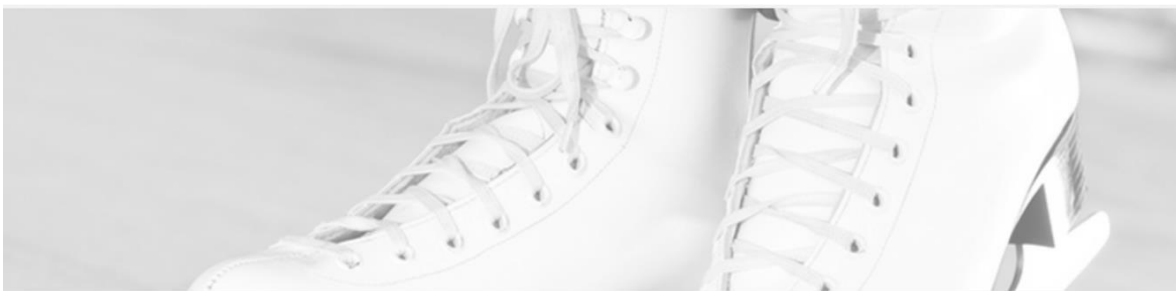


PARENTS HANDBOOK

Basingstoke Ice Skating Club



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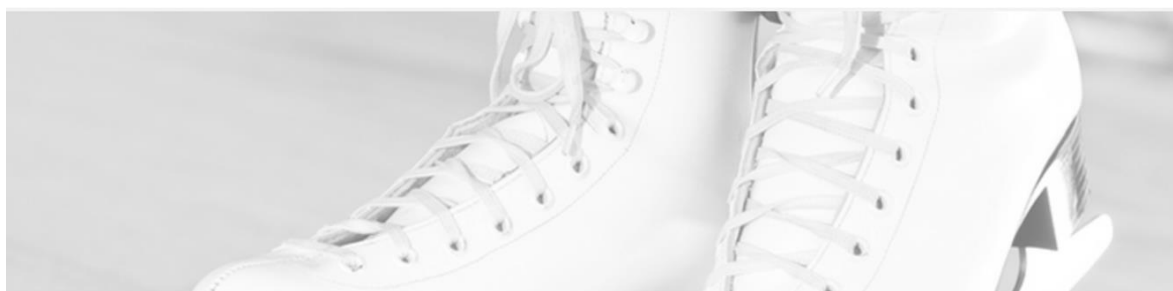
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CHAIRPERSON'S WELCOME

Welcome to Basingstoke Ice Skating Club

Basingstoke Ice Skating Club (BISC) is a self-funded organisation run by a voluntary committee, with members of all ages and abilities from beginners to Senior British Ladies Champion. The Club is an affiliated member of NISA, the governing body for ice skating in the UK.

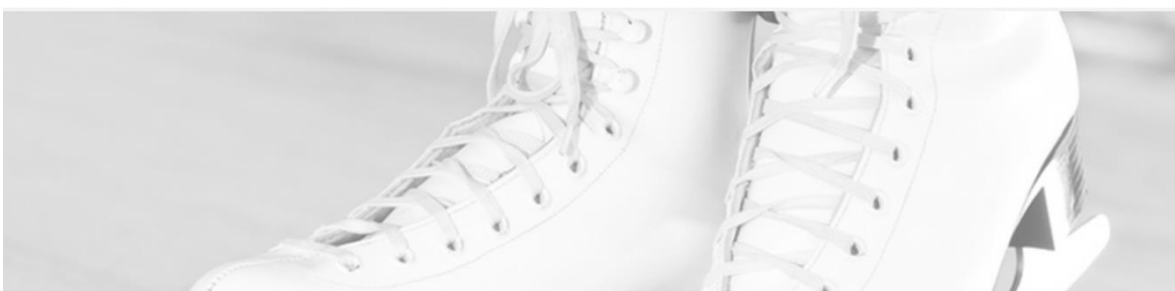
The Club is open to all skaters and provides for the disciplines of Figure, Ice Dance, Pairs and Synchronised Team Skating.

We don't offer individual/private lessons but you can find a list of the coaches who teach at Basingstoke on the Coaches page of our website (www.basingstokeiceskatingclub.co.uk).

Club Activities

Outside of our core club ice sessions, activities may include:

- Off ice ballet classes targeted to skaters on a monthly schedule
- On ice 1-2-1 ballet sessions enhancing choreography and interpretation
- Off ice fitness and conditioning
- Master classes with guest coaches
- Club/ Inter-club competitions
- Show team performances for the public
- Galas
- Trips, fund raising and social activities



Club Ethos

As per the Club Constitution, the aims and objectives of the club will be:

- To offer coaching, social and competitive opportunities in ice skating
- To promote the club within the local and ice skating communities
- To ensure a duty of care to all members of the club
- To provide all its services in a way that is fair to everyone

The committee is always welcoming to volunteers who are able to lend their skills to the running of the club, whether that be as small as helping tie someone's laces or helping put a jacket on to as large as serving on the committee in a substantial role.

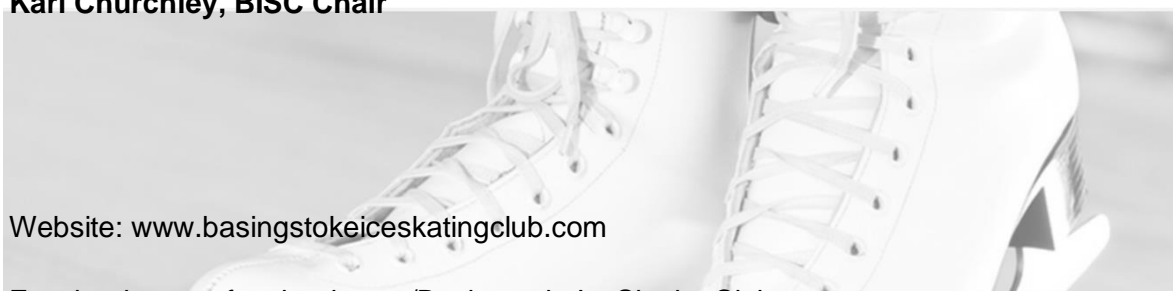
Everyone's contribution as a parent, carer, skater or volunteer is vital to our success. By everyone working together, we strengthen our community, grow our club and improve every member's skills in the most positive way possible.

No organisation is perfect but BISC will constantly strive to offer as many opportunities they can to as many members as they can, as long as the activities are age, skill and developmentally appropriate. Different events, competitions and sessions will appeal depending on your stage in a skater's pathway. **If you have a great idea or any area of concern, please tell one of the committee.** Good or bad, we want to hear: unless we know, we can't make the changes that need to happen.

Finally, it is vital for all members to adhere to club ice etiquette at all times. Please ensure you and/or your child understands and follows this. It allows you to stay safe and have the most enjoyment from club.

I hope you enjoy your time in our club as part of your time in this wonderful sport,

Karl Churchley, BISC Chair



Website: www.basingstokeiceskatingclub.com

Facebook: www.facebook.com/BasingstokeIceSkatingClub

ABOUT NISA

NISA is recognised by the Sports Councils (UK Sport, Sport England, Scottish Sports Council, Sports Council for Wales and Sports Council for Northern Ireland) as the governing body of ice skating in the UK. It is affiliated to the International Skating Union (ISU), the international governing body for ice skating disciplines. The National Ice Skating Association of UK (NISA) is one of the oldest governing bodies in the UK, being founded as the National Skating Association of Great Britain (NISA) in February 1879. The NSA took part in founding the ISU. NISA's current functions can be summarised as follows:

- Membership subscriptions and servicing
- Test systems
- Coach education
- Judge/official education
- Major event management
- World Class programmes

NISA has more than 6,000 members and is responsible for both Figure Skating (singles, pairs, dance and synchronized) and Speed Skating (short track) ice skating disciplines.

More than 70,000 skaters complete the NISA accredited Learn to Skate programme (Skate UK) every year, which is available from the majority of ice rinks across the UK and available for both youngsters and adults.

NISA is a company limited by guarantee (Registration number 2677064) and is controlled by an elected Board of Directors all of whom work on a voluntary basis for the Association.



NISA Mission Statement

The National Ice Skating Association is the Governing Body for ice skating in the UK. Its mission is to promote, develop and support all ice skating disciplines, within a safe and constructive environment that provides participants the opportunity to fulfil their potential and personal goals, within a recreational, fitness or competitive activity.

“Skate for Fun, Skate for Gold”, Skate for Life



MEET THE CLUB OFFICIALS



Karl Churchley Chairman/Child safeguarding officer/
DBS Checked



Rob Williams Treasurer/First aider/Safeguarding
trained/DBS Checked/



Helen Weedon Secretary/Adult rep/Event
organiser)/DBS Checked



Nick Mortimore Membership secretary/First Aider



Alicia Sabat Committee member (learn to skate levels
rep)

CLUB INFORMATION

Club Ice

Club runs every Friday evening and consists of practice ice and a coach led edge lesson.

The edge lesson focuses on developing edge and skating skills, control, technique, performance, execution and musical interpretation. Classes are tailored to suit all ages and abilities and provides a fun safe and supportive learning environment.

The free skate practice time is an opportunity for skaters to put into practice what they have just learnt, ask questions, socialise with friends and is also the perfect opportunity for competitive skaters to run their programs if required.

BISC asks that all skaters are courteous of each other at all times and follow the Skaters Code of Conduct and Ice Etiquette.

Ice Times

Every Friday...bar some bank holiday weekends

5.45 - 6.30pm Group Edge class (All ages and ability)

It should be noted that times may vary throughout the year when events/club competitions are held.



MEMBERSHIP

You can join the club online at <http://basingstokeiceskatingclub.co.uk/join>. All member details are stored in a secure password protected website to comply with data protection and safeguarding regulations. Alternatively, a club membership form is found at the sign in desk during club times which needs to be completed and returned to the club secretary along with the relevant payment.

Membership Categories

BISC provides a membership scheme with equal access to all. **You all use the same ice so we feel you should all have the same great value membership**, irrespective of age or ability. We offer a discounted rate to full time students over 16 living away from home so you can use the club during holidays from study.

We also support Basingstoke's competitive skaters by awarding honorary annual membership to those skaters who qualify for the British Championships in the fields of Singles, Solo Dance, Dance and Pairs.

Costs

Junior/adult **£240** per member per year, payable as an upfront lump sum or a 12 month £20 standing order (**to be paid between the 1st and 10th of the month**).

16 and over student away from home **£75** per member, limited to 15 sessions per year, payable in full

Pay as you go **£10** per session payable at the start of the session

There is a £25 joining fee for all new members which contributes towards the cost of insurances etc.

Payment via standing order:

The BISC account is held with HSBC

Account Number: 11420941.

Sort Code: 40-42-19.

Please use the skater's name as a reference.



Insurance

Basingstoke Ice Skating Club holds a club membership with NISA that includes Public Liability Insurance cover for ice skating recognised activities. The club also has personal accident insurance with Perkins Slade for its members during club activities.

Levels and passes

Please update the system online when you pass a level of Skate Excellence or NISA tests. We often structure events based on these results so accurate info on the website helps save the committee time when setting up these events.



SAFEGUARDING

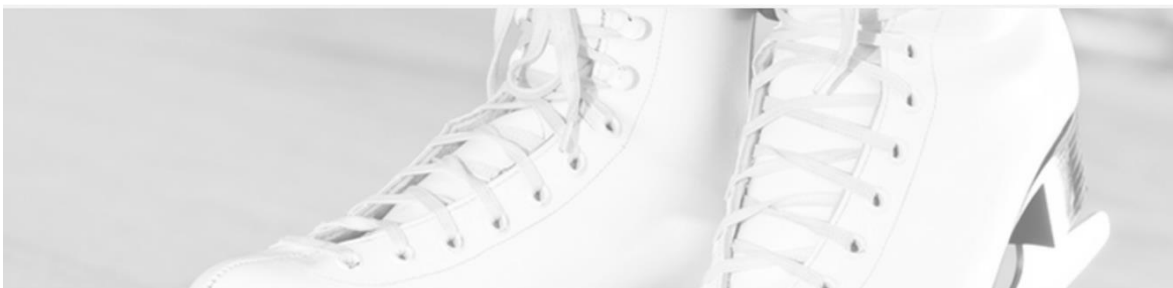
Basingstoke Ice Skating Club

Sport can and does have a very powerful and positive influence on people – especially young people. Not only can it provide opportunities for enjoyment and achievement; it can also develop valuable qualities such as self-esteem, leadership and teamwork. These positive effects can only take place if sport is in the right hands, namely in the hands of those who prioritise the welfare of all children and young people and vulnerable adults and adopt practices that support, protect and empower them.

NISA has a duty of care, based in law and guidance, in order to safeguard all skaters from abuse. We believe that every person has the right to feel safe and be protected from any situation or practice that could result in him or her being physically or psychologically harmed. It is essential that the people we work with do not feel threatened or abused by anything we say or do and this policy sets out the safeguards we have in place to protect them from abuse. It is also essential that they themselves are aware of the safeguards we have in place and to know where to go should they have concerns of this nature. Every person involved in ice skating has therefore a legal and moral responsibility to protect children and young people from abuse.

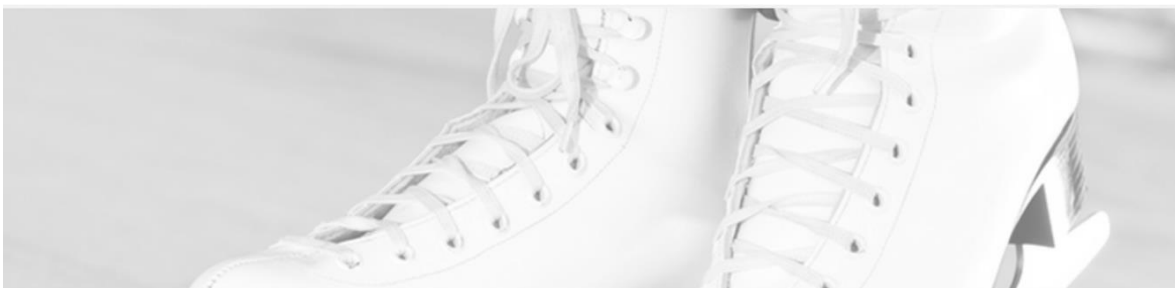
NISA is committed to safeguarding the well-being of the children and young people, vulnerable adults, parents, carers, coaches, staff and volunteers who are involved in the organisation. We recognise that children and young people have rights as individuals and should be valued, listened to and treated with respect. All children and vulnerable young people are at risk of abuse and we therefore aim to achieve excellent standards of safeguarding in all areas.

<http://iceskating.org.uk/is/assets/File/Safeguarding%20and%20protecting.pdf>



All NISA affiliates and members will:

- Accept the moral and legal responsibility to implement procedures to provide a duty of care for young people and vulnerable adults, safeguard their wellbeing and protect them from harm;
- Respect and promote the rights, wishes and feelings of young people and vulnerable adults
- Recognise that some young people and vulnerable adults face additional barriers to getting help because of increased vulnerabilities which could include their ethnicity, gender, age, religion, disability, sexual orientation, social background or culture
- Ensure they adopt best practice to safeguard and protect young people and vulnerable adults from abuse and to reduce the likelihood of allegations being made against themselves
- Accept and abide by the safeguarding policy and procedures and the NISA code of ethics and conduct as well as all other policies, procedures and guidance respond appropriately to any complaints about poor practice or allegations of abuse.



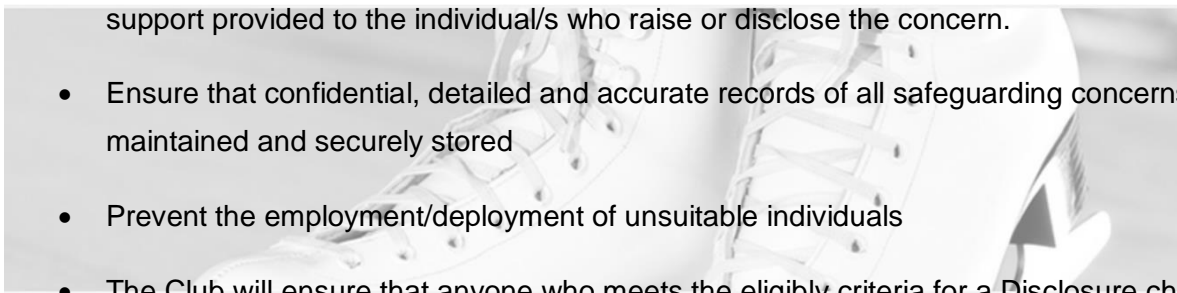
We are committed to recruiting staff, coaches and volunteers safely, ensuring all the necessary checks are made. We recognise and promote that all staff, committee members and coaches in paid and voluntary positions have a duty to prevent the abuse of children and vulnerable adults and report any safeguarding concerns to the relevant person. NISA will share concerns with agencies that need to know, involving parents, carers / enablers, children and vulnerable adults appropriately. This document sets out the policy, case management processes and reporting procedures for all staff, coaches or volunteers when engaged in skating activities with children and young people. Any complaint about the way that NISA has handled a particular safeguarding concern will be logged through our Complaints Policy and addressed by the relevant team.

BISC acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and NISA requirements.

The policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children;

As part of our safeguarding policy BISC will:

- Ensure all Club coaches, helpers and officials working with young people should read and adhere to the NISA Safeguarding Children and Young People Policy. The Club will follow the guidance of the policy in the event of any concerns or allegations
- Promote and prioritise the safety and wellbeing of children and young people
- Ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people.
- Ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern.
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- Prevent the employment/deployment of unsuitable individuals
- The Club will ensure that anyone who meets the eligibility criteria for a Disclosure check will not be deployed until a satisfactory check has been returned



- Ensure robust safeguarding arrangements and procedures are in operation
- The Club will obtain written contact, and medical details of all club players which will be made known to coaches, where deemed appropriate and/or necessary
- The Club will identify a person whose role it is to deal with any issues concerning Child Protection and Harassment (Club Welfare Officer) and notify this person to all members. Anyone with concerns with respect to Child Abuse or Harassment should contact that person. If that person is unavailable they can contact the NISA Lead Safeguarding Officer
- The policy and procedures will be widely promoted and are mandatory for everyone involved in BISC. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the Club



Safeguarding Roles & Responsibilities of the Club

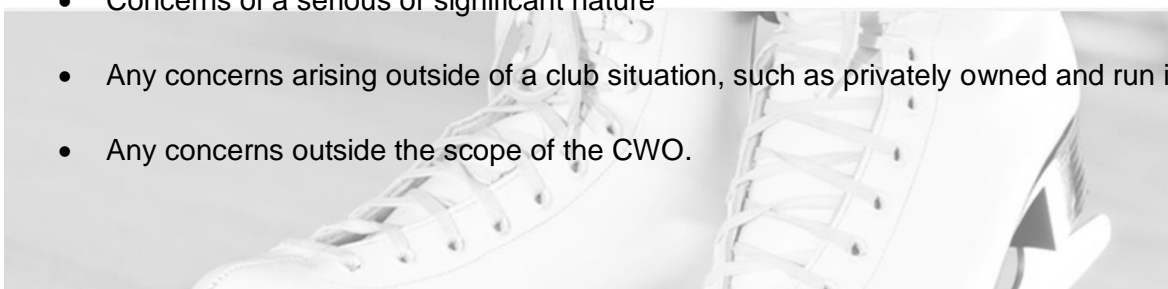
Club Welfare Officer (CWO)

The Club Welfare Officer is the person appointed at club level and provides the essential point of contact for welfare within the club. The CWO is the person who has responsibility for receiving and acting upon concerns reported to them within the club setting. The club Welfare Officer should be selected for their skills and knowledge, such as being able to handle safeguarding matters in an appropriate and confidential manner. They should be approachable for any concerns regarding safeguarding and be appropriately supported by other members of the club. The CWO will report concerns to the SLO and offer advice at a club level where safeguarding concerns have arisen. Along with the club committee and rink management, the Club Welfare Officer should ensure that the club is adopting and implementing the safeguarding policy. Clubs are advised to ideally have two Club Welfare Officers, with at least one not holding a coaching position or being related to a coach at the Club.

NISA Safeguarding Lead Officer (SLO)

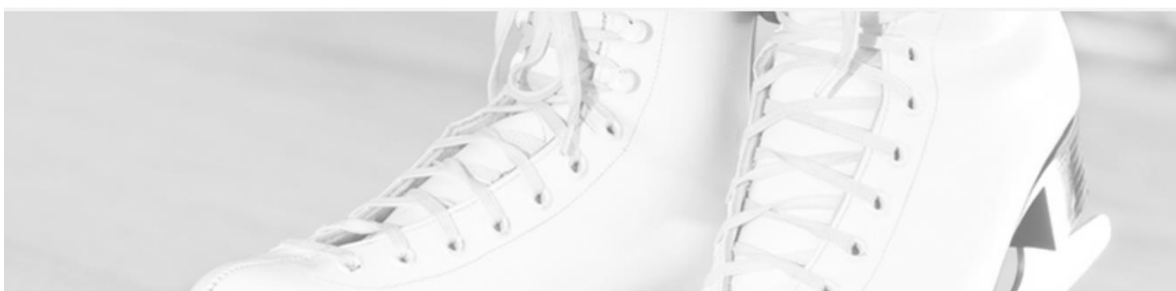
Every sports organisation should designate a person to promote the welfare of children and vulnerable adults within the sport. The role includes liaising with the DBS recruitment process, co-ordinating the dissemination of relevant safeguarding policies, procedures and resources as well as supporting Club Welfare Officers in their roles. The SLO also provides support for the NISA board, as well as managing the administration of cases of poor practice/abuse within the sport and contribution to the Case management panel when cases arise. This includes being the central point of contact for enquiries such as from complainants, the LADO, Children's Social Care and/or the Police. The SLO is the NISA national lead for receiving and acting upon concerns of a safeguarding nature. This person will receive concerns about:

- Unacceptable behavior of a member of staff or volunteer towards a child
- Unacceptable behavior towards a child by someone within a club setting
- Concerns of a serious or significant nature
- Any concerns arising outside of a club situation, such as privately owned and run ice rinks
- Any concerns outside the scope of the CWO.



Further information can be found in the Safeguarding and Protecting Young People policy

<http://iceskating.org.uk/is/assets/File/Safeguarding%20and%20protecting.pdf>



CODE OF CONDUCT – ICE SKATERS

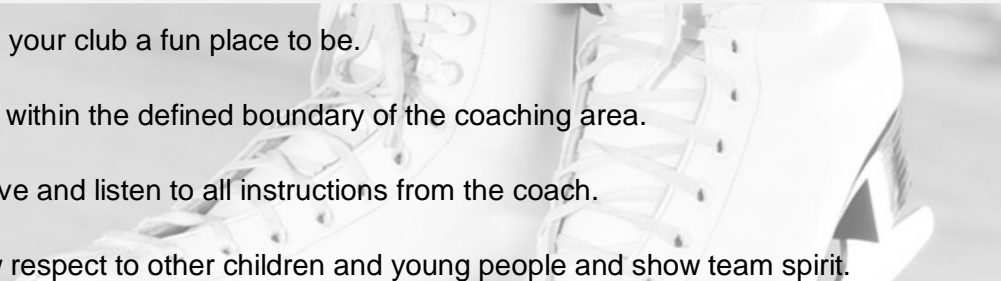
Code of conduct for children and young people

The Club is fully committed to safeguarding and promoting the wellbeing of all its members. The club believes that it is important that members, coaches, administrators and parents associated with the club should at all times show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the club with Karl Churchley.

Sports clubs should offer a positive experience for children and young people and where they can learn new things in a safe and positive environment.

As a member of The Club you are expected to abide by the following junior code of practice:

Children and young people are expected to:

- Be loyal and give their friends a second chance.
 - Be friendly and particularly welcoming to new members.
 - Be supportive and committed to other team members, offer comfort when required.
 - Keep yourself safe.
 - Report inappropriate behaviour or risky situations for youth members.
 - Be fair and be trustworthy
 - Respect coaches, judges and accept decisions.
 - Show appropriate loyalty and be gracious in defeat.
 - Respect opponents.
 - Not cheat or be violent and aggressive.
- 
 - Make your club a fun place to be.
 - Keep within the defined boundary of the coaching area.
 - Behave and listen to all instructions from the coach.
 - Show respect to other children and young people and show team spirit.
- Take care of equipment owned by the club.

- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background or religious beliefs or sexual identity.
- Refrain from the use of bad language or racial/sectarian references. This includes bullying using social media or texting.
- Not get involved in inappropriate peer pressure and push others into something they do not want to do
- Keep to agreed timings for training and competitions or inform their coach if they are going to be late.
- Wear suitable clothing and footwear
- Pay any fees for training or events promptly.
- Not smoke on club premises or whilst representing the club at competitions.
- Not consume alcohol or drugs of any kind on the club premises or whilst representing the club.

Children / Young People have the right to:

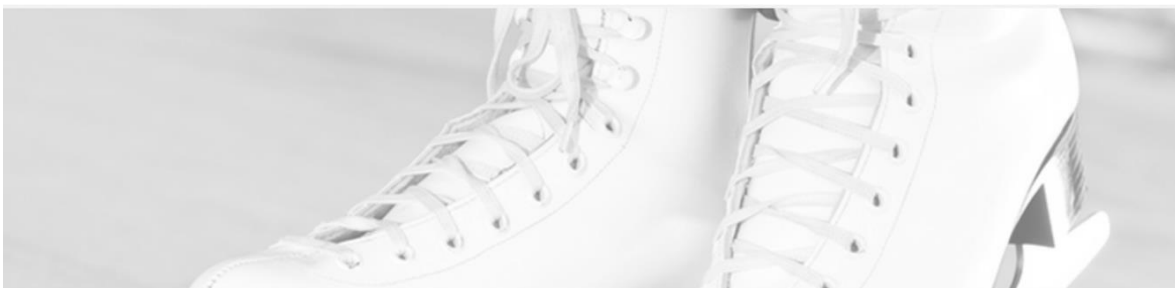
- Be safe and happy in their chosen activity
- Be listened to
- Be respected and treated fairly
- Privacy
- Enjoy your sport in a protective environment
- Be referred to professional help if needed
- Be protected from abuse by other member or outside sources

- 
- Participate on an equal basis, appropriate to their ability
 - Experience competition and the desire to win
 - Be believed
 - Ask for help

- Have any concerns taken seriously and acted upon

Any minor misdemeanors and general misbehaviour will be addressed by the coach and reported verbally to the designated person. More serious or persistent misbehaviour may result in disciplinary action and potentially dismissal from the club/sport. Parents will be informed at all stages.

Disciplinary action can be appealed to the coach with final decisions taken by the club committee or referred to NISA depending on the disciplinary procedures within the sport.



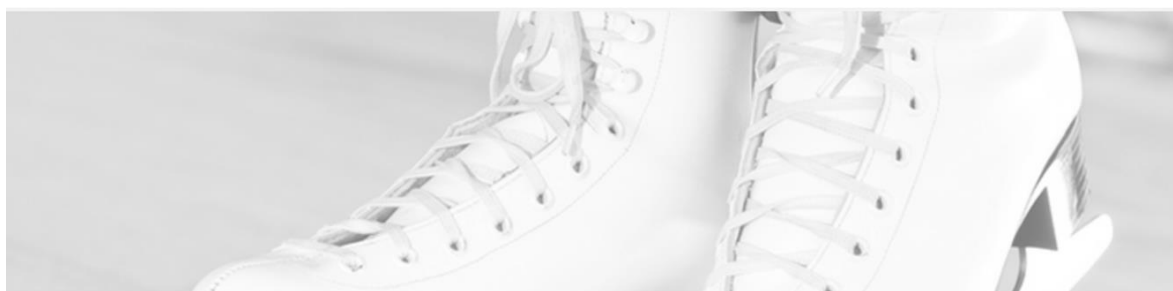
CODE OF CONDUCT – PARENTS/CARERS

Parents play an essential part in a child's enjoyment of sports, to help your child have a positive experience remember to:

- Focus on what your child wants to get out of sport
- Be the best role model you can be
- Help your child achieve their potential
- Be respectful of other children and coaches
- Communicate with the coach and Club

As parents, you are expected to:

- Positively reinforce your child and show an interest in their chosen activity
- Do not place your child under pressure or push them into activities they do not want to do
- Complete and return the Registration, Medical and Consent Form pertaining to your child's participation with the Club
- Be responsible for ensuring your child arrives and is collected punctually before and after sessions/competitions/events
- Ensure your child has appropriate kit and clothing. Any child not in possession of the fundamental requirements will not be permitted to participate
- Detail any relevant medical concerns or conditions pertaining to their child on the registration/consent form. Any changes in the state of the child's health should be reported to the coach or Club staff prior to the activity
- To inform the coach prior to the activity starting if your child is to be collected early



- Encourage your child to play by the rules, and teach them that they can only do their best
- Ensure that your child understands their code of conduct
- Behave responsibly whilst spectating; do not embarrass your child
- Show appreciation and support the coach
- Be realistic and supportive
- Ensure your child has appropriate showering equipment, plus adequate food and drink when necessary
- Accept the decisions of coaches, judges and other officials
- Promote your child's participation in participating for the love and fun of the sport

As a parents/carer you have the right to:

- Be assured that your child is safeguarded during their participation in sport
- Be informed of problems or concerns relating to your children
- Be informed if your child is injured
- Have your consent sought for participation in event, trips and competition
- Have your consent sought for participation in film or photography
- Contribute to decisions within the Club
- Have any concerns about any aspect of your child's welfare listened to responded to



In addition, BISC asks you to also to NOT

- Use abusive, threatening behaviour in Club time or events.
- Use language or gestures which may cause a skater to lose self-esteem or confidence
- Consume alcohol or drugs of any kind in Club time or arranged events.
- Post video or pictures on social media that have been taken in Club time or arranged events without agreement of all parties involved. All photography is prohibited in the changing rooms.
- Represent the Club in the media - Newspapers/Magazines/TV/Radio/Social Media without prior written consent from the Chairman of BISC
- Leave a skater under the age of 14 years at the rink in Club time or events without a responsible adult being in charge of them and being in a position to make medical decisions on behalf of you and your Child. Ensure that you complete and sign the slip available from the Club registration desk, providing full details of the person you have entrusted your child to and such person must also sign the slip confirming their agreement to taking full responsibility for your Child until you return. Emergency contact details must be provided on the slip. **Committee members on duty during Club Ice or Events are unable to take on this responsibility.**
- Openly criticise other skaters' performance in Club time or arranged events.
- Complain or argue with decisions during practise or competitions.

Any breaches of this code of conduct will be dealt with immediately by a Designated Person. Persistent concerns or breaches may result in you being asked not to attend events if your attendance is considered detrimental to the welfare of young participants.



CODE OF CONDUCT – COACHES, CLUB STAFF AND VOLUNTEERS

Coaches and volunteers involved in sport for children and young people have a great opportunity to be a positive role model and help build an individual's confidence.

Staff and volunteers are expected to:

- Ensure the safety of all children by providing effective supervision, proper pre-planning of coaching sessions, using safe methods at all times
- Consider the wellbeing and safety of children before the development of performance
- Encourage children to accept responsibility for their own performance and behaviour
- Treat all children and young people fairly and ensure they feel valued. Have no favourites
- Encourage all children not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability
- Not allow any rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour
- Appreciate the efforts of all young people and do not push individuals unnecessarily. Never exert undue influence over performers to obtain personal benefit or reward
- Always be positive, approachable and offer praise to promote the objectives of the Club
- Not let any allegations of abuse of any kind or poor practice to go unchallenged or unrecorded. Incidents and accidents to be recorded in the line with the Club's procedures. Parents must be informed
- Never use sanctions that humiliate or harm young people.
- Report accidents or incidents of alleged abuse or poor practice to the designated person
- Administer minor first aid in the presence of others and where required refer more serious incidents to the Club "first aider"
- Have access to telephone for immediate contact to emergency services if required
- Foster team work to ensure the safety of youth members in their care
- Ensure the rights and responsibilities of youth members are enforced

- Establish and address the additional needs of disabled children or other vulnerable groups
- Not abuse members physically, emotionally or sexually
- Not engage in a sexual relationship with a young person for whom they are responsible
- Maintain confidentiality about personal or sensitive information
- Respect and listen to the opinions of young people
- Take time to explain coaching techniques to ensure they are clearly understood
- Develop an appropriate working relationship with participants, based on mutual trust and respect
- Be a role model, displaying consistently high standard of behaviour and appearance (disciplined/committed/time keeping), remember children learn by example
- Refrain from smoking and consumption of alcohol during club activities or coaching sessions
- Never condone rule violations, rough play or the use of prohibited substances
- Not spending excessive amounts of time alone with children unless in exceptional circumstances
- Never taking children to their home
- Not administering First Aid involving the removing of children's clothing unless in the presence of others
- Hold appropriate valid qualifications and insurance cover
- Make the sport/activity fun



Staff and volunteers have the right to:

- Access on-going training and information on all aspects of leading/managing activities for youths, particularly on Safeguarding
- Support in the reporting suspected abuse or poor practice
- Access to professional support services
- Fair and equitable treatment by NISA and the Club
- Be protected from abuse by children/youths, other adult members and parents
- Not to be left vulnerable when working with children

Any minor misdemeanours and general misbehaviour will be dealt with immediately and reported verbally to the designated person. Serious or persistent breach of the code will result in disciplinary action and could lead to dismissal from the club/sport.

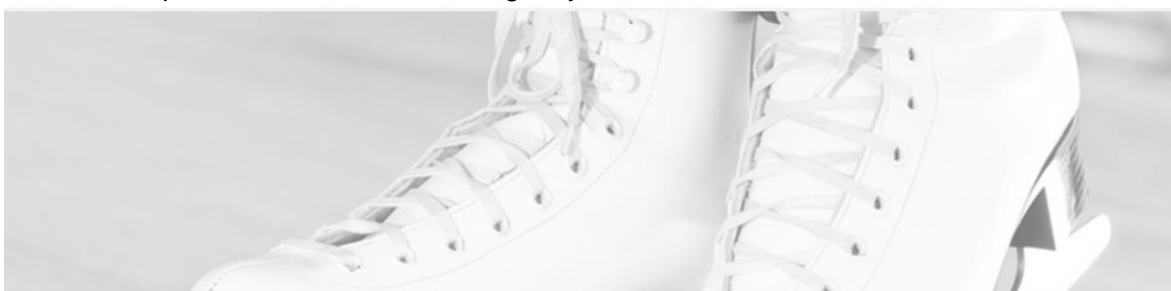
Dismissals can be appealed by the coach/volunteer with final decisions taken by the Club committee or referred to the governing body depending on the disciplinary procedures within the sport.

Emergency action and first aid

All coaches, staff and volunteers should be prepared with an action plan in the event of an emergency and be aware of our First Aid Procedures

This will include:

- Access to first aid equipment
- Telephone contact if the participant is a minor
- Telephone contact to the emergency services

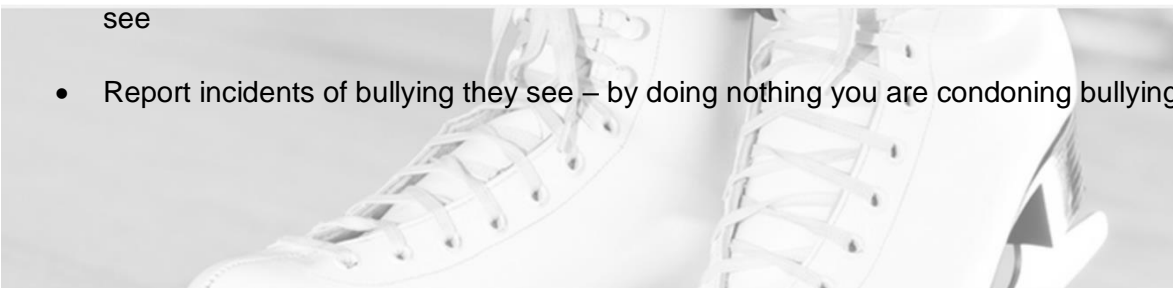


The Club will:

- Recognise its duty of care and responsibility to safeguard all participants from harm
- Promote and implement this anti-bullying policy in addition to our safeguarding policy and procedures
- Seek to ensure that bullying behaviour is not accepted or condoned
- Require all members of the club to be given information about, and sign up to, this policy
- Take action to investigate and respond to any alleged incidents of bullying
- Encourage and facilitate children and young people to play an active part in developing and adopting a code of conduct to address bullying
- Ensure that coaches are given access to information, guidance and/or training on bullying.

Each participant, coach, volunteer or official will:

- Respect every child's need for, and rights to, a play environment where safety, security, praise, recognition and opportunity for taking responsibility are available
- Respect the feelings and views of others
- Recognise that everyone is important and that our differences make each of us special and should be valued
- Show appreciation of others by acknowledging individual qualities, contributions and progress
- Be committed to the early identification of bullying, and prompt and collective action to deal with it
- Ensure safety by having rules and practices carefully explained and displayed for all to see
- Report incidents of bullying they see – by doing nothing you are condoning bullying.



BULLYING

Every child has the right to participate in ice skating free from the fear of bullying. Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

Bullying has the potential to cause permanent harm (physical, emotional or psychological). Clubs should take steps to prevent bullying behaviour wherever possible and respond to incidents when they occur. A preventative approach means that sport is playing its part to create an environment and society in which people treat each other with respect.

Bullying can take the form of:

- Verbal: name calling, teasing, threatening, spreading rumours, sarcasm, racist taunts, homophobic bullying, graffiti and gestures
- Physical: hitting, kicking, punching, spitting, stealing/breaking belongings
- Emotional: ignoring, hurtful emails/text messages/social media posts, excluding from activities, tormenting, ridiculing, humiliating.

Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture.

Bullies come from all walks of life; they bully for a variety of different reasons and may even have been bullied or abused themselves. Typically, bullies can have low self-esteem, be excitable, aggressive or jealous. The competitive nature of sport can make it an ideal environment for the bully. The bully in ice skating can be:

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

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children, young people and vulnerable adults, to the extent that it affects their health and development or, in extreme cases, causes them to self-harm or consider suicide.

There are a number of signs that may indicate a person is being bullied. These signs may indicate other problems or be a reaction to other events in a child or young person's life but the possibility of bullying should be considered:

- Sudden reluctance to go to activities such as training or events that they used to enjoy or a drop off in performance/attendance
- Regularly feeling ill before training or events
- Physical signs such as stomach-aches, headaches, difficulty in sleeping, bedwetting, scratching and bruising, coming home with damaged equipment or clothes
- Behavioral changes such as becoming withdrawn, anxious, clingy, depressed, tearful, aggressive, unreasonable
- Start bullying others; a shortage of money or frequent loss of possessions
- In more extreme cases, they might stop eating, start stammering, cry themselves to sleep, have nightmares, run away or threaten/attempt suicide.



Homophobic bullying

Lesbian, gay and bisexual (LGB) people may face homophobic bullying. Homophobia is often driven by a lack of understanding which only serves to strengthen stereotypes and can lead to actions that cause LGB people to feel excluded, isolated or undervalued.

Adults bullying children or young people

Serious cases for example if the bullying included physical abuse or racist name calling, may be considered abuse and so may be referred to the Police or Children's Social Care.

The adult should receive clear guidance on how their behaviour needs to be modified and monitored to ensure this is achieved.

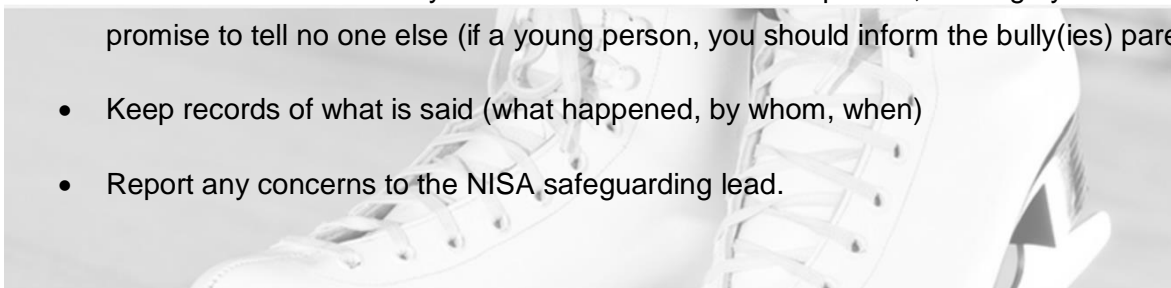
Support for the Victim and the bully

The bully will need support to help them realise why their behaviour is wrong and assistance to change their behaviour. NISA should involve the bully's parents and the young person's school (if appropriate) in ensuring their behaviour is improving and any problems which may have caused them to bully are being addressed.

The victim's parents should be involved and they should be supported to ensure they feel able to remain in the programme.

Action to Help the Victim and Prevent Bullying

- Take all signs of bullying very seriously
- Encourage all children to speak and share their concerns. Help the victim to speak out and tell the person in charge/someone in authority. Create an open environment
- Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else (if a young person, you should inform the bully(ies) parents)
- Keep records of what is said (what happened, by whom, when)
- Report any concerns to the NISA safeguarding lead.



Action Towards the Bully(ies):

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behavior. Seek an apology to the victim(s)
- If the bully is a young person, inform the bully(ies) parents
- Insist on the return of borrowed items and that the bully(ies) compensate the victim
- Impose sanctions as necessary
- Encourage and support the bully(ies) to change behaviour
- Hold meetings with the families to report on progress
- Inform all organisation members of action taken
- Keep a written record of action taken.

Useful websites: www.bullying.co.uk www.beatbullying.org



CLUB COMPLAINTS & DISCIPLINARY PROCEDURE

The welfare of the child is paramount to the Club. In order to assist the NISA and the Club in upholding this principle you are asked to submit any complaints or concerns using the online form. When completing the form please give full names and their Club roles. Concerns may be about the behaviour of any child or adult involved or spectating at your Club and could include:

- General concerns about a child's welfare
- Concerns related to a safeguarding incident e.g. bullying or poor practice
- Concerns, suspicions or allegations of misconduct
- Breaches of the NISA Safeguarding Policy
- Allegations of abuse made by or against any child or adult

If you would like further details of recognition, responding and what should be reported please refer to the NISA Safeguarding Policy (Section 2) which can be found on Safeguarding pages of the NISA website:

<http://www.iceskating.org.uk/index.cfm/work-force-coaching/safeguarding/>

To discuss a specific concern or issue please contact the Club Welfare Officer or NISA Lead Safeguarding Officer in the first instance.



USEFUL CONTACTS

Organisation	Contact details
NISA	National Ice Skating Association Grains Building - High Cross Street - Nottingham - NG1 3AX Office: 01159888060 www.iceskating.org.uk
NISA Lead Safeguarding Officer	Michelle Draper; Mobile: 07535041881 Office: 01159888060
NSPCC Helpline (24 hours)	Tel: 0808 800 5000 Website: www.nspcc.org.uk
NSPCC – Child Protection in Sport Unit (CSPU)	Tel: 01162 34 7278, E-mail: cpsu@nspcc.org.uk
LSCB (Local Safeguarding Children’s Board)	Website: www.safenetwork.org.uk
Victim Support Helpline:	Tel: 0845 3030 900 Website: www.victimsupport.org.uk
Child line	Tel: 0800 1111 Website: www.childline.org.uk

