



Active Trowbridge Code of conduct for parents and carers

Note: Where we refer to 'parents', we mean parents and carers inclusively. The term 'children' or 'child' describes any person under the age of 18.

As a parent of a child taking part in any activity provided by Active Trowbridge, we would like you to:

The essentials

- Make sure your child has the right kit for the session, this would be clothing suitable for taking part in sport and covered footwear preferable trainers; for football, specifically, this would include the parents providing shin pads.
- Ensure your child has a pack lunch free from any nut-based products and has a refillable water bottle
- Aim make sure your child arrives to sessions on time and is picked up promptly; inform us via our email address info@activetrowbridge.co.uk or call during office hours on 01225 765072 if you're running late or if your child is going home with someone else; update us straight away if anything changes.
- Make sure your child wears any protective equipment we provide for them.
- Maintain a good relationship with your child's coach or coaches and check in with them to get updates on you can about your child's progression.
- Talk to the team if you have any concerns about any part of your child's involvement in activities- we want to hear from you.

Behaviour

- Learn about your child's sport and what means to them.
- Take the time to talk to your child about what you both want to achieve through sport.
- Remember that children get a wide range of benefits from participating in sport, like making friends, taking part in exercise and developing skills. It is not all about wins and losses.
- Listen when your child says they do not want to do something.



- Behave positively on the sidelines - show encouragement, say "Well done" and let your children know you're proud of what they're doing.
- Think about how the way you react and behave affects not just your child but other children too.
- Encourage your child to respect and celebrate difference.
- Lead by example when it comes to positive behaviour on the sidelines; or let other parents take their cues from you, as well as from our team.
- Accept the coaching team's judgment and do not enter the field of play.
- Use social media responsibly when talking about what goes on at our activities, by behaving in the same way online as you would in person.
- Talk to your child about embracing good etiquette and sportsmanship.
- Encourage your child to play by the rules.

As a parent, we understand you have the right to:

- be assured that your child is safeguarded during their time with us
- see any of our policies and procedures at any time
- know who the safeguarding lead and deputy safeguarding lead responsible for your child is and have their contact details
- know what training and qualifications our staff have
- be informed of problems or concerns relating to your child
- know what happens if there's an accident or injury, be informed if your child is injured and see records of any accidents
- have your consent sought for anything outside of our initial consent form, such as permission to go on trips or photography
- have any concerns about any aspect of your child's welfare listened to and responded to

We expect all parents to follow the behaviours and requests set out in this code. If any parent behaves in a way, which contradicts any of the points set out above, we will address the problem straight away with the parent and aim to resolve the issue.

Persistent concerns or breaches may result in advising parents to not to attend sessions if their attendance is considered a risk to the welfare and enjoyment of young participants.

Continued issues and repeated breaches of this code may result in us regrettably asking your child to leave the activity, event or holiday camp permanently, something we never want to do.