager /Chaperone/Other *	

\* Please delete as appropriate

Signature: \_\_\_\_\_ Name (Block Capitals): \_\_\_\_\_ Date: \_\_\_\_\_

## PART B- Self Declaration (for completion by the individual named in Part A)

1. Have you ever been convicted of any criminal offences including cautions or formal warnings? YES  NO   
 Supply details: \_\_\_\_\_

NOTE: You are advised under the provisions of the Rehabilitation of Offenders Act 1974 (exceptions) order 1975 as amended by the Rehabilitation of Offenders Act 1974 (Exceptions Amendment) Order 1998 you should declare all convictions including 'spent' convictions, cautions, suspensions, formal warnings and reprimands.

2. Are you a person known to any social services department as being an actual or potential risk to children? YES  NO   
 If YES, please supply details: \_\_\_\_\_

3. Have you had a disciplinary sanction (from a sports or other organisations governing body) relating to child abuse? YES  NO   
 If YES, please supply details: \_\_\_\_\_

### IMPORTANT

I have read and understood the information leaflet regarding the Child Protection List. I hereby consent to the Durham Sports Partnership undertaking police and/or social services checks against me. I understand that the information contained on this form, the results of police and social services checks and information supplied by third parties, will be included on the Child Protection List (DFES '99), may be notified to my club/organisation and may be supplied by Durham Sports Partnership to other persons or organisations sharing concerns regarding child protection.

I agree to inform the Durham Sport Partnership within 24 hours if I am subsequently arrested or investigated in relation to Child Protection Matters.

# Appendix L Volunteer Reference Form



Durham Sport  
 PO Box 370  
 Durham  
 DH1 8WT

T : 0191 301 8416  
 F : 0191 301 8423

durhamsport@durhamcity.gov.uk

## Volunteer Reference Form

\_\_\_\_\_ has expressed an interest in being a volunteer with the Durham Sports Partnership and has given your name as a referee. This volunteer post involves substantial access to children. As an organisation committed to the welfare and protection of children, we are anxious to know whether you would have any reason at all to be concerned about the applicant being in contact with children or young people.

Would you have any reservations to the above named person to posing any risk to the welfare of children or young people?

- Yes (if answered Yes, we will contact you in confidence)
- No

If you are happy to complete this reference form, any information will be treated with due confidentiality and in accordance with relevant legislation and guidance. The information will only be shared with the person conducting the assessment of a candidates suitability for a volunteer post, if he/she named above is offered the role in question.

We would appreciate you being completely open and honest in your evaluation of this person.

1. How long have you known this person? \_\_\_\_\_
2. In what capacity? \_\_\_\_\_
3. Please comment on this persons suitability to work with children  
 \_\_\_\_\_  
 \_\_\_\_\_

4. How would you describe their personality?  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Please rate this person on the following (please tick ✓ one box for each statement):

	Poor	Average	Good
Responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maturity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self Motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can Motivate others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coaching / administration ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Is there anything else you feel we should know about this person?  
 \_\_\_\_\_  
 \_\_\_\_\_

Print Name: \_\_\_\_\_  
 Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
 Position: \_\_\_\_\_ Organisation: \_\_\_\_\_

A partnership comprising of:  
 Chester-le-Street District Council, Bewerley District Council, Durham City Council, Durham County Council,  
 The District of Easington, Sedgefield Borough Council, Teesside District Council, Wear Valley District Council,  
 The University of Durham, East Durham & Haughall College, Governing Bodies of Sport, Sports Coach UK,  
 The Youth Sport Trust, English Federation for Disability Sport and Sport England.



# Appendix M Complaints Procedure for Staff and Volunteers of the DSP



## STAGE 1

**Staff or Volunteer Grievance / Complaint**

Resolve through discussion with DS Coach Development Officer

If dissatisfied proceed to Stage 2

## STAGE 2

Grievance in writing (PD45 form) to DSP Manager

Within 10 working days you will be asked to attend a meeting with the DSP Development Manager

Within 5 working days you will receive written confirmation of the decision made

If dissatisfied proceed to Stage 3

## STAGE 3

Submit a completed PD46 form to Personnel Department within 10 working days of written confirmation of the decision made in Stage 2

Within 10 working days you will be asked to attend a meeting with the DS Partnership Manager

Within 5 working days you will receive written confirmation of the decision made

If dissatisfied proceed to Stage 4

## STAGE 4

Submit a completed PD47 form to Personnel Department within 10 working days of written confirmation of the decision made in Stage 3

Within 10 working days you will be asked to attend a meeting with the Staff Appeals Committee

Within 5 working days you will receive written confirmation of the decision made

**This is the final level of appeal**

# Appendix N Complaints Procedure for Non-employees of the DSP



## STAGE 1

**Parent/Participant has a Grievance/Complaint**

Resolve through discussion with DS Lead Coach or Sport Specific Officer

If dissatisfied proceed to Stage 2

## STAGE 2

Grievance in writing to DSP Development Manager

Within 3 working days you will receive written acknowledgement of the complaint

Within 15 working days you will receive written confirmation of the decision made

If dissatisfied proceed to Stage 3

## STAGE 3

Submit a written statement to the DSP Partnership Manager within 15 working days specifying the grounds for referral

Within 15 working days you will be asked to attend a meeting with the Complaints Panel

Within 10 working days you will receive written confirmation of the decision made

If dissatisfied proceed to Stage 4

## STAGE 4

Submit written statement to the Management Board within 15 working days specifying the grounds for referral

Within 3 working days you will receive written acknowledgement of the complaint

Within 10 working days you will receive a written report by an independent person appointed by the Management Board investigating the complaint

**This is the final level of appeal**



## **DURHAM SPORT**

PO Box 370, Durham, DH7 8WT

t : 0191 301 8416 f : 0191 301 8423

[durhamsport@durhamcity.gov.uk](mailto:durhamsport@durhamcity.gov.uk) [www.durhamsport.com](http://www.durhamsport.com)

A Partnership comprising of :

Chester-le-Street District Council, Derwentside District Council, Durham City Council,  
Durham County Council, The District of Easington, Sedgefield Borough Council,  
Teesdale District Council, Wear Valley District Council, The University of Durham,  
Governing Bodies of Sport, Sports Coach UK, The Youth Sport Trust,  
English Federation for Disability Sport, Sport England