

Swan Netball Club



Members' Booklet 2022-2023

www.swannetballclub.co.uk

Contents

| | |
|------------------------------------------------------------------|-----|
| Welcome to Swan Netball Club | 3 |
| About Swan Netball Club | 4 |
| Our Mission and Values and Ethos | 4 |
| Club Administration | 5 |
| Swan Netball Club Committee Members 2022/2023 | 5 |
| Swan Netball Club Coaches and Team Managers for 2022/2023 season | 6/7 |
| What Your Club Will Provide | 8 |
| Player Improvement | 8 |
| A Safe Environment and Associated Club Policies | 8 |
| Child Protection and Bullying Policies | 9 |
| Equity Policy Statement | 9 |
| First Aid | 9 |
| Social Media | 10 |
| Venue Safety | 10 |
| General Data Protection Regulations | 10 |
| Volunteer Involvement & Development | 11 |
| Umpires and Umpiring | 11 |
| What Your Club Expects From You | 11 |
| Players | 11 |
| Parents/Guardians | 12 |
| Coaches and Volunteers | 13 |
| Selection Processes | 13 |
| Membership | 14 |
| Fees and Payments | 14 |
| Kit Required | 16 |
| Match Day Protocol and Procedures | 16 |
| Match Day Awards | 17 |
| Annual Events | 17 |
| Pontins & Disney Trips | 17 |
| Presentation Evening | 17 |
| Annual General Meeting | 17 |
| Dealing with Issues and Conflicts | 18 |
| Playing Selections and Team Management | 18 |
| Complaints and Procedures | 18 |
| - Complaint, Grievance and Resolution | 18 |
| - Disciplinary Procedures | 19 |
| Communication | 20 |
| Email | 20 |
| Whatsapp | 20 |
| Social Media Pages | 20 |

Welcome to Swan Netball Club

'Converting potential into performance'

Welcome to Swan Netball Club for the upcoming 2022/2023 season. We look forward to a year ahead of great netball and development. We would firstly like to thank you for joining our club. We appreciate all support from both new and existing members continually.

We are still learning to live with Covid 19 and I sometimes find it hard to believe that this time last year we were still under restrictions. As we enter the new 22-23 Season we are all hoping that we have seen the end of these restrictions and disruption to our beloved sport and this season will be back to pre-pandemic routine.

The summer offers everyone a welcome break from the game, a recharge but when the sport returns in late August it is welcomed with renewed vigour and excitement by Players, Coaches, Volunteers and Parents. I certainly feel excited about the season to come.

This booklet has been developed to help you to understand what our club is about, how we run and to introduce you to our vital committee members, coaches and team managers. We hope you find it a helpful guide to our club.

Swan Netball Club is known for its welcoming, nurturing and thriving atmosphere, whilst also putting an emphasis on creating a 'performance environment'. Our coaches work tirelessly to plan and deliver a healthy and fun environment with the best sessions possible and our success within a variety of leagues would not be possible without them.

We are also a club that relies upon volunteer support. Without these volunteers, it would not be possible to run the club effectively and efficiently or provide the necessary procedures following league rules on match days. Therefore, we thank every individual for your support and urge those both new and existing to step forward and help your club. Swan is run by its members for its members.

Please remember, our club would be unable to exist without our coaches and volunteers so always show your appreciation and respect for all. We pride ourselves on being a competitive but thoughtful club by showing sportsmanship, respect and etiquette in all situations to everyone involved in our brilliant game. All our players, parents, guardians, supporters, coaches and volunteers are expected to be committed to and to represent Swan Netball Club in a positive manner both on and off the court.

Netball is a team sport, so let's work as a team, play as a team and most importantly let's have fun as a team and learn together no matter what the outcome!

Jenny Fisher
Chairperson

About Swan Netball Club

Swan Netball Club was established in 1982 by Gwen Silvester and has since grown to have 21 teams, ranging from U9s to Seniors. The club now supports over 250 members competing in a range of leagues from local leagues in Southampton, Hampshire county through to the South Region League. We are a club that consistently competes, year on year, in the South Region Leagues in all Open, U19/U16/U14/U13 age groups, allowing us to compete at the very best levels within England's south regional area.

We also boast many players who have been selected for the Hampshire Academy pathways at Satellite and County levels as well as selections for performance pathway Superleague franchises Surrey Storm, Team Bath, London Pulse and Severn Stars. We encourage players to trial for these franchises and further their netball experiences. We have coaches that have been involved in many areas within the performance pathway, notably Sonja Payne who has been a Head Coach and selector within the Team Bath Academies programme for the past 4 years and Shirley Eastwood who is undertaking a new role as Assistant Coach for Surrey Storm Hub alongside Yasmin Parsons in Southampton this season.

Our Mission, Values and Ethos

Our club motto, 'Converting potential into performance', depicts the attitude that all our coaches and players have towards the club.

We aspire to nurture and develop all those within the club by providing a performance environment at training, fuelled by healthy competition within teams. We seek to perform our best and so coaches will always select and play the squad they believe is best suited at the time to achieve this whilst mindful of the development and contribution of all individuals. We measure our achievements in the league and competitions we enter whether at regional, county or local level. We also measure our success by recognition of our players in performance academies, via Hampshire academies, Superleague franchises, and the British Association of Colleges.

To support this, players should continually seek to improve themselves by working on their skills and fitness outside of club sessions. Players may actively seek feedback from their coaches on how to improve to help their chances of selection for matches and more court time.

Like many clubs we are forced to limit the number of players we can take, as we follow guidelines for coaches to player ratios and are limited by the number of coaches that are available each season. Swan Netball Club therefore chooses to trial players on a year by year basis, for their highest performance teams, in each age group at the end of each competitive playing season (April-May). Places are then confirmed for players competing in all other teams for the new forthcoming season. We value our players and, where at all possible, we will offer a place within the club for all current members. Further information can be found in our [Swan Trial Ethos 2020/21](#) document

Club Administration

We have proudly renewed our Club CAPS accreditation in 2019 with a Silver award. The Club Action Planning Scheme (CAPS) is a programme designed to support us to deliver a quality netball development programme and operate in line with best practice.

CAPS is aligned to the Sport England Clubmark accreditation scheme which is the only National cross sports quality accreditation scheme for clubs with junior sections. It is built around a set of core criteria which ensure that accredited clubs operate to a set of consistent, accepted and adopted minimum operating standards. Awards available are Bronze, Silver & Gold.

Swan Netball Club Committee Members 2020/21:

| EXECUTIVE COMMITTEE (Voting Rights) | |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Chair | Jenny Fisher jennyjfisher1976@gmail.com |
| Vice Chair | Jackie Hammond jaxhammond62@btinternet.com |
| Treasurer | Tracey Kimber treasurer@swannetballclub.co.uk |
| Club Secretary | Zoe Biddlecombe swannetballclubsecretary@gmail.com |
| Head Coach - Seniors | Shirley Eastwood seastwood@itchen.ac.uk |
| Head Coach - Juniors | Jackie Hammond jaxhammond62@btinternet.com |
| Safeguarding Officer | Michelle Cross michcrosschard@yahoo.co.uk |
| Head Team Manager | Claire Nichols claire@nichols2000.co.uk |
| Player's Representative Senior | Alison Masterman |
| Umpiring Secretary | Peter Bennett peterj_bennett@hotmail.com |
| Website Coordinator/GDPR | Lesley Lawson lawsonlesley109@gmail.com |
| Membership & Welcome Officer | Jenny Crighton Jennifercrighton1@gmail.com |
| GENERAL COMMITTEE (non-voting rights) | |
| Honorary President | Jilly Kennett knnttb@aol.com |
| Volunteer Coordinator | Vanessa Ralph vanlee.ralph@gmail.com |
| Minute Taker | Sanet De Wet sanetl@yahoo.co.uk |
| Junior Representative (U18) | Immie Nichols claire@nichols2000.co.uk |
| Social Secretary/Fundraising | Vacant |
| Publicity/Press Officer | Kirsten Robinson kirstenschellenberg@hotmail.com |
| Kit Managers | Rachel Sipaul & Suzy Kay swankitmanager@gmail.com |
| Tournament Officer | Beccy Ford beccyford@aol.com |
| Venue Bookings Officers | Emma Bulstode emmabulstrode@hotmail.com |
| CAPS Coordinators | Jenny Fisher/Tracey Kimber |

Swan Netball Club Coaches, Team Managers and Training Venues/Times for 2022/23 Season:

| 2012/21 AGE GROUP/TEAM CLUB SAFEGUARDING & COVID-19 OFFICER (CSO) | LEAD Coaches | Assistant Coaches | Team Manager | Venue/Time / Day |
|--------------------------------------------------------------------------------------------|---------------------|----------------------------------|----------------------------|----------------------------------------------|
| | Michelle Cross | 07958549482 | michcrosschard@yahoo.co.uk | |
| U10 ONYX | Zoe Biddlecombe | Immie Nichols | | Places 5-6pm Thursday |
| U11A AMETHYSTS | Michelle Cross | Zoe Biddlecombe Louise Hudson | Jenny Crighton | Barton Peverill 6.00 - 7.30pm Tuesdays |
| U11B CRYSTALS | Michelle Cross | Zoe Biddlecombe Louise Hudson | TBC | Perins 5.30-7.00pm Tuesdays |
| U12A AQUA | Karen Austin | Susie Wilson | Alice Piatkeiwicz | Perins 6-8pm Tuesday |
| U12B CORAL | Karen Austin | Beth Powell | TBC | Perins 6-8pm Tuesday |
| U13A TOPAZ South Region League | Jenny Fisher | | Vanessa Ralph | Barton Peveril 6-8pm Monday |
| U13B GARNETS | Beccy Ford | Lily Fisher | Nicola Tose | Barton Peveril 6-8pm Monday |
| U14A RUBIES South Region League | Lesley Lawson | Nia Davies | Becs Tarry | Barton Peveril 6.00-8.00pm Thursdays |
| U14B PERIDOTS | TBC | | | Barton Peveril 6.00-8.00pm Thursdays |
| U15A AMBERS | Lisa Henderson | Jenny Robinson | Beccy Ford | Barton Peveril 6.00-8.00pm Wednesdays |

| | | | | |
|-----------------------------------------------|------------------|-----------------|------------------------------------|-----------------------------------|
| | | | | |
| U15 B OPALS | Jenny Robinson | Lisa Haenderson | Beccy Ford | Barton P 6-8pm Wednesdays |
| U16 Saphires | Jenny Robinson | Lisa Henderson | Beccy Ford | |
| U16A PEARLS South Region League | Jackie Hammond | n/a | Sanet De Wet | Places 6-8pm Thursday |
| PLATINUMS Southampton League | Jenny Robinson | Sian Banks | | Places 6-8pm Thursday |
| GOLDS Margaret Whittaker League | NO TRAINING | | Nicky Watt | NO TRAINING |
| BLACKS Margaret Whittaker League | Jenny Robinson | n/a | Claire Buckeridge Juliet Fisher | Barton P 8-9.30pm Wednesday |
| HANTS 2 Hampshire League | Sian Banks | n/a | Lucy Stooksbury | Places 8-10pm Thursday |
| HANTS 1 Hampshire League | Nicola White | n/a | Lynda Bull | Places 8-10pm Thursday |
| U19 JADE South Region League | Sonja Payne | n/a | Claire Nichols | Places 8-10pm Thursday |
| SOUTH REGION SENIORS | Shirley Eastwood | n/a | Jill Newcombe Roz Moseley | Places 8-10pm Thursday |

What Your Club Will Provide

Player Improvement

The main aim of the netball club is to provide the best possible, safest environment for players to learn and develop into stronger and better netballers. In order to achieve this, we will strive to provide high quality coaching, with regular weekly training sessions that will allow for appropriate levels of challenge for all individuals. All our lead coaches are UKCC Level 2 qualified and are passionate in their role, dedicatedly following our ethos of 'converting potential into performance'.

To succeed in their role, coaches are willing to provide feedback to individuals and will endeavour to give team feedback upon post-match reflections. Subject to volunteer availability, it may also be possible for video or match statistics to be taken and so reviewed.

This forthcoming season, formal feedback for all players, whether verbal or written, should take place both at mid-point during the playing season (Christmas) and at the end of the playing season (Easter). This will allow players to have clear targets/focus to aim for and ensure that they are fully informed on their progress before trials for the next season.

Players will be given the opportunity to compete in a variety of leagues and to gain experience at the top levels of competition. This current season sees teams in:

- Regional: Netball South Open Div 2, U19 Div 1, U16 Div 1 , U14 Div 2 , U13
- County: Hampshire Leagues Open Div 1 & 2, U16/U15/U14/U13/U12
- Local: Southampton Leagues Open Div 3, Margaret Whittaker League
- Weston Park Blades Sunday Friendly League: U16 & Open
- U10s, U11s, - Friendly matches where no leagues are available.

As ever, this is subject to qualification at tournaments or maintenance of position in a league each season and /or entry into other Leagues.

Selection into teams is determined each year through a series of trials. Our coaches will seek to field a team with the best potential, that also appreciates court balance and opposition to be faced. With this in mind, selection must be deserved, and players should expect healthy competition from their teammates.

The club will provide coaches with first aid kits for training and match day fixtures, 5 training balls per team, 1 match day ball, bibs and training equipment is available to each coach on a loan basis, to enhance training sessions, where needed.

A Safe Environment and Associated Club Policies

Swan Netball Club is committed to providing a safe, positive, and fun emotional and physical environment for all players. If something is worrying you, tell someone you trust, so they can help you. You can always talk to your player representative (Alison Masteman – Seniors, Immie Nichols– Juniors) or to the club safeguarding officer Michelle Cross - see committee info above for emails.

Child Protection and Bullying Policies

Swan Netball Club is committed to, and adopts, the England Netball Safeguarding and Protecting Young People Policy and Procedures, and the Safeguarding Adults at Risk Policy, both available to view on [Swan Netball Club website](#):

Consequently, all members (coaches or volunteers) that work with U18s must have a valid, current Disclosure Barring Service (DBS) check.

The club also provides a Safeguarding Officer which is a committee member that oversees and ensures the responsibilities of members are upheld. Any issues are dealt with and resolved through their advice and guidance.

The club also adopts the [England Netball Anti-Bullying and Harassment Policy](#).

Differences, feelings, views and beliefs should be respected and valued, and no one is made to feel undervalued because of who they are. Bullying and harassment can have devastating effects on a person's self-worth, mental and physical health and be highly disruptive to everyone's right to enjoy their sport.

No bullying behaviours will be tolerated, and every allegation of bullying or harassment will be dealt with appropriately.

Equity Policy Statement

Swan Netball Club is fully committed to the principles of equality of opportunity and is responsible for ensuring that no volunteer, player, coach, umpire or parent/carer receives less favourable treatment on the grounds of age, gender, disability, race, language, ethnic origin, nationality, colour, parental or marital status, pregnancy, religious belief, class or social background, sexual preference, gender reassignment or political belief.

Swan Netball Club will ensure that there will be open access to all those who wish to participate in all aspects of netball activities and that they are treated fairly. Further information is detailed within our policy on our website.

First Aid

All squads that play in leagues are required to have a volunteer Primary Carer that is first aid qualified, that attends match day fixtures and will be provided with a club first aid kit. Parents who volunteer will be supported financially by the club to attend a first aid course. All lead coaches are also fully first aid qualified and attend training sessions with well-equipped first aid kits. All first aid kits hold PPE with COVID-19 guidance by ST John's Ambulance and ALL lead coaches hold additional COVID-19 Awareness training by CIMSPA and Sport England.

Members MUST keep their medical information up to date and inform their lead coach of any changes. The safeguarding officer will be aware of any critical athletes and will keep coaches updated with need to know information. Parents MUST give permission for this information to be shared for the well-being of all players and for coaching staff to address any situation that arises. If acute injuries occur, players will not be able to return to court. Following acute injuries our Return To Training form MUST be completed. We do encourage all injured players to still attend training as this helps with their continued development and team bonding.

Social Media Use

Swan Netball Club has adopted and follows the [England Netball Social Media Policy](#): We also have our own club social media guidelines found under Policies on our website.

The club has a public page on Facebook @swannetballclub; as well as closed Junior and Senior Facebook pages for members only. The club also has a Twitter feed @SwanNetballClub and Instagram page: @swannetballclub We also do termly newsletters to all club members and Swannie spotlights throughout the year.

All activity is overseen by our Publicity Officer and by a select few committee members that have access to these accounts. Please ensure you read our own club guidelines for [Social Media](#) and follow these guidelines.

Venue Safety

Our training venues, with the What Three Words /// app locations for vehicle entrance, are:

- Places Leisure Centre, Passfield Avenue, Eastleigh, SO50 9NL ///arch.less.modern
- Barton Peveril College, Chestnut Avenue, Eastleigh, SO50 5ZA ///hers.ample.laying
- Perins School, Pound Hill, Alresford, SO24 9BS ///token.cabbages.scout

With matches also played at various indoor locations including:

- Testlands Hub, Green Lane, Millbrook, Southampton, SO16 9FQ ///spaces.sugar.glue
- King Edward's School, Wilton Road, Southampton, SO15 5UQ ///marked.serve.caller
- Hamble Sports Complex, Satchell Lane, Hamble-le-Rice, SO31 4NE
///metro.valued.health
- Sparsholt College, Westley Lane, Sparsholt, SO21 2NF ///dine.vegetable.desk

All training and playing venues must be approved through formal confirmation and booking by the Swan Venue Booking Officers. The club holds central risk assessments for all venues. The venues are then risk assessed by the Lead Coaches prior to all training sessions and by Umpires before any match can commence. If deemed unsafe for any reason, an alternative must be found or the game postponed.

General Data Protection Regulations (GDPR)

Swan Netball Club will protect the confidentiality of all its members' data under our privacy [policy and following GDPR guidelines](#).

As part of this, all communication with U18s will also be through their parent/guardian(s). Photos or videos will not be shared without parental permission via the membership forms.

Volunteer Involvement & Development

As the club relies upon volunteers in order to run successfully, we will provide formal and informal training where necessary and required e.g. scoring training/ access to first aid and safeguarding courses.

As volunteers play such a vital role in the club, with a minimum of 5 needed for each match to take place (coach/team manager/scorer/timer/primary carer), we urge parents and supporters to step forward and help out on a regular basis if you can.

Umpires and Umpiring

The club also provides an Umpiring Development Officer – Peter Bennett who assists in the development of aspiring young umpires, by giving them opportunities to practice and be mentored. As a large club we urgently need more umpires within the club to allow us to fulfil our club fixtures. Adults/parents who would like to become involved will be warmly welcomed.

WE CANNOT PLAY WITHOUT UMPIRES.

What Your Club Expects From You

Our club expects high standards of behaviour from everyone involved and it is vital that these expectations are met with the integrity of the sport and the reputation of our club maintained at all times. Swan Netball Club asks that each player, coach, team manager, official, parent, spectator and volunteer administrator signs and adheres to the club's [Codes of Conduct](#) upon re-joining Swan Netball Club each season via their membership form. Swan Netball Club prides itself on the friendliness and sportsmanship of our players, volunteers and supporters.

Swan Netball Club exists solely to provide opportunities for young players and adults to enjoy playing the great game of netball, to develop their skills and fitness, to grow as individuals, to work as a team, to have fun and to make life-long friends.

Our members voluntarily dedicate considerable time and effort to making that possible. Swan Netball Club is your club; it is not a business or a profit-seeking organisation. We encourage all our members, players, parents/guardians, volunteers and supporters to always remember that netball is a sport to be enjoyed, all the players are doing their best and that YOUR club is here to enable and support the enjoyment of netball for all.

While Swan Netball Club aims to compete strongly in every game and tournament, we must never forget that netball is a sport: our club asks that our players and supporters always **be humble in victory and gracious in defeat.**

Players

Players should also adhere to the club ethos – ***‘Converting potential into performance’***

Players should be prepared each training session to give 100% both physically and mentally in order to develop and improve. Train with the same intensity level as you play your matches. It is an opportunity to practice new skills so you can add them to your game. This attitude should be carried through to match days, as court time is earned through commitment to training and development.

Individuals are expected to arrive at training and fixtures promptly, so they are prepared to start on time. You should be equipped in correct and safe clothing such as the club kit and correct supportive netball shoes. See our Club Kit catalogue for further guidance.

On NO account may jewellery be worn at training or matches. This includes earrings, Fitbits/trackers, necklaces, watches etc. Any player who cannot remove their earrings **WILL NOT** be able to take part in any netball sessions. Tape will not be allowed to cover earrings. The safety of our players comes first. League Umpires will check for jewellery and will not allow players to take to court whilst wearing items. This is a directive from England Netball which we adhere to.

Kit bags should include enough drink and refuelling/recovery snacks for each session or match. Kit bags should be well stocked with personal first aid kits including ice packs, towels, spare clothes etc. Don't forget your trainers which should be netball specific and not fashion trainers. Hand sanitiser should be carried for standard health & safety for all.

Some fixtures are played on outdoor courts. Players should ensure they have a full club kit including tracksuits/hoodie/leggings and adequate warm clothing and wet gear to cope with unpredictable weather conditions.

Players, where possible, should commit to attending all training sessions for their squad and be available to play in all fixtures if selected. If not selected or played for any reason, players should remain positive and remember that netball is a team game: the whole team benefits from everyone contributing to training sessions, whether they make the final playing team or not. Ensure on match days that players arrive promptly at the venue and in full club kit.

We ask that all players (or their parent/guardian) keep their availability for training/fixtures up to date online at Pitchero – our club website. This will help coaches to plan for training sessions and selection of teams for matches. Registers are required for Health and Safety and as a measure of attendance.

Parents/Guardians and Supporters

Swan Netball Club relies upon parental support in the form of volunteer members so that our players can play netball. Therefore, we welcome and encourage all involvement. If you wish to get involved, please speak to the Chairperson or Volunteer Coordinator. It is also essential to help in small tasks such as scoring and timing at matches as well as preparing teas after matches, setting up and clearing up venues for matches. We also welcome any parents that wish to become involved in coaching or umpiring and can support this development.

May we also kindly remind all supporters that Swan Netball Club upholds a reputation of being a friendly and welcoming club. We therefore expect all those present at matches to act respectfully towards all involved: players, coaches, umpires and the opposition; and to abide by the club's supporters [Code of Conduct](#)

At the start of the season each lead coach will hold briefing sessions for each age group and go through the player's Code of Conduct as well as any other pieces of information they may need to share. You are encouraged to attend to learn more about the club and your role within it.

Coaches and Volunteers

Coaches are expected to maintain current qualifications and checks such as their safeguarding, first aid and DBS certificates as per their contracts with the club and abide by the coach's Code of Conduct. All volunteers working directly with U18 players are required to have a valid and current DBS Check. The Safeguarding Officer will ensure that necessary DBS Checks are carried out and advise members requiring renewal every 3 years.

Volunteers within roles such as Team Manager and Primary Carers must also hold the relevant qualifications or DBS checks and the club will help provide these. Members in the club should be willing to take up roles if necessary to help the club run effectively. All volunteers will undergo an induction and application procedure. All members/volunteers must also abide by the club's Codes of Conduct.

Selection Processes

Each season, there will be a trialling period usually between April-May to allow for new team age group entry into the South Region qualifying tournaments in June, as well as the highest performing teams in other age groups. This involves transition of players to the next age group up, whilst also welcoming new potential members to the club. The [Swan Trial Ethos](#) should be read in order to fully understand the process and outcomes of this procedure.

Generally, trials will look at the following criteria: skills, fitness, position, attitude, commitment and coachability as well as progress and development over the previous year.

Each week, team selections will be made by the coach. This will take into account current performance (in training and matches), training attendance, player availability, court balance and the opposition. Coaches will make decisions based upon what they think is the most suitable team to achieve a successful performance at the time. Even if selected, this will not guarantee court time. Again, players are encouraged to actively ask for feedback, in order to improve and create more opportunities to play.

Membership

Since 2019, Membership of Swan Netball Club can only be guaranteed on a season by season basis due to availability of coaches and umpires each season, court hire at venues being available and league entries being successful. It is therefore reviewed annually. If any age group is oversubscribed and we do not have enough qualified coaches to take additional teams, or if there are no suitable leagues available for match play, then it is with regret that some players may not be invited to rejoin Swan.

All members are expected to be enrolled by the start of each season, 1st September, annually if offered a place within the club. If players are U18, their parent/guardian will need to enrol them by completing the membership form sent to them directly during August each year. By enrolling, you will be bound to the club Codes of Conduct and membership.

Fees and Payments

Membership to Swan Netball Club is an annual sum covering the cost of providing training facilities, coaches, equipment, first aid and other administrative expenses from September each year to the following August. Training includes sessions allocated for trialling purposes for the following season and any outdoor pre-season training that may be required.

Club membership gives each member one vote at the AGM.

Swan membership fees:

Seniors (18+):

£315.00 pa (for 2 hours training) payable monthly by direct debit (£35 x 9 due by 1st September 2022 then monthly on 1st of month from 1st October 2022, last payment due 1st May 2022).

£236.25pa (for 1.5 hours training) payable monthly by direct debit (£26.25 x 9 due by 1st September 2022 then monthly on 1st of month from 1st October 2022, last payment due 1st May 2022).

Juniors (Under 18s):

£270.00 pa (for 2 hours training) payable monthly by direct debit (£27 x 10 due by 1st September 2022 then monthly on 1st of month from 1st October 2022, last payment due 1st June 2022).

£202.50 pa (for 1.5 hours training) payable monthly by direct debit (£20.25 x 10 due by 1st September 2022 then monthly on 1st of month from 1st October 2022, last payment due 1st June 2022).

£135.00 pa (for 1 hours training) payable monthly by direct debit (£13.50 x 10 due by 1st September 2022 then monthly on 1st of month from 1st October 2022, last payment due 1st June 2022).

You will receive an email via our website in mid-August requesting you to set up the direct debit which must be done prior to 1st September each year. You will not be able to train or play if this has not been set up by 1st September. If you are joining part way through the season fees will be on a pro-rata basis payable by BACS. You will need to contact the Treasurer to arrange this at treasurer@swannetballclub.co.uk

Reductions in membership fee amounts due to illness/injury will be considered on a case by case basis by the Committee but it is your responsibility to advise of this at the earliest opportunity. Your direct debit should not be cancelled. Please discuss this with the Treasurer: treasurer@swannetballclub.co.uk

Other costs during the year will include match fees to cover additional court hire and umpires, tournament fees to cover entry and umpire costs, personal travel costs to each away fixture plus any club kit you are required to purchase. Match fees are set by the Treasurer and apply to all players attending each fixture, home and away, these may occasionally vary from team to team due to costs involved of venues/umpires etc. Generally the rule is each player pays £2 per quarter played for match fees.

Club kit is available to purchase via our shop on our [website](#) and further information is detailed in our Club Kit Catalogue for 2021/22 season. The Catalogue is also on the website under General Documents and Kit

Membership to England Netball:

In order to play netball ALL club juniors must belong to England Netball our National Governing Body. Seniors also need to be EN members if they play in either Hampshire or Regional Leagues. You will receive an email from England Netball ENgage in early August requesting payment of the applicable membership fee. You will not be able to train or play if this has not been paid by 1st September each year.

If you join part way through the season you will need to purchase this or provide your EN details to the treasurer and transfer your account to Swan Netball Club 3010

Please note that personal accident insurance cover is included as a benefit of membership to England Netball. Details can be found on the [England Netball website](#).

Senior players (over 18 years) taking part in the Southampton Netball Association Leagues are able to purchase SNA insurance OR EN membership.

Failure to honour these financial commitments will result in your withdrawal from playing/training until the matter has been rectified.

Kit Required

Club kit for players is required for ALL age groups. Please refer to our Swan Kit Catalogue for all information regarding KIT. [Swan Kit Catalogue](#)

Swan Netball Club kit can be found and ordered in our shop on our [website](#).

To ensure we are an inclusive club with a sense of belonging, **ALL players**, both junior and senior are expected to wear club kit to training sessions and matches.

We appreciate for some that the kit may be an expensive purchase and we therefore can offer assistance with a payment programme on a case by case basis. Please contact the Treasurer at treasurer@swannetballclub.co.uk for further assistance.

Match Day Protocol & Procedures

Players and volunteers should arrive promptly at the venue at the agreed meeting time. Players should be in the correct clothing: kit, hair up, nails cut and all jewellery removed. Make sure you have enough drink and any snacks to refuel during the match.

During matches, everyone who is present (players, coaches, volunteers, supporters) should adhere to the club's Codes of Conduct. All should act respectfully towards coaches' and umpires' decisions. Remember to be supportive and positive of everyone involved.

Post-match, we remind all to be humble in victory and gracious in defeat. We aim to uphold our reputation as a friendly club, which is shown through being polite and showing sportsmanship during match teas (for applicable leagues).

In some leagues match teas are part of the match day experience. These are expected to be coordinated and provided by the families of the players. The club does not pay for match teas. Attendance at match teas is compulsory (assuming Covid restrictions are lifted and guidance allows us to host) in order to host our opposition when we play at home and to celebrate good performances.

Match Day Awards

Although netball is a team game we seek to encourage individual performance by recognising and publicising (via the website and newsletter) individual excellence.

Player of the Match

At the end of each match, squad members are asked to vote to elect their 'Player of the Match' for the opposition as well as their own team. It is also customary for opposing teams to elect their 'Player of the Match' for our team. Each team has a plush 'Swan' to award for the opposition's 'Player of the Match' and junior teams have a swan doll for 'Players' Player of the Match'.

Annual Events

Butlins & Pontins Trips & other venue trips

Each year a selection of Junior teams are offered places to attend an exciting weekend of team building and netball at the Pontins/Butlins tournament.

These weekends offer more than just a great netball experience for the girls but offer a fantastic opportunity for team bonding and fun to be had on and off the court.

Volunteer parents are always needed to make these trips happen, so please let your coach know if you would like to be part of the next trip due to take place when advertised.

Presentation Event

Our annual presentation event is usually held in May. This is a great opportunity to celebrate our player's and the club's achievements over the past season and is open to all members and their families (dependent on numbers).

The event consists of an awards ceremony in which each coach has chosen a 'player of the year' and 'most improved' for their team in the junior sections. In the seniors, a 'players' player' and 'coaches' player' is selected. There are a few additional awards: the Jan McCarthy award for the best defender and the Ann Telling award for outstanding contribution to the club from a volunteer.

Our awards event is known for being a great occasion, so make sure you don't miss out and book your tickets (if applicable) when they are released each year. We also need parent helpers to make sure it is a success each year - so please get involved.

Annual General Meeting

The Annual General Meeting (AGM) is held each year, usually the first/second Thursday evening in July and will be done Virtually via Zoom to ensure good attendance. Fourteen days clear notice is given to all affiliated members with a proposed agenda and nomination forms for all committee posts.

The business of the AGM includes: adopting the club's constitution, election of Committee Members; statement of the annual fees; a report from each of the Officers of the Committee; items or proposals to be put to the members by the Committee. The AGM is open to everyone to attend and voting rights for all members are detailed within our [club constitution](#).

If you cannot attend the AGM, it is important that the club secretary via your Team Manager receives your apologies and is given your voting rights by proxy.

Dealing with Issues and Conflicts

Playing Selection and Team Management

Match day selection is the sole responsibility of the lead coaches. If you are unhappy that you are not being selected or played as often as you think you should be, the first thing to do is to talk to your coach, ask them why, and what you can do to improve your chances of selection and playing.

If you are not satisfied with the feedback from your coach, talk to the Head Coach for Seniors – Shirley Eastwood or the Head Coach for Juniors – Jackie Hammond.

Team Managers have no input to, nor responsibility for, team selection. Team Managers are responsible for all the logistics and non-playing aspects of getting a team onto court: organising fixtures, getting match day volunteers for key roles, reporting results, collecting match day fees and so on. If you have an issue relating to any of these areas please talk to your Team Manager.

If you are not satisfied with the response, contact the Volunteers' Coordinator Vanessa Ralph.

Complaints and Procedures

Swan Netball Club encourages club members, wherever possible, to try and resolve issues through informal discussions, conciliation or mediation. In the event that it is still not possible to resolve an issue, a member may initiate the [Formal Grievance Procedure](#)

Complaint, Grievance and Resolution

In the rare event that an issue cannot be resolved informally, Swan Netball Club is committed to providing members with a structured and fair system to resolve any grievances, complaints or concerns that may arise when they feel they have not been dealt with fairly and/or reasonably by another member of the club or where they have identified a concern regarding the welfare of another player.

The club's commitment to this procedure is detailed below and all cases will be treated seriously and confidentiality throughout the process.

Where a member has an issue, which cannot or has not been satisfactorily resolved by other means, a member should contact the Chair to initiate the Formal Grievance Procedure. The Chair will then invite the complainant to document their complaint. On receipt of that formal complaint, the Chair will then convene a three-person Conflict Resolution Group, made up of three senior club committee members, who will consider all aspects of the dispute, taking input from all those involved and offering a sensitive and thorough response to any conflict.

Any determination or recommendations made by the Conflict Resolution Group are final. Swan Netball Club is committed to providing members with:

- A standard of behaviour as required by the organisation and individual codes of conduct which are accepted and signed by all members.
- Prompt action when a concern, complaint or allegation is made.
- Confidentiality, respect, dignity, fairness and a common-sense approach achieved by ensuring that:
 - All parties to a complaint have a right to be heard and respond.
 - Any party who has raised a concern around the welfare of a player/member has a right for confidentiality to be maintained.
 - Any party who has had a concern raised regarding their welfare has a right to be protected and offered mentoring if required.
 - All submissions and evidence will be impartially considered.
 - The decision makers will not be unduly influenced by any party to a complaint and will always uphold the rules of impartiality.
- If a conflict of interest arises during the process of resolution for any party, the matter will be referred to the committee for discussion while at all times maintaining confidentiality of the complainant.

Disciplinary Procedures

In the event of any disciplinary issue arising, whether relating to dangerous or serious foul play on court or a serious breach of Swan Netball Club's Codes of Conduct, the matter will be addressed following a similar procedure to the Formal Complaint/Grievance Procedure above. On receipt of a formal complaint, the Chair will convene a Disciplinary Panel made up of three committee members. Any sanctions determined by the Disciplinary Panel will be final and may include temporary or permanent exclusion.

There are occasions when the Chair and/or Committee may have concerns of a member's conduct, behaviour, attendance or some other aspect of their member's relationship with

Swan Centre Netball Club, and where necessary, appropriate action needs to be taken. Sometimes this may result in disciplinary action or dismissal from the Club.

Communication

Swan Netball Club uses Pitchero as its provider for our website: www.swannetballclub.co.uk

This website is our primary source of information for club members. All club members (and parents for U18s) are given individual password-controlled access to the website.

The website is kept up to date by all our volunteers and Pitchero providers and is essentially our club communication and fixture management system.

Key information includes fixture details including directions to the venue, full results details, latest club and squad news items and photos/videos.

The main website and Pitchero club 'App' are also where players and volunteers can keep their availability for training sessions and fixtures up to date. All members can also share videos and photos on the website (once approved by the webmaster).

The club administrators and committee strongly urge ALL members of all ages to be conversant with the club website and Pitchero Club App and to visit it regularly (i.e. at least on a weekly basis) to maintain personal details – such as match availability and future training session attendance.

Email

Swan Netball Club primarily uses email via Pitchero to communicate with its members. All emails to U18 players are automatically copied to the player's parent/guardian(s). You can contact us at swannetballclub@gmail.com

WhatsApp

Most teams also run a 'WhatsApp' group to help allow information to be shared quickly to all players and parents of those u18. These groups should include the Coach and Team Manager of the team and should be used with respect and all users must still abide by the clubs Codes of Conduct.

Social Media pages:

Twitter: @SwanNetballClub

Facebook: Swan Netball Club (Page and Closed Groups – Junior and Senior)

Instagram: @swannetballclub