



THE QUEEN'S CLUB

SAFEGUARDING GUIDANCE FOR LIVESTREAMING ACTIVITIES (Coaches/ Clubs)

This guidance document is designed to help safeguard coaches within QC to ensure LTA appropriate measures are in place for a safe sport. This guidance is intended to supplement existing policies and procedures and reinforce good coaching practices.

This guidance is adapted from recently published guidance for the education sector which was provided by the NSPCC and Department for Education.

GUIDANCE FOR COACHES

QC adhere to the LTA Code of Conduct for Accredited Coaches, and reinforce robust professional boundaries at all times.

Ensure you are not overly familiar with juniors and never make inappropriate jokes or comments to or around them, or send messages which end with kisses ("xx").

Don't add, follow or interact with juniors on your personal social media account.

COACHES AND VENUE GUIDANCE

Finding a livestreaming platform

Use an appropriate and professional platform, e.g. Zoom, Teams or Skype for your sessions.



Ensure any use of livestreaming systems is in line with privacy and data protection or GDPR requirements.

To help reinforce professional boundaries, use your coaching/QC email to create an account on livestreaming platforms. If you already have an account on a livestreaming platform that uses your personal email, you should create a second one using your coaching/QC email.

Familiarise yourself with the platforms' privacy settings and know how to report any offensive or abusive content.

HI-JACKING

There have been reports of people hijacking online meetings and showing graphic and disturbing material. It is therefore strongly recommended that coaches or the administrator of QC do not publicly share the meeting ID for any livestreaming sessions you plan to run. The best advice is to request that people register their interest and the meeting ID and password is sent out just prior to the meeting.

WHERE THE SESSION WILL TAKE PLACE

Coaches/ Club personnel should be in a neutral area where nothing personal or inappropriate can be seen or heard in the background.

Juniors should also be in a safe and appropriate environment with no inappropriate objects/information available.

Make sure any other adults or juniors in your household know when you will be livestreaming to ensure they are aware of the activity and reduce the chance of disruption.

PARENTAL INVOLVEMENT AND CONSENT

You should obtain parental consent in writing for their junior to participate in a livestreaming session.

If your current procedures do not already cover this, you should ask parents/carers to provide you with important information like emergency contact details and any medical conditions or disabilities you should be aware of.

All communication must go through parents/carers directly. Any communication that is to be sent to juniors must have the parents/carers copied in.

Explain who you will share information with and when you may not be able to keep information confidential (for example, in the event of a safeguarding concern).

Parents/carers must be aware of what their juniors are being asked to do during sessions, including any websites they will be asked to access, and be clear who their junior is going to interact with online.

Any 1-2-1 sessions with juniors must involve the parents/carers being able to supervise their junior, or alternatively, having another coach/member of staff could be present. This supervision would not necessarily require the parents to be in the same room, as long as they are able to check in on the session.



The session should take place at an appropriate time that has been agreed with the parents/carers.

GROUND RULES

Develop a set of ground rules for sessions that juniors and their parents/carers sign up to. This should include:

- the expected behaviour of juniors and parents/carers during sessions and in any e- communication
- that private information will not be shared
- how and when to ask questions during a session
- breaks during the session
- what to do if the session needs to end early due to emergency etc.
- what you will do should a safeguarding issue arise or become known about

IMAGES

You should get consent from parents/carers and junior to take and use any images of the junior (if you do not already have their consent).

Ensure that any images used to do not allow for the identification of the junior, e.g., phone number, email, address, school details etc.

LOGGING INFORMATION

QC will keep a record of any livestreaming sessions with juniors. Include:

- the date, time and place
- the reason for the contact
- a summary of the activity or discussion
- any issues that came up

FURTHER PRATICAL GUIDELINES

- The Coach/ QC should be suitably qualified to instruct on the activity
- The activity being suitable to be undertaken in someone's home
- The coach reminds participants to check their surroundings are clear and to keep any pets or distractions away during exercise
- The coach should specify at the start of any video that this is general guidance and anyone doing the exercise should be aware of their own capabilities and only do what they are comfortable to do or seek medical advice if in any doubt
- The coach should remind participants to stay hydrated
- The coach/instructor should be mindful with regard to the use of copyrighted music/material
- Ensure that you and the athletes wear appropriate clothing at all times.



SAFEGUARDING CONCERNS

Ensure that everyone knows that if they have any safeguarding concerns, they can report this online to the:

- QC Welfare Officer: lorna.roberts@queensclub.co.uk / Tel No: 07921 508435
- LTA Safeguarding Team at <https://safeguardingconcern.lta.org.uk>
- Police in an emergency.

Examples of concerns which might arise through livestreaming sessions include:

- you see or hear something worrying during a session
- a Junior discloses abuse during a session
- inappropriate behaviour or messages are used/sent during (or outside of) a session

ADDITIONAL INFORMATION AND TRAINING

Guidance on online safety and abuse: <https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse>

Online safety training: <https://learning.nspcc.org.uk/training/introductory/keeping-children-safe-online-course>

Safe remote learning guidance: <https://swgfl.org.uk/resources/safe-remote-learning/>