
PSA Safeguarding Policy

August 2023

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1. Policy statement

The Professional Squash Association incorporating Squash Media & Marketing Limited, World Squash Officiating and the Professional Squash Association Foundation hereinafter referred to as “the PSA” is committed to prioritising the well-being of all children and adults at risk, promoting safeguarding at all times, including all programmes and events we are involved in. This policy strives to minimise risk, deliver a positive squash experience for everyone and respond appropriately to all safeguarding concerns/disclosures.

The PSA advocate that all children have a right to expect appropriate management, support, and personal and social development with regard to their involvement with PSA, whether they are playing, officiating or volunteering.

2. Use of terminology

Child: a person under the age of eighteen years.

Note that some legislation in other countries may denote a child as a person under sixteen years old. However, where there is any safeguarding concern, anyone under the age of 18 is regarded as a child unless advised otherwise by local law enforcement. The PSA understands that this policy does not supersede international laws.

Adult at risk of abuse or neglect: a person aged eighteen years or over who is, or may be, in need of community care services by reason of disability, age or illness; and is, or may be, unable to take care of, or unable to protect him or herself against abuse or neglect.

Safeguarding children: protecting children from abuse and neglect, preventing the impairment of children’s health or development, ensuring that they grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances.

Safeguarding adults at risk: protecting adults from abuse and/or neglect. Enabling adults to maintain control over their lives and make informed choices without coercion. Empowering adults at risk, consulting them before taking action, unless someone lacks the capacity to make a decision, or their mental health poses a risk to their own or someone else’s safety, in which case, always acting in his or her best interests.

(See appendix A for full glossary of terms).

3. Scope

This policy is applicable to all staff, consultants, referees, volunteers, committee members, tournament promoters, coaches and any other event personnel involved with PSA. It is in line with national legislation in England where the Professional Squash Association is incorporated and seeks to work within the guidance provided by the “International Safeguards for Children in Sport” framework and in conjunction the local frameworks found within any country where PSA is conducting business or charitable activities. The PSA understands that this policy does not supersede international laws.

4. Purpose and aims of this policy

By implementing this policy across all PSA operations, all individuals involved with PSA will understand that they all have a responsibility to work together to safeguard vulnerable people and children. PSA advocate the following principles:

- The individual's safety and welfare are paramount, particularly where children are involved
- All individuals, regardless of age, gender, racial origin, political or religious belief, sexual identity and or disability have the right to be free from abuse and all forms of bullying, harassment and discrimination
- All individuals and organisations involved with PSA have responsibility for the welfare of children and other vulnerable people in sport and are bound by this policy
- All individuals and organisations involved with PSA must act in accordance with the law in relation to such matters

PSA's safeguarding aims are to:

- Create a safe and positive environment for all children and vulnerable individuals involved with PSA and its events, wherever they may be, ensuring they are protected from maltreatment, abuse or harm in all its forms
- Ensure that children that are elite athletes involved in a predominantly adult environment can participate in a safe and healthy way, that the emotional, social and physical impact of participation and training is considered, and that they are given the tools and opportunity to develop and grow
- Develop a culture whereby safeguarding practice is widely understood and that individuals involved with PSA are aware of their responsibilities with regard to safeguarding and comply with law, regulations and established good practice
- Provide a clear framework for reporting concerns is in place, and that any concerns will be taken seriously and referred onward where appropriate

To meet these aims, PSA will:

- Work closely together with other organisations and partners to establish and promote good practice for safeguarding children and vulnerable individuals within squash
- Develop and communicate a clear set of policies, protocols and best practice guidance
- Provide training and guidance to all areas of the business
- Provide DBS Checks in accordance with UK guidelines where required.
- Listen to children and other vulnerable people
- Maintain confidentiality of all information relating to health (physical and mental), in accordance with PSA's data protection policy, criminal record disclosures, concerns, allegations and incidents in accordance with the Data Protection Act 1998 (and UK GDPR 2018).

Examples of those we need to consider the welfare of include, but is not limited to:

- U18 players who are members of PSA
- Children or other vulnerable people taking part in PSA Foundation activities
- Children or vulnerable people attending PSA led events for activities and paid or voluntary work

- Children or vulnerable people in the PSA workplace, either as staff, volunteers or organised work experience

Safeguarding Elite Athletes

The PSA Tour allows participation of young elite athletes on its senior tour from the age of 15 and are aware that these young athletes that are under 18 are children and may be exposed to increased vulnerability in an elite, professional sporting environment.

The '*CPSU: Safeguarding the Elite Athlete*' briefing highlights that elite competitive sport can have dangerous emotional and physical impact upon young athletes:

- Strenuous training programmes may lead to burn-out within young athletes and negatively affect their emotional and physical development
- Intense competition schedules can cause physical risk due to shortened time for recovery
- Demands of training and competition and its constraints on free time can negatively impact children's education and ability to socialise with peers and those outside the sports world, with the need for success being put above those of the athlete
- Intense coach-athlete relationships that elite sport can demand can transcend all aspects of life (social, academia, diet) and can lead to an unhealthy relationship or abuse of power

PSA are committed to working with other organisations, including national and international federations, to implement a safeguarding framework to mitigate these risks and eliminate dangerous practices from the sport. Moreover, by educating elite athletes, parents, coaches, staff and individuals involved with PSA, we will develop a culture of awareness and vigilance to promote a safe and healthy environment for elite athletes to play and develop within squash.

5. Responsibility for implementation of the Safeguarding Policy and Reporting Procedure

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY: NOT RESPONDING TO A SAFEGUARDING CONCERN IS NOT AN OPTION.

The PSA Chief Executive Officer has overall accountability for this policy and its implementation.

The PSA Head of People is responsible for updating this policy in line with legislative and association developments.

All individuals involved with PSA are required to adhere to the policy and code of conduct.

Where there is a safeguarding concern/disclosure:

The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Reporting a Safeguarding Concern Procedure. If someone is in immediate danger, they should inform PSA's CEO.

The PSA is responsible for assessing all safeguarding concern/disclosures that are reported to them and working with the applicable organisations to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:

- The local police in an emergency
- The national federation(s) of the person(s) concerned
- The national federation(s) who has jurisdiction where the incident took place
- The World Squash Federation (WSF)
- The International Disclosure and Barring Service for concerns/disclosures about a member of staff, consultant, coach, official or volunteer

6. Breaches of the Safeguarding Policy, Code of Conduct and Reporting Procedure

Breaches of this policy and/or failure to comply with the outlined responsibilities may result in disciplinary action leading to possible, dismissal, exclusion from PSA events and/or legal action.

Actions taken by players, parents or carers, staff, consultants, volunteers, referees, officials, coaches inside or outside of PSA that are seen to contradict this policy may be considered a violation of this policy.

Where an appeal is lodged in response to a safeguarding decision made by the club, the individual should adhere to the PSA's appeal procedure outlined in Appendix C.

Safeguarding Code of Conduct

All members of staff and volunteers involved with PSA and its tournaments agree to:

- Prioritise the well-being of all children and adults at risk at all times
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to PSA
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of an organised activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Not to have a relationship with anyone over 18 whilst continuing to coach or be responsible for them
- Not engage in any kind of sexual activity, with, or in the presence of anyone under 18 in a squash environment
- Read and follow the PSA Code of General Conduct & Ethics outlined in the PSA Tour Rule Book

All parents/legal guardians of PSA junior (U18) members agree to:

- Positively reinforce your child and show an interest in their squash
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not humiliate your child with your behaviour.
- Accept the official's decisions and do not go on court or interfere with matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing and equipment for the (tournament) conditions, including any social functions, weather conditions or media commitments
- Ensure that your child understands their code of conduct

- Adhere to your venue's safeguarding policy, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about your child including medical history

Overnight stays involving PSA juniors (U18)

All hosts agree to the following:

- Privacy for the junior when bathing and dressing
- Observing appropriate dress standards when junior is present—such as no exposure to adult nudity
- Not allowing the junior to be exposed to pornographic material, for example, through movies, television, the internet or magazines
- Not leaving junior under the supervision or protection of unauthorised persons, such as hotel staff or friends
- Not having sleeping arrangements that may compromise the safety of junior, such as unsupervised sleeping arrangements, or an adult sleeping in the same bed as a junior
- The right of junior to contact their parents, or others, if they feel unsafe, uncomfortable or distressed during the stay
- Allowing parents/legal guardians to be able to easily contact the junior should they so wish

This policy is reviewed every two years (or earlier if there is a change in national legislation).

Appendix A: Glossary of Terms

Safeguarding: protecting **children** from abuse and neglect, preventing the impairment of children's health or development, ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Enabling **adults at risk** to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best-placed to make decisions about their own wellbeing, taking proportional action on their behalf only if someone lacks the capacity to make a decision, they are exposed to a life-threatening risk, someone else may be at risk of harm, or a criminal offence has been committed or is likely to be committed.

Abuse and neglect

Physical abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness

Sexual abuse: Involves forcing or enticing a child or young person to take part in abuse sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children

Emotional abuse: The persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them opportunities to express their views; deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing a child or adult at risk to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Neglect: The persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child/ adult at risk from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or

- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's or adult at risk's basic emotional needs. Neglect may occur during pregnancy as a result of maternal substance abuse.

Additional examples of abuse and neglect of adults at risk

Financial abuse: having money or property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

Discriminatory abuse: treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

Domestic abuse: includes physical, sexual, psychological or financial abuse by someone who is, or has been a partner or family member. Includes forced marriage, female genital mutilation and honour-based violence (an act of violence based on the belief that the person has brought shame on their family or culture). Domestic abuse does not necessarily involve physical contact or violence.

Psychological abuse: including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Organisational abuse: where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

Self-neglect: behaviour which threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions

Modern slavery: encompasses slavery, human trafficking, criminal and sexual exploitation, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- A person who is being abused may experience more than one type of abuse
- Harassment, and bullying are also abusive and can be harmful
- Female Genital Mutilation (FGM) is now recognised as a form of physical, sexual and emotional abuse that is practised across the UK
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive Conducts, offending and anti-social Conduct

- Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.

Appendix B: What to do if a disclosure from a child or adult at risk is made to you:

1. Reassure the child/adult that s/he is right to report the behaviour
2. Listen carefully and calmly to him/her
3. Keep questions to a minimum – and never ask leading questions
4. Do not promise secrecy. Inform him/her that you must report your conversation to the PSA (and the police in an emergency) because it is in his/her best interest
5. REPORT IT! If someone is in immediate danger call the as soon as possible. Once reported, the PSA will work with you to ensure the safety and well-being of the child/ adult at risk.
6. Do not permit personal doubt prevent you from reporting the concern/disclosure

Make an immediate objective written record of the conversation using the Reporting a Concern Form. Make certain you distinguish between what the person has actually said and the inferences you may have made. Your report should be sent to the PSA within 48 hours of the incident, who will store it safely

Appendix C: Reporting an Incident to PSA

The following procedure shall apply to all complaints and violations under this section.

Any individual who believes that a child or vulnerable adult may be at risk at a PSA sanctioned tournament should follow the flow chart outlined below.

Where it is not deemed that the child or vulnerable adult is at immediate risk, the individual should report their concern using the Incident Report Form and submit a copy to the tournament organiser, PSA representative on-site (if applicable) and safeguarding@psaworldtour.com.

Upon receipt of the signed complaint, the CEO shall initiate a review of the matter within 10 days. The CEO may also initiate an investigation on the basis of disciplinary action taken against any player support team member or tournament personnel by a national federation or WSF (integrated disciplinary rules), or where a criminal charge has been raised / criminal conviction made.

The CEO may take reasonable time to investigate such matters and determine the outcome. Where appropriate, the CEO may determine that the complaint does not merit further action.

Should the CEO determine that further action is warranted, after giving the accused person the opportunity to present their case, either in person or writing, the CEO may impose an appropriate sanction including:

- Exclusion of person in question from any or all PSA sanctioned tournaments
- Exclusion or loss of privileges at any or all PSA sanctioned tournaments
- Monetary sanction

Where the allegation is particularly serious, the CEO shall have the authority to issue a suspension until the investigation is complete and final decision is issued. It is also the CEO's responsibility to report any unlawful conduct to the relevant authorities.

Appeal Process

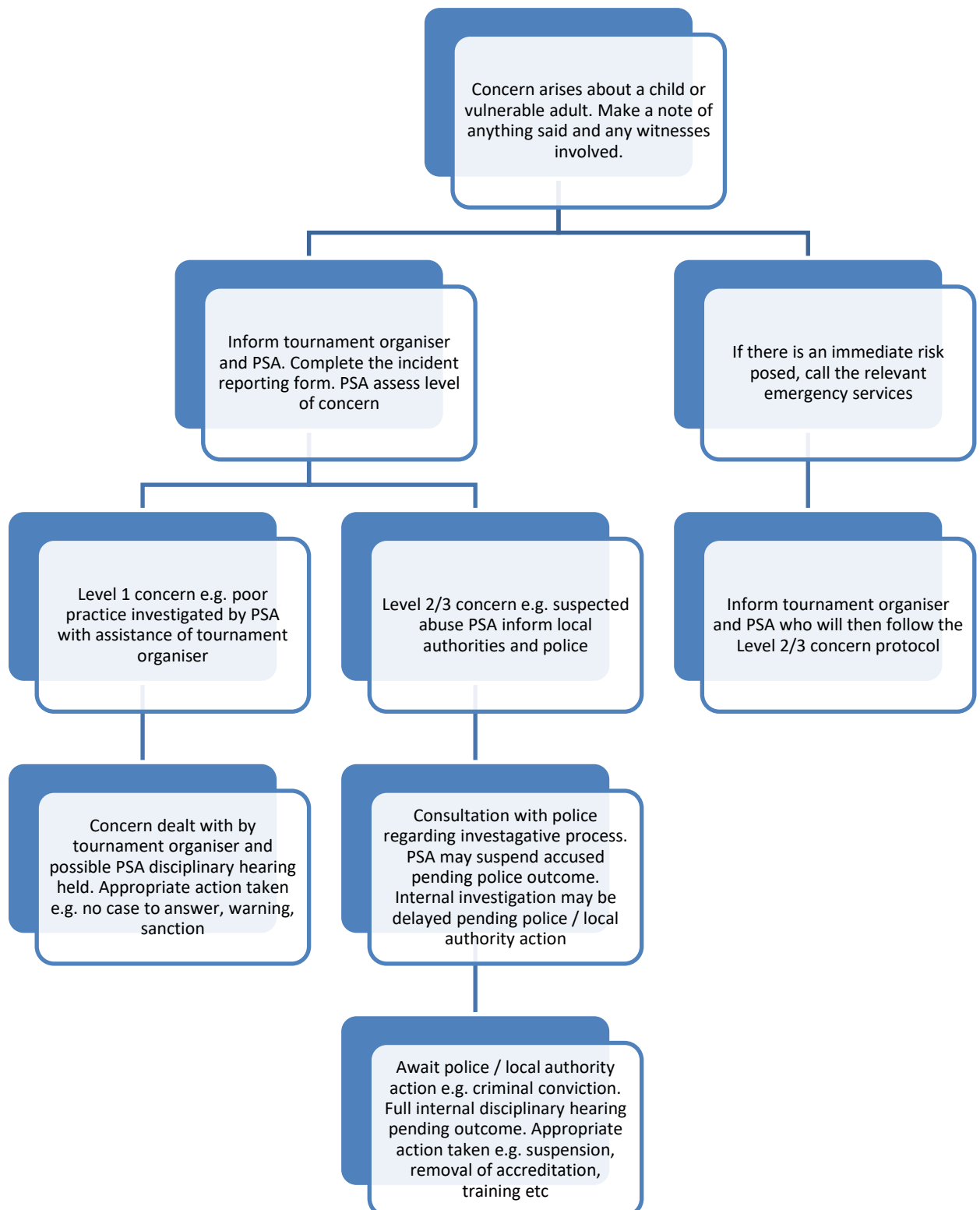
Decisions made by the CEO may be appealed. The accused must make their appeal within 15 days of receipt of the CEO's decision. The PSA Board shall decide whether to review the appeal based solely on the CEO's investigation or whether to hold a hearing in which the accused will be given the opportunity to present their views directly to the PSA Board.

The PSA Board's decision will be final and cannot be appealed.

Record Keeping & Confidentiality

PSA will keep a record of all incidents and concerns reported. Any such reports will be taken seriously, treated with respectful uncertainty and carefully recorded, acted upon where appropriate, and confidentially retained. Records will be regularly reviewed in order to identify patterns of behaviour that may give rise to concern. All information collected and stored, whether verbal or written, will be treated with the utmost sensitivity and handled in accordance with local data protection legislation. They may be required to report or refer these matters to another agency such as a sport governing body or local authority.

Reporting an Incident: Flowchart



Appendix D: Supporting Documents

External documents

- [Online international event management toolkit from the CPSU](#)
- **US Squash** – [SafeSport Program](#)
- **England Squash** – [Safe Squash](#)

These resources are intended to be helpful links and guidance. Please note that these websites are not affiliated with PSA in any way and therefore PSA cannot be held liable for the content within them, however they are reputable child protection and risk management organisations. Use of any templates or resources are solely at the discretion of the organiser.