Examples of concerns and advice on what to do (Flow chart on final page)

Lowest level

A parent complains their child is not getting enough on-court play time.

Establish facts, is it a false or true perception? Consider if the team are ostracising the player or if coach/captain is being fair. Manage the parent's expectations. Potentially suggest the parent speaks to the coach/captain to understand why. Consider communicating to the wider team/club about the club's approach to selection or on-court time. It is unlikely to be safeguarding or poor practice.

A parent feels the umpire should have stopped play because a child twisted their ankle but allowed play to continue (player taken off court and ice applied, not a serious injury)

Establish facts from parent and umpire, is it a false or true perception? Manage the parent's expectations. Potentially suggest the parent speaks to the umpire to understand why. Consider communicating to the wider team/club about the club/league's approach to stoppages. It is unlikely to be safeguarding or poor practice.

Low level

An umpire at the local league starts joining in with under 16s team banter, sharing that they regularly take intimate pictures of their partner.

This is inappropriate behaviour, if possible, challenge this in the hearing of other players and volunteers. Ask players if this is a one off or a pattern of behaviour. If a pattern, it could be considered safeguarding and poor practice and should be referred to England Netball. If a one off, advise the coach this is unacceptable. Ask the umpire to consider apologising.

Coach is heard to make a sexual joke with another adult within earshot of children at netball training.

This is inappropriate behaviour. If possible, challenge this so that other players and volunteers can hear. Ask players if this is a one off or a pattern of behaviour. Check if the coach has done the required safeguarding training. Ask the coach to consider apologising. If a pattern, it could be considered a safeguarding concern. If a one off, advise the coach this is unacceptable.

Two parents of children on opposing sides starting shouting abuse at each other during a game.

This is not a safeguarding concern unless it escalates to verbally abusing children or physical violence. Remove the parents, consider banning them from future games/practice. Consider Code of Conduct and Disciplinary regulations.

Two teenage girls have regularly been making comments about another girl's size during training.

This is inappropriate behaviour. If possible, challenge this in the hearing of other players and volunteers, pointing out the impact it could have on others. Ask players if this is a one off or a pattern of behaviour. Report the behaviour to parents/carers of *all* the girls involved. Consider code of conduct for the girls making the comments. Unlikely to be a safeguarding issue but could breach codes of conduct.

A parent feels their child is not being selected for the team because they are black.

Establish facts, is it a false or true perception? At worst this could be racially discriminatory and a breach of Code of Conduct and Disciplinary regulations. If there is no evidence to corroborate the perception, advise the coach/captain of the perception and the importance of communicating decisions effectively with everyone. Manage the parent's expectations. Is the parent willing to speak to the coach/captain to

understand and explain. Consider communicating to the wider team/club about the club's approach to selection. It is unlikely to be safeguarding or poor practice but could be a code of conduct breach.

Medium level

A coach is impatient and regularly shouts at an under-12 player known to have ADHD (but not at the other players)

Establish facts, how frequent is this? What is the impact on the player? Is the coach going through a difficult time, what is being done to meet the player's needs and address behaviour? Communicate with the child and parent. Understand what the child needs are and communicate that to coach and volunteers. If repeated this behaviour could be a safeguarding issue and should be reported to club safeguarding officer and England Netball. If the coach reflects and things improve, it could be dealt with locally by CSO. If repeated and/or escalates report to England Netball.

An umpire appears to be drunk while umpiring a match.

This is unlikely to be a safeguarding issue unless their behaviour causes harm to a child or adult at risk or places them at risk. It could be a welfare issue for the umpire involved and/or a breach of code of conduct.

A 15-year-old girl has started being quiet and withdrawn when normally bubbly and energetic.

Consider the child's welfare. It's ok to say you have noticed the change in behaviour and want to check they are OK. Ask an open question about how they are. If they make a disclosure suggesting they are being abused or at risk (this is obviously a safeguarding issue), take appropriate action by reporting to social services or police, share with a protective parent/carer. If the concern relates to something within netball report it to England Netball. Check England Netball website safeguarding pages for sources of support and advice on Recognising and Responding to Abuse.

Higher level

A coach appears more stressed than usual and has over the last few weeks been shouting and swearing at several of the young players.

If observed, challenge this behaviour in the hearing of other players and volunteers, pointing out the impact it could have on others. Establish facts, how frequent is this? Is the coach going through a difficult time? If repeated, this behaviour is likely to be poor practice and a safeguarding issue and should be reported to club safeguarding officer and England Netball. If the coach reflects and things improve, it could be dealt with locally by CSO. If repeated and/or escalates report to England Netball.

A coach loses their temper and kicks a ball towards a young player. It narrowly misses them.

This is almost certainly a safeguarding and poor practice issue and should be reported to the CSO and England Netball. Gather the facts – who was present and witnessing this behaviour, who was the target of the aggression? Consider removing the coach from future training sessions as an interim measure.

A volunteer at the club is seen entering the changing rooms during a tournament.

There could be an innocent explanation for this, but it could be anything up to and including grooming or sexual behaviour. (Adults should not enter changing rooms unaccompanied. A chaperone is recommended.) Challenge immediately if observed – ask what they are doing and why, what is their relationship with the people they went to see? Could be a safeguarding issue. If suspicious inform the CSO and England Netball. If urgent, phone the police. Gather facts – who was present, who saw what? Is there any CCTV?

You notice a coach at another club telling 2 of their players that they have gained or lost weight in the last month and that the coach is going to weigh them at their next practice session.

This is likely to be poor practice and a safeguarding issue. Outside of elite clubs and England Netball Talent pathway, there is no justifiable reason for coaches to be weighing players. Context is everything here, but publicly sharing information about players' weights is likely to negatively affect young people's self-esteem and mental health. It should be reported to the affected club's safeguarding officer and/or committee and to England Netball.

A 12-year-old player appears fearful to go home with their mum after training one evening and starts crying.

There could be innocent or concerning explanations for this. If possible, before they leave, ask why they are crying. What are they worried about? If not, ask at the next opportunity. If welfare or safeguarding concerns emerge about the home environment you should report to a safeguarding professional like social services or the police. If need be, seek advice from England Netball.

Two young players come to you after practice and complain that the coach is driving them too hard. One says she is unhappy that the coach is contacting her almost daily asking her if she has been doing her shot practice and the other says coach hasn't picked her for the team next week because she missed a goal in the last match they played.

This is likely to be poor practice and a safeguarding issue. Establish more facts from other parents or players. Check also if contact is with parent's/carers' knowledge and consent. It should be reported to the affected club's safeguarding officer and/or committee and to England Netball.

Highest level

A 15-year-old girl at your club shows you some 'weird' messages on her phone. They appear to come from the father of another girl at the club. They are not sexual but are asking and sharing personal information.

This is indicative of sexual abuse or grooming so is clearly a safeguarding matter and could be a crime. You should advise the girl and her parent/carer to contact the police and to retain the material on the phone. Or you can report to the police on behalf of the family. Establish basic facts of what happened and who is involved. But don't *interview* the child. Consider also if the father has a role within the club or professionally that brings him into contact with other children. You do not need to report to England Netball unless dad is involved in the club or running netball.

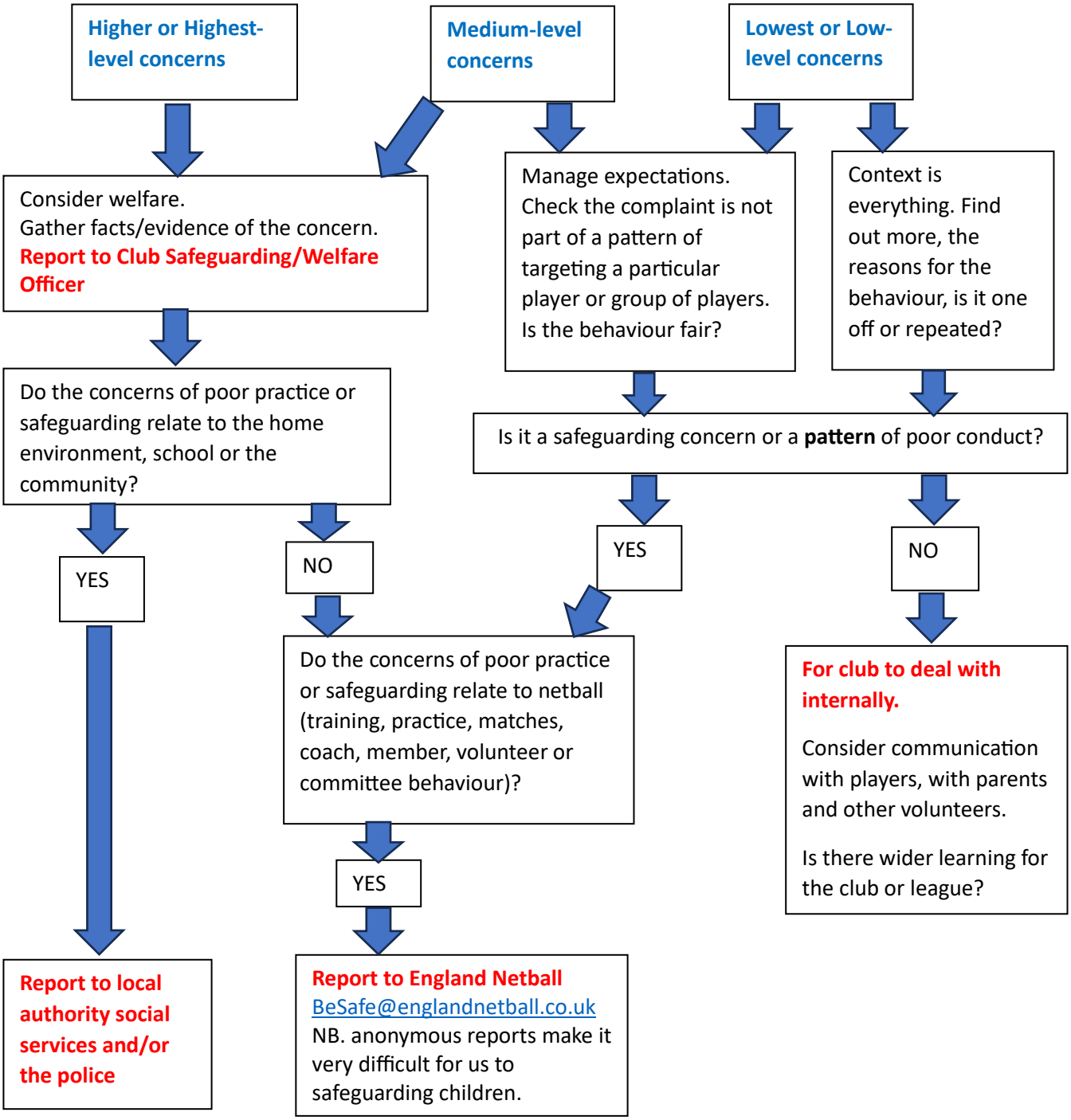
An adult with learning difficulties in your club discloses to you that their carer has stolen their benefit money.

This sounds like financial abuse and is a safeguarding issue and a crime. You should establish basic facts from the person – enough to understand roughly what happened and who is involved. Don't interview the person. Advise the person to report to the police and/or adult social services or offer to support them to do this. You do not need to report to England Netball.

Two players on opposing teams end up in a physical fight on the court causing scratches and bruises.

To an extent this depends on the seriousness of injury and the age of the children. This would not normally be a safeguarding issue though, unless the club or other officials deal with it so badly as to adversely affect the welfare of those involved. Practically you will need to check on the welfare of both players, treat any injuries and notify parents. Clubs/teams will have to take appropriate action under disciplinary regulations. It is up to involved parties whether they inform the police.

Concerns decision-making flow chart.



England Netball are always here for safeguarding advice: BeSafe@englandnetball.co.uk

More information at: England Netball | Safeguarding

ALWAYS RECORD ANY DISCLOSURES MADE, OR OBSERVATIONS OF POOR PRACTICE for future reference.