



ILFORD CRICKET CLUB

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From: Ilford Cricket Club Committee Sept 2021

Club Welfare Policy

We are a community recreational cricket club with an ethos of care and support to our members. Under the direction of an experienced Welfare Officer, the Welfare Team provides the eyes and ears of the welfare process. Police checks and other references are required for most volunteer roles and the club reserves the right to seek these for any member. Zero tolerance is practised in relation to breaches in some obligations, particularly in relation to the welfare of children and vulnerable adults.

A high level of awareness of the Club Welfare and Safeguarding Policy and role of The Safeguarding Officer is required.

Club members and their families are invited to comment on this Club Policy which will be periodically updated to reflect latest welfare practice including the procedures required to implement policy and evidence of compliance.

**Welfare & Safeguarding enquiries- contact Murali Nair, Safeguarding Officer
(+44 7720 424948)**

**Emergency (immediate risk)- contact Murali Nair (+44 7720 424948) or the
Police (999)**

The last update was in Sep 2021



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We have, and will continue to promote, strong welfare disciplines with modern policies and, most importantly, procedures to ensure that we deliver on them. In this regard, Welfare is the responsibility of the club's Management Committee which is required to appoint a Welfare Officer and ensure that adequate procedures are in place.

We take a tough attitude toward any behaviour that might spoil things for other members. We continue to have zero tolerance for abuse - particularly in relation to children and vulnerable adults - and discrimination. Our diversity is a strength, and we should keep it that way.

We are also seeking to extend our welfare team to include parents of our younger members. The membership age profile has become younger in recent years and we want to engage the parents and their peer groups to broaden representation. This initiative should help to widen the net for the ECB Whistle Blowing Policy which we fully support. Everyone must have an opportunity to talk, and to be heard. We are installing a new Chat Box facility to let us know what you think.



Section 1: Club Policy

1/1. Regulatory Environment and Compliance Obligation

The Club's aim is to adopt high standards of welfare care. It is a wide canvass focussing on measures to lessen the risk of physical and emotional abuse and what should be done if there are concerns. In doing so the Club relies heavily on the 'best practice' statements of the cricket and football ruling bodies, the England and Wales Cricket Board ('ECB') and the Football Association ('FA'). The Club has adopted the latest policies and practice guidelines of the ECB ('Safe Hands', <https://www.ecb.co.uk/safeguarding/policy-and-procedures> including 'The Safeguarding Kit Bag' <https://www.ecb.co.uk/safeguarding/safeguarding-resources>) and we have also given an undertaking to adopt subsequent amendments, which means that the Club has made a promise to continue to follow best practice.

The 'best practice' statements of the ruling bodies cover a wide range of topics including optimum pitch sizes and protective gear. These are all binding on the Club to the extent they are mandatory best practice, but they are not listed in this Club Policy, rather a link is provided to the narrative. Some of the requirements, particularly where some practical guidance maybe necessary, are referred to in this Club Policy.

1/2. Scope

Welfare covers all aspects of the safeguarding of members' participation in authorised club activities, including but not necessarily restricted to:

- The monitoring of Government, health authorities and the ECB announcements and recommendations on health pandemics which have and will continue to be communicated prominently to members.
- The identification of and compliance with appropriate policies and procedures to meet the regulatory requirements of the cricket ruling bodies, including disciplinary processes and related obligations, including the ECB's 'Safe Hands Management System' requirements.
- Ensuring that Club Officials and Members are fully aware of their obligations, that the Club carries out and evaluates required assessments and evidential processes to demonstrate that these obligations are met.
- Membership and volunteering including risk assessments, training, first aid and health & safety generally, volunteer screening including DBS checks, third party references and commendations.
- Management of adult and junior cricket coaching and matches including selection.



- Safeguarding including emotional wellbeing and mental health generally and child and vulnerable adults' protection.
- Communications and document retention both between club members and externally, having regard to confidentiality and Data Protection legislation

1/3. Membership: Rights, Obligations and Charters

Club members are bound by the Club Policy as a condition of their membership. Parents (an expression that includes legal guardians and child carers) of any junior member are responsible for the action/s of that junior member.

Only members or club guests will be allowed to participate in club activities. Attendance registers will be kept and maintained on busy practice sessions and or when mandatorily required for health monitoring purposes, for example as part of 'track and trace' legislation. Members must register their presence at the practice session before it commences. They may be asked to produce identification and any failure to do so may result in that member's termination of their participation in that event and/or future Club events.

Membership of the Club shall be open to anyone interested in the sport on application regardless of sex, age, disability, ethnicity, nationality, sexual orientation, religious or other beliefs, except as a necessary consequence of the requirements of the sport.

It is recognised that junior members under the age of eighteen and disabled members are particularly vulnerable and safeguarding their wellbeing will be of paramount importance.

The conduct of players and club appointed officials at cricket matches should meet acceptable standards of behaviour. To reinforce its resolve in relation to adult cricket, the Club has established and will maintain an internal disciplinary procedure to ensure that conduct meets 'best standards'.

Unacceptable behaviour includes substance abuse, bullying, verbal abuse (so called "sledging") and any other form of bad sportsmanship or conduct. For the avoidance

1/4. Health - Physical and Mental Wellbeing

The Club wishes to support the development of players of all abilities including, and whenever possible, those with health and learning difficulties. It is a requirement that appropriate medical advice relating to juniors must be first obtained and given to the appropriate club member responsible for deciding whether that member can participate in that match and the club shall rely on the information from parents in this regard.



It is a condition of junior membership that parents provide any relevant information (medical or otherwise) about their child to the Club. This is to be done on the membership registration form. Any developments and changes in medical circumstances must be notified to the Head of Junior Cricket in writing as soon as it is known.

Wherever practical, more than one adult should be in attendance when administering first aid. First aid equipment will be available at the Club's premises and be maintained by the club.

An accident/incident report, which should be retained for a minimum period of twelve months and which can be recorded electronically, is to be completed, normally by an adult team captain or junior team manager or coach on any player injured. Parents of juniors should be informed of any injury or illness. Whenever there is potentially serious injury or illness, particularly if contagious illness is suspected, the Club Welfare Officer should be immediately informed.

1/5. Volunteers: Selection, Training, Screening and Confidentiality

Volunteers (a description which includes all team managers, coaches, regular club umpires, scorers, other appointed adult helpers and adult team captains) must always display high standards of sportsmanship and conduct. Volunteers are expected to act as club ambassadors and should always lead by example.

1/6. Welfare Support Team

The Welfare Team shall determine the requirement of screening for volunteer suitability, for example police screening and/or other references.

Where required, volunteers should seek recognised coaching qualifications and they are responsible for attending refresher courses (in-house club ongoing training and/or external courses), keeping registrations and related insurance cover up to date and informing The Club Welfare Officer and The Head of Junior Cricket of any relevant matters relating to their suitability to continue in their role as volunteer. The Panel will be responsible for monitoring this process.

The interview and/or screening of volunteer suitability must be undertaken in a highly confidential way with care over document retention. Members and particularly volunteers will at times have access to personal information and they should be advised by the Club Welfare Officer on the Data Protection legislation obligations relating to the dissemination and archiving of such information.

The Welfare Officer or his/hers appointed representative will be responsible for compliance of the club's responsibilities for the submission and ongoing integrity of the ECB's 'Safe Hands Management System' and Data Protection legal obligations.

1/7 Premises, Coaching and Playing Environment



Wherever practicable volunteers should avoid being alone with a junior in the changing rooms or working with a junior in completely unobserved areas.

Everyone involved in club activities has a responsibility towards health and safety including safeguarding. Coaching and playing areas will be made as safe as possible whenever and wherever reasonably practicable.

No junior will be allowed to play hard ball cricket without appropriate adult supervision. Specifically, practice in the nets can only be conducted with the authority of team managers or coaches. Otherwise, attendance in the net area by any member is prohibited.

Appropriate protective clothing and kit must always be worn. For protection against the sun, suitable drinks must be taken, and appropriate sun cream applied, and caps or hats must be worn (see dress code below). Volunteers have the right to prohibit any junior from playing or practising if they are not satisfied that any of these requirements is met.

Junior members are encouraged to have their own kit. The Club cannot accept responsibility for loss of personal items of clothing or other items, which should be labelled with the member's name.

Where younger juniors require help with dressing, two adults should supervise, whenever possible.

Discrete and practical arrangements will be followed in respect of the use of changing facilities where juniors play in adult cricket. Where possible, separate changing rooms will be used but where this is not practical it may be necessary for players to change at home or to use suitable toilet facilities. Where male juniors share changing facilities with adults it is to be regarded as best practice for adults to give juniors the opportunity to change first and leave before adults change or shower. Mixed male and female changing facilities are prohibited. The attention of parents is specifically drawn to the practical issues arising from these arrangements.

Where any coach provides private coaching to club members either at the club's premises or other venues, the arrangements must be a matter of private agreement between the parties that do not involve the Club.

Match Selection of Juniors and Adults

Membership of itself does not necessarily entitle any member to automatic selection or to any level of involvement in matches.

Juniors over the age of twelve may be eligible for selection for adult matches. Parents will be consulted before juniors are selected.



The Club will agree and publish the conditions under which juniors are selected to play in adult cricket, so called 'mixed age cricket'. The Head of Junior Cricket will be responsible for communicating this policy Head of Cricket has responsibility for administering the said policy and keeping the Head of Junior Cricket informed of any issues relating to the suitability of any junior playing or continuing to play in mixed-age cricket.

Parental Supervision and Transport

Parents, or their nominated adults, are responsible for transporting juniors to the Club's premises or other venue wherever the match/club activity is to be held and collecting them at the end of sessions. Supervision outside these times is also a parental responsibility. Juniors under the age of ten must not be left unsupervised at any time. It is emphasised that parents, or their nominated adults, are always responsible for the transport arrangements of their children.

Sports Physical and Psychological Development.

The club's approach to player development recognizes the need for adequate levels of physical fitness and the potential introduction, and extension, of mental skills and mental toughness training. With an emphasis on positive growth and development to enable players to be the best they can be, appropriate in-house or external expertise may be necessary to help address the many unique physical and psychological demands of cricket and football.

Arrangements with externally recruited sports consultants will be subject to written agreement between the club and consultant and such agreement must require high ethical standards.

A minimum level of fitness is required to play cricket in competitive matches. Junior team managers or the Head of Junior Cricket of similar standing should discuss this with parents when considering their progress and future development. If the club has reason to believe that there may be a potential problem, for example a physical or mental disability or eating disorder, the Head of Junior Cricket should be consulted before the issue is discussed with the parent. A Panel Member with medical experience may be able to provide guidance to the club but under no circumstances should medical advice be given to members. The Club's aim is to support all members and their families so that the member can participate safely in the sport irrespective of their abilities.

Parents who do not wish their children to take part in coaching sessions involving sports psychology, delivered either by external sports psychologists or club coaches, must inform The Head of Junior Cricket and take responsibility for personally supervising their exclusion.

Photography, Video Recordings, Mobile Phones and Social Media



No unauthorised photography or video recordings will be permitted. The Club may authorise the taking of photographs for appropriate use in newspapers, clubhouse displays, website reports and the use of video recordings for coaching purposes. Parents who do not want their children to participate in authorised video recordings or photographs must inform The Head of Junior Cricket and take responsibility for personally supervising the exclusion of their child/ren.

The Club will make appropriate arrangements for the secure and confidential retention of pictures and video recordings and related coaching assessments. Such video recordings, which are the property of the Club, are subject to Data Protection legislation but they may be used for in-house training purposes, and sometimes with parental permission for PR purposes, but otherwise will be restricted to players and their families and relevant coaches.

Video recording and the taking of photographs in dressing rooms is prohibited. Mobile phones which may have cameras should not be turned on in dressing rooms.

It is strongly recommended that such mobile phones are not brought into dressing rooms.

Caution must be exercised on the communication on social websites and written media of offensive and inaccurate information and information that may have copyright implications including the redistribution and passing on of such information. Specifically, members should not make any public or media comment which is detrimental to the club, its members, other clubs, players, umpires and officials, guests or the game in general. The expression 'media' shall include press, radio, television, external including video recordings and interviews, and the club's websites, social networking sites and club communications.

Live streaming of junior matches is prohibited unless the agreement of parents/guardians of all players involved in the match is first obtained.

Where pictures or videos of children are published it is not permitted to indicate the child's name as a caption or in an accompanying article without their parents' expressed approval

Where an adult Volunteer wants to contact a junior member under the age of eighteen the communication should be made to the child's parent. There are some practical issues that may require a different approach, for example where a child communicates directly with an adult Volunteer or where the parent or carer cannot be contacted and, in some instances, where a blanket communication is required. In these circumstances it is essential that another adult volunteer is always copied into the correspondence

It is essential that members do not engage in private communications with children as this could be deemed as grooming.



It is important to separate social medium platforms between those designed for club communications and for personal contact, where distribution can be restricted to a few close recipients.

Club Policy is not intended to prohibit a climate of banter that may be conducted by members through official club social media outlets, but extreme care should be exercised to prevent misunderstandings and unintended offence. Attention is drawn to the many publicly expressed concerns about distinguishing between the fine line of banter and homophobic behaviour.

To reduce potential misunderstanding, wherever practical English should be the only language of communication during matches and coaching sessions. For the avoidance of doubt the club recognises and supports the use of other languages outside formal matches and coaching sessions.

Dress Code

Wherever and whenever possible players should be appropriately dressed when representing The Club. All players participating in all junior hard ball cricket competitions and in all adult cricket fixtures should wear whites (or alternative approved club colours for T20 matches) and a club cap and shirt, which should be tucked in. Caps should not be worn in the club bars.

Management of Club Policy

Someone to Talk To

To enhance a climate of 'someone to listen, everyone to be heard', the selection of volunteers, particularly the Welfare Team. Should where possible be from a representative range of members including the parents of juniors.

A requirement for most Welfare Team members is that they must be both visible and approachable. The Club is not qualified to provide professional health or emotional support, but the Club Policy is designed to encourage good lifestyles and to signpost where help may be available, for example 'Childline', and other community charities the Club supports.

All juniors and the Junior Volunteers (hereinafter referred to as "Junior Volunteers") who can obtain club recognition as a volunteer from the age of 13 years (school year 8), are encouraged to participate in decisions that affect their club membership and any other matters of concern. They may do this either directly or through their parents to an appointed Junior Volunteer representative or direct with their club manager /coach or by contacting a Panel Member.

The Panel will consider the practicalities of implementing a Junior Volunteer Charter

Welcome letters to members indicating what they can expect from their new or renewed membership and other community events the club supports, are to be



standard practice as the Club seeks to emphasise its inclusive and caring approach to member welfare.

Welfare Officer and Welfare Team

The Management Committee will appoint the club Welfare Officer who will lead a Welfare Team (hereinafter referred to as the "Welfare Team") to comprise any members of a Panel (hereinafter referred to as "Panel Members", "The Panel") and Welfare Support Members (hereinafter referred to as "Welfare Support Members"), in the numbers which the VSG deem appropriate in all the circumstances to manage, consider, investigate and/or take any appropriate action on all matters affecting Club Welfare and in accordance with complaints procedures that are described below (2/3). Welfare Team members may have or require specific training of a nature and/or serve for a defined event, for example as a member of a tour party.

The Welfare Officer (whose duties are contained in Appendix C below) will be a member of The Panel, with responsibility for ensuring that all volunteers are aware of the Club's best practise.

The Club's Cricket and Secretaries and/or The Head of cricket will be Panel Members.

The names of the Club Welfare Officer and other Welfare Team members will be prominently displayed in the clubhouses at Valentines Park, and on

the Club website at all material times. High level of awareness of the membership and role of The Welfare Team is required.

2/3. The Complaints Procedure

The club and its officers are not responsible for determining whether abuse has taken place but to report concerns to the Welfare Officer.

Welfare & Safeguarding enquiries- contact Murali Nair, Safeguarding Officer (+44 7720 424948)

Emergency (immediate risk)- contact Murali Nair (+44 7720 424948) or the Police (999)

Any adult or junior member and/or volunteer may be subject to disciplinary action.

There will be a minimum of any two Panel Members who will determine the appropriate action to be taken on conduct issues. However, The Panel inquiring into any complaint involving child protection must include The Club Welfare Officer and one or more other Panel Members.



All complaints on welfare shall be reported to The Club Welfare Officer who shall also be kept informed of any concerns by any Panel Members of any misconduct of any member.

The Club Welfare Officer and a minimum of one other member of The Panel may undertake a preliminary inquiry of any complaint of misconduct prior to the conclusion of their investigation and take any appropriate early action which is necessary in all the circumstances as known to The Panel at the time. This action may result in the suspension of that member/volunteer's attendance at the Club, pending the full inquiry.

If the complaint is referring to the protection of a child or vulnerable adult from abuse the accusation should be immediately referred to the Welfare Officer or, alternatively, if a member of the club suspects that children or vulnerable adults are being put at risk by the club it may be referred to the local authority designated officer.

2/4. Suspension and the Right of Appeal

In the event of a complaint being received about unacceptable conduct of a member (including any parent) and/or any volunteer, the Panel Members adjudicating the complained behaviour has the right to recommend the suspension or termination of any volunteer or family membership, and/or, take whatever action that is appropriate having considered all the circumstances.

In the event of any misconduct involving any adult member or any junior involved in any adult matches the Cricket Secretary and/or The Head of Boys cricket will adjudicate and have the same powers as The Panel.

Where The Panel or The Cricket Secretary or the Head of Boys cricket decide on any disciplinary action/s involving a junior member, the Head of Junior Cricket and the equivalent position for football should first be consulted.

Any appeal of the decision of The Panel or the Cricket Secretary must be made in writing to The Management Committee who may revoke, substitute or vary any penalty. Unless and until there are reasonable grounds to believe that a criminal offence may have been committed, the decision of The Management Committee will be regarded as final.



Section 2

Evidence, Reporting and Social Media Audit

Evidence and Reporting

The Management Committee will monitor welfare performance regularly. A 'standing agenda' item will require reports from the Welfare Officer or a nominated Panel Member on key information they may consider necessary from time to time, such information may include but not be restricted to details on any major welfare incidents including serious injury, health concerns including viral and other threatening developments, complaints, alleged abuse, conduct/suspensions and statistics on police and or other screening, welfare and first aid courses including attendance and outcome. Latest practice and recommendations and report on policy updates are also likely to be requested.

Regular reports will be required on all or some of these topics for the Cricket Secretary and Head of Junior Cricket according to their defined requirements.

Opinions are Important.

Sound Welfare practice is a responsibility of all members and the families of junior members whose opinion on the Club Policy is welcomed. A "Lets talk" box is placed in the Clubhouse at Valentines Park. It is designed to provide a forum to raise any issues of concern or uncertainty that have not been satisfactorily resolved by club officials All submissions will be acknowledged with a reply. P

Social Media Audit

Recognising concerns over potential Social Media abuse and related emotional harm, the Club Policy requires an annual audit on the club's capability and outcomes from a welfare perspective, to be carried out by a Volunteer who is considered by the

VSG to have the capability to carry such a review and who is independent of the Club's communications processes.

Confidentiality

While the Management Committee's remit is to look for evidence that its safeguarding responsibilities have been met, it is recognised that there may be occasions where preservation of confidentiality requires the non-disclosure to the Management Committee of certain key information including names. Club announcements on sensitive issues must be carefully considered with advice from the Welfare Officer and Club Chairman.



Appendices attached.

Appendix A

Family Charter

Our aim is to remain an accessible and friendly cricket club at the heart of our community, where we all feel welcome.

This charter forms part of the Club's Welfare Policy, which is a condition of membership, and participation at club events by families and guests.

Parents/guardians/carers are asked to:

- Discuss the importance of the members' charter with your child.
- Speak up if you have concerns or you are unsure, your opinion is important.
- Support the club's commitment to promote the enthusiasm, attitude and friendliness of our junior players and their parents. We want you and your children to feel at home at Wanstead and Snaresbrook Cricket Club.
- Support all our managers and coaches who give an enormous amount of time, commitment and care to the club and to your children. They are all volunteers.
- Reply to team managers' messages asking about your child's availability as soon as practicable recognising the time pressures managers often face to organise events.
- Respect the manager's team selections and decisions in a game.
- Support the mental health of all junior players through positive encouragement.
- Discuss your child's needs and progress with relevant club officials.
- Tell us, in confidence, of any medical needs and other issues (at home) likely to affect your child.
- Encourage but never force your child to play.
- Encourage your child to take responsibility for themselves when they are old

enough, including arriving on time with the required kit.

- Encourage your child to join the 'Junior Volunteers' from school year 8.
- Ensure that the club has your up to date contact information.



Appendix B

Welfare Officer Job Description

Our aim is to remain an accessible and friendly cricket club at the heart of our community, where we all feel welcome.

The Club's Welfare Policy sets out the responsibility of the Management Committee to look after the welfare of all its members at all material times. The Welfare Officer, who is responsible for, and reports to, the Management Committee on all aspects of Club Welfare including Safeguarding, leads the welfare team. Acting as the focal point to ensure that Club volunteers and members are made aware of their responsibilities, the Welfare Office's role is to ensure that necessary procedures are in place to meet the Club's welfare obligations, satisfactory outcomes are delivered and are reported to colleagues as directed by the Management Committee.

It is recognised that having regard to the large number of junior members and high level of activities at the Club, welfare including conduct and child protection is a collective membership responsibility. Awareness of welfare obligations which are communicated in a Members' Charter and a Family Charter, and compliance with the policy are conditions of club membership.

Having regard to the advice of the Welfare Officer, the Management Committee requires- through its Volunteer Steering Group- the appointment of a welfare team under the leadership of the Welfare Officer with specific authority, skills and training to support the welfare obligation. Maintenance and the implementation of the Club Welfare Policy is a key responsibility with a focus including but not necessarily restricted to:

- Acting as a focal point in respect of all club welfare issues including, where appropriate, contact with social services, statutory child protection agencies and case officers of regulatory bodies.
- Monitoring Government and health authorities' announcements and regulations on best practice to ensure that Club Officials and Members are fully aware of their obligations, that the Club carries out and evaluates required Risk Assessments and that the Club's obligations arising from these are met.
- The identification and compliance of appropriate policies to meet regulatory requirements of the cricket and football ruling bodies, including disciplinary procedures and the ECB 'Safe Hands Management System' and FA's 'Charter standard' requirements.
- Training, first aid and health & safety generally,
- Adult and junior cricket and football coaching and matches including selection
- Social and special events including community initiatives and UK and overseas tours.
- Safeguarding generally and child and vulnerable adult's protection, including



police checks, references and other screening processes

- Recording and communications both with club members and the outside world, having regard to confidentiality and Data Protection Legislation

The Welfare Officer will join the Volunteer Steering Group which advises the Management Committee on the suitability of volunteer appointments, appropriate screening and volunteer initial and ongoing training.

Updated, September 2021

