



Safeguarding Code of Conduct

Purpose

1. This document describes the standards of behaviour expected when:
 - a. Dealing with young people.
 - b. Coaching young people, including advising when Police Vetting should be undertaken
 - c. Young people use CNZ Entity premises.
 - d. Contacting young people via social media, handling their data, using their visual images
 - e. Organising trips for young people.
 - f. An emergency occurs.
 - g. Handling media on safeguarding matters.
 2. This document also defines how any breaches in these standards are to be handled.
 3. This document, which is specific to safeguarding young people, should be read in conjunction with the *CNZ Code of Conduct*
 4. This document is part of the CNZ Safeguarding Policy
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Definition

5. In this document, the term "coach" includes CNZ accredited or employed coaches and any volunteer working with young people for the purposes of coaching.
 6. The other definitions in the CNZ Safeguarding Policy apply to this Code.
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General Conduct

7. The aim is that all CNZ Entities should create a welcoming and supportive environment for both young people and adults that will minimise opportunities for abuse and false allegations.
8. CNZ Entities have a responsibility to engage with the parents/carers of young people. The first formal opportunity will be when young people are accepted as participants in an introduction session. Parents/carers must be asked to consent to their young person taking part in CNZ Entity activities, to consent to photos/videos being taken and used in a range of circumstances, and to provide contacts and medical conditions that might give rise to health concerns while participating in croquet (e.g., asthma concerns). A template (T1) Parent/Carer Consent and Information Form on Joining is provided. Also available is a template (T2) Information for Young People.
9. Young people may feel awkward and out of place in a sport largely played by older people. To address this, they should be:
 - a. **Respected** - seek their views, value their contribution.
 - b. **Included** - in conversations and CNZ Entity activities.
 - c. **Supported** - be reassured they are in a safe environment.
 - d. **Encouraged** - as they learn the game at their pace.
10. All adult members should always:
 - a. When young people are at a CNZ Entity without their parent/carer or Responsible Adult present, ensure a minimum of two adults are in the vicinity. In addition to safeguarding needs, this is a sensible precaution in case of accidents and may be necessary to meet insurance requirements. See also paras 18 to 22 below regarding online communication.
 - b. Treat all young people with respect.
 - c. Allow young people privacy when using any changing facilities.
 - d. Use the minimum force necessary if physical contact is required to prevent injury or danger to a young person or other individual.

- e. Avoid physical contact in other circumstances; coaching should be by demonstration only.
 - f. Obtain parental/carer consent before befriending or otherwise contacting them via social media.
 - g. Any other contact with a young person is only through their parent/carer.
11. Adult members should never:
- a. Denigrate a young person's croquet abilities. NB Particular care is required in streaming commentaries, online texting and social media.
 - b. Drive a young person in their car (except in an emergency) without specific parental/carer consent, unless the adult is the Responsible Adult, and see below for trips.
 - c. Have favourites among the young people.
 - d. Engage in any physical or sexualised behaviour with a young person.
 - e. Use obscene or sexualised language.
 - f. Condone young people who engage in swearing bullying or other unacceptable behaviour.
 - g. Ignore any concerns or allegations expressed by a young person.

Conduct by Coaches

- 12. Coaches (including volunteers) working with young people are expected to apply all the CNZ's coaching standards.
- 13. To meet the CNZ Safeguarding Policy when coaching young people, in addition to the general conduct requirements for all adult members at paras 7 to 11 above, coaches are required to:
 - a. Respect the right of parents/carers to be involved, including ensuring that young people's parents have the coaches' contact details. Conversely, coaches should ensure that they have the young people's emergency contact details readily available.
 - b. Ensure an adult/coach ratio on the lawn of no more than four young people per adult, improving the ratio to take into account any additional needs e.g. communication, disability or challenging behaviour.
 - c. Apply the guidelines in the section Conduct for Trip Organisers below. This includes obtaining parental consent for all trips to croquet events; the necessary templates (T3A) Letter to Parents for an Event, and (T3B) Parental Consent Form for an Event are provided.
 - d. When using video recording equipment (including mobile phones, tablets, and similar devices) as a coaching aid, ensure that all images are appropriate and available to the parents/carers or immediately deleted.

Police Vetting and Certification

- 14. Advice should be sought from the CNZ Chief Safeguarding Officer (CSO) on the circumstances that require a Police Vetting process.
- 15. A Register should be kept by the CNZ CSO of all Police Vetting Certificates issued.

Young People - Use of CNZ Entity Premises

- 16. CNZ encourages young people to use CNZ Entity premises; however, to achieve this safely requires some special measures:
 - a. When a young person is on CNZ Entity premises, they must be accompanied at all times by, at least, one adult.
 - b. When a young person is being coached together with other young people, they must be accompanied by the coach and one other adult
 - c. A young person must not be given the responsibility for securing CNZ Entity premises.
- 17. For the purposes of paras 16a and 16b above, the accompanying adult may be:
 - a. Their parent/carer (who solely from the perspective of this policy need not be a CNZ Entity member; however, local CNZ Entity rules will continue to apply).

- b. Another CNZ Entity member whom the parent/carer has formally designated as their young person's Responsible Adult while they are at the CNZ Entity.

Conduct when Contacting Young People Online

- 18. Various methods of online contact are standard practice for many CNZ Entities and young people are likely to be well-versed in their use. It is expected that all communication with young people will be open, transparent and appropriate.
- 19. There are risks with online contact which include:
 - o Inappropriate access to, use or sharing of personal details (e.g., names, email addresses)
 - o Unwanted contact with young people by adults with wrongful/questionable intent
 - o Being sent offensive or otherwise inappropriate material
 - o Sending offensive or otherwise inappropriate material
 - o Online bullying by peers
 - o Grooming for sexual abuse
 - o Direct contact and abuse
- 20. For adults, risks include their communication with young people being misinterpreted.
- 21. To reduce these risks, parental/carer consent (which may at the parent's/carer's option be given for regular contact) must be obtained before any member may:
 - a. contact a young person by phone call, text or email (parents/carers should be offered the option of being copied in on all such contacts).
 - b. Engage in online coaching or similar activity.

Conduct to Protect Data

- 22. CNZ Entities must protect young people's personal data in line with the CNZ Privacy Policy and ensure it is only used in accordance with parent/carer permissions.

Conduct for Trip Organisers

- 23. There will hopefully be opportunities for young people to play and/or receive coaching at a venue away from that they normally attend. These guidelines will help plan and run a successful trip.
- 24. Establish the following, in discussion with the Local Safeguarding Officer (LSO) or the CNZ CSO if there is no LSO:
 - a. Reason for the trip.
 - b. Date, times, venue.
 - c. Cost and who will pay.
 - d. Clothing, equipment, food or drink that may be required.
 - e. What to expect at the event.
 - f. Travel arrangements, including ensuring that the journey time is sufficient to allow for adequate comfort breaks to be taken and that they do not require a young person to be transported alone by anyone other than their parents.
 - g. In the event of an overnight journey - accommodation and meal arrangements.
 - h. If any young person is not accompanied by their parent, they need to be accompanied by someone who is designated as that young person's Responsible Adult
- 25. For each young person travelling, contact their parent/carer to:
 - a. Brief them on the trip details.
 - b. Provide them with contact details of the trip organiser, venue and drivers and, if required, the young person's Responsible Adult.
 - c. Establish if the young person has any medical requirements (e.g. for travel sickness, other reasons) that might impact on the trip.
 - d. Ask them to reinforce to their young person the behaviour expected and the consequences of not following this.

- e. Ensure current parent contact details are known, together with emergency contact phone numbers.
26. An exchange of emails is useful as a reminder to all parties to avoid misunderstandings and to inform other passengers that a young person is travelling with them, while also serving as a written record.
27. Accommodation:
- a. In the event of accommodation being required, it should be assessed prior to booking regarding its suitability with particular reference to sleeping, changing and toileting arrangements.
 - b. A young person should only share a room with their parent.
 - c. On arrival, the accommodation's suitability should be confirmed, and it should be checked that the young person understands:
 - 1. Managing the room key
 - 2. Meal arrangements
 - 3. Emergency arrangements
 - 4. Schedule of activities
 - 5. Securing valuables

In an Emergency

28. The following actions are suggested if an emergency arises:
- a. Call emergency services.
 - b. Keep everyone safe.
 - c. Inform the young person's emergency contact.
 - d. Consider whether there are safeguarding implications, and if so contact the CNZ Safeguarding Officer or Chief Executive immediately for further guidance.
 - e. Make a written and/or photographic record of everything as soon as possible.
 - f. Do not speak to the press.
 - g. On return, complete the CNZ Entity's accident/incident report form, and notify the LSO or the CNZ CSO or Chief Executive.

Conduct when Handling the Media on Safeguarding Matters

29. Press enquiries on any topic are likely to come from a variety of sources and responding to each on an ad hoc local basis is a recipe for confusion. It is important that all responses on any young person safeguarding issue (especially those relating to any individual case) are handled by a single person, usually the CNZ CSO or the CNZ Chief Executive
30. If an enquiry comes in:
- a. Take the contact details.
 - b. Note the nature of the enquiry.
 - c. Give an assurance that a response will be made in due course.
 - d. Brief the CNZ CSO or the CNZ Chief Executive at the earliest opportunity.
31. Similarly, in this era of social media, it is important not to respond on an ad hoc basis to tweets, etc. on young person safeguarding topics within croquet.

Conduct when Photographing

32. Photography, Video, and Live Streaming can all be excellent ways of celebrating and promoting croquet. Photos of people enjoying the sport can be great promotional tools, but when personal information is added to photographs, these images can be used to identify people and put their safety and privacy at risk. Photographs can also be adapted for inappropriate use.
33. Images of young people playing croquet should only convey best practice and positive aspects of croquet.
34. When advised of an event, parents are told that their young person may be photographed/filmed - see Template (T3B) Parental Consent Form for an Event. If they do not want their young person's name associated with such images, they have to

advise the event organiser. In such circumstances, it is the event organiser's responsibility to ensure that the parents'/carers' wishes in this respect are met.

35. Unsupervised access to young people or one-on-one photography or filming sessions, at the event or elsewhere, is not permitted. Indoor filming or photography of young people should be limited to the public area of any facilities unless express permission is obtained.
 36. A young person's personal contact details (e.g., postal or email address, telephone numbers) should never be published. This applies even if parental permission has been given for their photograph to be used.
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Breaches of Behaviour

37. Any suspected or actual breach of these codes must be reported as a safeguarding concern,
38. Further action will depend on the nature and severity of the breach and may range from discussion through to disciplinary, see CNZ Code of Conduct, and possibly criminal action.