***Foreword and Introduction.***

*All staff, volunteers and Trustees at Colchester United FC and FITC are firmly committed to ensuring the safety and wellbeing of the many individuals and communities we come in to contact with; it is fundamental that we provide a positive experience, particularly for children, young people and other vulnerable people.*

*The onus is on everyone who has contact with children and other vulnerable people to create a positive environment in which they can participate, and to protect them from harm. Based on best practise from across sport and social care this provides information about different types of abuse, advice on identifying problems and guidance and procedures for those involved in delivering on behalf of Colchester United Football Club.*

*The policy document contains both mandatory and recommended principles and must be implemented across all Colchester United Football Club activities. This will ensure consistency across all activities, whilst taking into account local laws, regulations and culture, as well as the individual and needs of the business.*

*Robbie Cowling*

*Chairman Colchester United Football Club.*

*Approved by Colchester United Football Club Board June 2018*

*Revised and updated June 2018.*

*Review date June 2019.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change*

***Support for this Policy Document***

* *Recruitment and selection processes for ex-offenders adhere to the Protection of Freedoms Act 2012.*
* *The Safeguarding Vulnerable Groups Act 2006 (SVGA) - a single body to make decisions about individuals who should be barred from working with children and to maintain a list of these individuals.*
* *PREVENT (Counter-Terrorism and Security Act 2015)*
* *Club Officials take guidance from the EFL and FA Rules and Regulations as a guide to acceptable behaviour.*
* *Child Exploitation and Online Protection (CEOP)* [*http://www.thinkuknow.co.uk/parents*](http://www.thinkuknow.co.uk/parents)
* *All personal information held or stored is done so in line with The Data Protection Act 1998.*
* *Social Networking Policy produced in accordance with the EFL’s Guidance to member Clubs for developing a social media policy.*
* *The Children Act 1989 – Currently provides the legislative framework for child protection in England. Key principles of the act include: nature of a child’s welfare and expectations and requirements around duties of care to children. A child or children is used to refer to all children under the age of 18 years, where the context specifically relates to older children, the term “young person” is used.*
* *The Children Act 2004 - Strengthens the 1989 Act. Encourages partnerships between agencies and creates more accountability.  Part three of the Children Act 2004 applies solely to Wales.*
* *Care Act 2014 – provides a useful list of different categories of abuse that adults may be subject to.*
* *National Domestic Violence 24-hour helpline 0808 2000247*
* *HALO Project for Honour Based Violence – support for victims and advice for agencies -* [*info@haloproject.org.uk*](mailto:info@haloproject.org.uk;) *- 01642 683 045*
* *Forced Marriage Unit* [*fmu@fco.gov.uk*](mailto:fmu@fco.gov.uk)
* *Female Genital Mutilation Act 2003 - legal duty for regulated social care, health professionals and teachers to make a report to the police if a girl under 18 tells them she has undergone an act of FGM, or if they observe physical signs that a girl under 18 has undergone FGM.*
* [*Survivors UK*](https://www.survivorsuk.org/) *offers a range of support services to male victims of childhood or adult sexual abuse.*
* *Rape Crisis* [*England and Wales*](http://rapecrisis.org.uk/index.php)*,* [*Jersey*](http://jaar.je/)*,* [*Scotland*](http://www.rapecrisisscotland.org.uk/) *and* [*Northern Ireland*](http://www.rapecrisishelp.ie/) *provide a directory of local support services.*
* [*Samaritans*](http://www.samaritans.org/branches?gclid=CLDuxO3J-8cCFcRAGwodAFML7g) *is available around the clock 365 days of the year to provide confidential emotional support for people who are experiencing feelings of distress or despair.*

***Safeguarding Ethical Guidance***

*This guidance is cross referenced to all policies relating to safeguarding within the Welfare Policy document.*

*Everyone plays a role in safeguarding the welfare and development of children and the protection of other vulnerable people. As an individual responsible for regulated activity with children this guidance is your duty to:*

* *Ensure that the safety and welfare of all participants is your priority and ensure that any planning, preparation, delivery or review reflect this duty and all actions are in the best interest of those in your care.*
* *Treat children and other vulnerable person with respect, regardless of their gender, ethnic or social background, language, religious or other beliefs, disability, sexual orientation or other status and encourage then to treat others the same. Always consider the age, maturity.*
* *Listen carefully to children and vulnerable people about their needs, wishes, ideas and concerns and take them seriously.*
* *Reward effort as well as performance*
* *Only use physical contact where absolutely necessary. If contact is necessary, (e.g. for the purpose of coaching or first aid), then explain to the child what the contact is for, and change your approach if he or she appears uncomfortable and conduct this in an open and transparent way.*
* *Establish clear codes of conduct and apply disciplinary policies equally and fairly in respect of poor behaviour. Physical punishment or discipline is prohibited.*
* *Always use language or behaviour that is appropriate and do not use language or behaviour that is or could be considered harassment, abuse, sexually provocative or demeaning. You are a role model to both children and the workforce, your appearance, attitude, behaviour and language has a direct effect on your role.*
* *Do not supervise or care for others whilst under the influence of alcohol or illegal drugs or any medication that may impair your ability to ensure the welfare of others.*
* *Do not appear to favour one child or show in one child more that another.*
* *Wherever possible, ensure that more than one member of the workforce is present when working in the proximity of children or other vulnerable people.*
* *Always maintain professional boundaries in person and online. Be careful when engaging in “banter” as this can be misunderstood. Recognise the dangers to self and others when on line.*
* *Do not engage in any form of sexual activity with or involving a child or vulnerable person in your care. Such activity is prohibited regardless of the legal age of consent, and is considered a breach of your position of trust.*
* *Report any concerns you have over a person in your care or actions of a member of the workforce. You have a duty to report it to the appropriate person, and only share the information with those who need to know. This may be your line manager or designated safeguarding officer.*

***Safeguarding Children Policy Statement – The football Association Template for clubs***

1. *Colchester United FC acknowledges its responsibility to safeguard the welfare of every child and*

*young person who has been entrusted to its care and is committed to working to provide a safe environment for all. A child or young person is anyone under the age of 18 engaged in any of the Club’s football activities. Colchester United FC subscribes to the Football Association’s Safeguarding Children Policy and Procedures and endorses the following FA policy statement:*

*“Every child or young person, defined as any person under the age of 18, who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from abuse. This is the responsibility of every adult involved in football. The FA recognises its responsibility to safeguard the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. The FA is therefore committed to working to provide a safe environment for all children and young people for them to participate in the sport to the best of their abilities for as long as they choose to do so”*

1. *The key principles of the FA Safeguarding Children Policy are as follows:*

* *The child’s welfare is, and must always be, the paramount consideration.*
* *All children and young people have a right to be protected from abuse and exploitation regardless of their age, gender, disability, race, sexual orientation, faith or belief.*
* *All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.*
* *Working in partnership with other organisations, children and young people, and their parents/carers is essential*

***INTRODUCTION***

*All staff, volunteers and Trustees at Colchester United FC and FITC, recognises its responsibility to safeguard the welfare of all adults including vulnerable adults, children and young people by protecting them from physical, sexual or emotional abuse/harm, neglect or bullying and exploitation. Colchester United FC is therefore committed to providing a safe environment for all children where the first consideration is what is in the best interests of the child or children. It is hope that this will allow them to participate in football to the best of their abilities for as long as they choose to do so.*

*Every child or young person, defined as any person under the age of 18, who plays or participates in football at Colchester United FC should be able to take part in an enjoyable and safe environment and be protected from any form of poor practice and abuse. This is the responsibility of every adult involved at the Club and all adults are aware that if they are worried about a child they must report their concerns.*

*Colchester United FC’s Safeguarding Policy is encompassed into three main areas; Recruitment and Selection, Creating a Safe Environment, and Dealing with any concerns.*

*Colchester United FC has responsibilities as an organisation as detailed in the Working together to Safeguard Children 2015 guidance. The procedures detailed in this policy will ensure that Colchester United FC meets these responsibilities.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season,*

*and following a major incident, organizational or legislative change****.***

***Roles and Responsibilities - Organisational staff structure for* Safeguarding Adults at Risk and the Response Flow Chart**

Senior Safeguarding

Tim Waddington

Designated Safeguarding Officer

Match Days & Events

Sean McQuaid

Designated Safeguarding Officer

Academy

Peter McCormack

Designated Safeguarding Officer

FITC

Corin Haines

Safeguarding Champion

Catering

Shelley Gould

Designated Safeguarding Officer

Online

Matt Hudson

Senior Safeguarding Manager

Robbie Cowling

Senior Safeguarding

Tim Waddington

Designated Safeguarding Officer

Match Days & Events

Sean McQuaid

Designated Safeguarding Officer

Online

Matt Hudson

Designated Safeguarding Officer

FITC

Corin Haines

Designated Safeguarding Officer

Academy

Peter McCormack

Lead Safeguarding Champion

Education

Ian Lowe

Safeguarding Champion

Ticket Sales

Chris Seward

Safeguarding Champion

Commercial

TBA

Safeguarding Champion Stewarding

Sue Bennett

Safeguarding Champion

Catering

Shelley Gould

Safeguarding Champion Foundation Phase

TBA

Safeguarding Champion

FITC

TBA

Safeguarding Champion Sports Medicine

TBA

Safeguarding Champion

Sports Science

Perry Blanchette

Safeguarding Champion

Youth Phase

Adam Lewis

Safeguarding Champion

FITC

Tom Tayler

Safeguarding Champion

Recruitment

Sam Thompson

Safeguarding Champion

Youth Phase

Adam Lewis

Lead Safeguarding Champion

Education

Ian Lowe

Safeguarding Champion

FITC

Tom Tayler

Safeguarding Champion

Recruitment

Sam Thompson

Safeguarding Champion

Commercial Michelle Tricker

Safeguarding Champion

Ticket Sales

Chris Seward

Safeguarding Champion

Sports Science

Perry Blanchette

Senior Safeguarding Manager

Robbie Cowling

Safeguarding Champion Stewarding

Sue Bennett

Safeguarding Champion Foundation Phase

TBC

Safeguarding Champion

FITC

Nikita Runnacles

Safeguarding Champion Sports Medicine

Alex Stefanakis

**FLOW CHART**

An allegation of abuse has been made. This may be relating to a member of staff/volunteer at Colchester United, or an adult outside the Club.

Stay calm, offer reassurance to the victim if they are present, don’t promise confidentiality and keep questions to a minimum and refrain from asking leading questions.

If the victim is in need of medical attention, telephone for an ambulance, inform the parents that you are doing so. If the parents are allegedly involved in the abuse, only inform them that the victim is going to hospital and do not share any other information. Inform the doctor of your concerns in relation to the child protection issues and the Doctor will take the appropriate action.

Contact the relevant Designated Safeguarding Officer, unless the allegation involves them, in which case go straight to the Senior Safeguarding Officer.

Corin Haines

FITC

01206 755029

07540 722804

Matt Hudson Online

01206 755146

07765 894335

Sean McQuaid Match Days/ Events

01206 755119 07814965642

Peter McCormack Academy

01206 755121

07718476615

Relevant Designated Safeguarding Officer to inform Senior Safeguarding Office Tim Waddington

01206 755102 / 07875 961660

Tim.waddington@colchesterunited.net

If within the Academy, Academy Designated Officer to Liaise with Academy Manager

Senior Safeguarding Officer and Designated Safeguarding Officers to inform other professionals within football and outside football – as required on a case by case basis.

FA Case Management Team

0800 169 1863

Peter McCormack

Essex Police

Tim Waddington

Alex Richards Football League

Safeguarding Manager

01772 325940

Essex Local Safeguarding Board 0345 603 7627

Peter McCormack

Family Liaison

Peter McCormack

Club Insurers

Sean McQuaid

Senior Safeguarding Manager Tim Waddington

Liaising with and managing media Matt Hudson

***Introduction***

***To Safeguarding***

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change*

***Creating a safe environment***

*The staff members listed on the* ***Organisational Chart*** *are the first points of contact for all Club members regarding concerns about the welfare of any child or young person.*

*All adults at Colchester United FC/FITC have a responsibility for the safety and protection of the children and young people involved. However, the Designated Safeguarding Officers (DSOs) at the Club take additional responsibility and accountability for the safeguarding of children. Designated Safeguarding Officers have attended an FA Safeguarding Children workshop, FA Club Welfare Officers Workshop, and attend regular FA/EFL/Local Authority CPD. They will liaise directly with the* *relevant authorities and will be familiar with the procedures for referring any concerns. They will also play a proactive role in promoting best practice throughout the Club and increase the awareness of Safeguarding. They will encourage the rest of the Club to discuss and implement the Safeguarding policies and procedures that are in place, and will be active in the delivery of education to staff and volunteers, players and parents. They will also be responsible for identifying those staff and volunteers who require a criminal records check and for processing the applications.*

*All staff and volunteers receive regular safeguarding training through attendance at the FA Safeguarding Children Workshop every 3 years, internal safeguarding/welfare CPD events, Induction, and an annual welfare policy refresher during Induction. Records are held of this training.*

***REVIEWS***

*All incidents, allegations and complaints are reviewed by the Senior Safeguarding Officer and Clubs DSOs at quarterly safeguarding meetings, to identify what procedures and processes could be improved.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Codes of Conduct***

*Colchester United FC/FITC have the following Codes of Conduct in place:*

* ***Coaches***
* ***Players***
* ***Parents***

*Colchester United FC has the following procedures in place:*

* *A Club ethos where Safeguarding is embedded, openly discussed, and where members of staff and volunteers are always striving to improve and develop best practice.*
* *A system for gathering player and parent consent*
* *A system for communicating information to players and parents and an ‘open door’ policy for players and parents to speak to staff and volunteers.*
* *Risk Assessments for activities and venues.*

*Behaviour that is not deemed to be best practice or good practice, is poor practice or abuse. Certain behaviour, whilst not abuse, is poor practice. This is behaviour that is inappropriate and may cause concern to a young person or to other members of staff and volunteers. Poor practice will contravene codes of conduct that are in place, and will leave children or staff and volunteers vulnerable, and is likely to be making the environment less safe, enjoyable and inclusive for children. It is unacceptable and will be treated seriously with the appropriate action taken.*

*There are five types of abuse in football; Neglect, Physical Abuse, Sexual Abuse, Emotional Abuse and Bullying. Child abuse is a term used to describe what happens when a person or group of people, harm a child or young person under the age of 18. The abuser is often an adult but can occasionally be another young person or a child. The abuser usually knows the child or young person well and holds some sort of power over them. Abuse can happen in any situation.*

*Children or young people may not realise that behaviour is poor practice or abuse and/or may not feel confident to complain about it. It is therefore, important that adults are vigilant towards poor practice and abuse, and know how to report it. Whilst not evidence or proof, there are certain signs and indicators that adults may notice in children that would give cause for concern. For example, behaviour, appearance, attitude or relationships with others. Adults at the Club are expected to be vigilant, use their initiative to piece information together, and rely on their own instincts that something may be wrong.*

*Most concerns that abuse may be taking place come from observations of changes in a child or young person, for example, their behaviour, appearance, attitude or relationship with others. These suspicions may develop over time.*

*It is not any individual’s job to decide if a child is being abused or not but everyone has the responsibility to act upon their concerns in the correct way.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

*All staff, volunteers, Trustees and Project Participants at Colchester United FC/FITC will be sighted on the Codes of Conduct before engaging in any form of activity and will:*

*Understand the role they play in protecting vulnerable people. Safeguarding is the responsibility of all staff, volunteers and Trustees. There will be a wide range of employment and deployment involving full-time or part-time permanent staff, consultants, sessional staff or volunteers. This means that all members of the workforce who are involved in training, managing, supervising of children must work conscientiously to help keep those in their care from harm. They must also be aware of how to keep themselves and their colleagues safe from having allegations made against them by maintaining professional boundaries and avoiding behavior that may be misinterpreted by pothers.*

* *Behave and present themselves at all times to a standard befitting a representative of a Professional Football Club. Always maintain professional boundaries in person and online. This extends to recognition of online activities.*
* *Display and promote high standards of behaviour.*
* *Be punctual and dress appropriately*
* *Show respect to colleagues, players, participants, contractors, customers, and all those involved in any capacity at the Club.*
* *Never engage in public criticism of Colchester United FC.*
* *Never engage in, or tolerate, offensive, insulting or abusive language or behaviour.*

*Additionally, all staff and volunteers at Colchester United FC involved directly with football activities will:*

* *Promote good attitudes towards the game, players, coaches, officials and spectators****.***
* *Ensure all players and staff and volunteers respect each other at all times in line with the Respect programme and the Laws of the Game.*
* *Remember that they are involved to in football to create a safe, enjoyable, positive and inclusive environment, to promote learning and development, and not to get results.*
* *At all times, promote the Club’s philosophy to ensure consistency and continuity throughout.*
* *Be aware of all Club Welfare policies and procedures and adhere to them at all times.*
* *Ensure all appropriate health and safety checks are carried out prior to the commencement of coaching or training sessions.*
* *Ensure that players know what is expected of them and the support available to them in return.*
* *Ensure the parents/carers of all players understand these expectations.*
* *Give as much time to the players as possible to know them as individuals. Listen to their thoughts and opinions and try to find their personality.*
* *Be aware of the individual needs of players and their learning styles and endeavor to meet them, trying to ensure all activities are appropriate for the player’s ability, experience, age and maturity.*
* *Refrain from and refuse to tolerate any form of bullying.*
* *Develop mutual trust and respect with every player to build their self-esteem.*
* *Ensure consistency with all players in challenging them and being available to develop both the footballer and the person.*
* *Be consistent and use justified praise.*
* *Encourage each player to accept responsibility for their own behaviour and performance.*
* *Encourage the players to be imaginative and express themselves with freedom in a competitive and challenging environment.*
* *Encourage all players to work in their own time on all aspects of their development.*
* *Co-operate fully with all other members of staff and volunteers for the players’ holistic development.*
* *Ensure that all players taking part in football are fit to do so, and report all injuries no matter how slight to a medical staff member or volunteer.*

***PLAYERS***

*When playing football, I will:*

* *Always do my best, even if we are losing or the other team is stronger.*
* *Play fairly – I won’t cheat, complain or waste time. I will respect the Laws of the Game and the importance of fair play.*
* *Adopt a good attitude towards the game, my team-mates, opponents, coaches, the officials and spectators.*
* *Treat my team-mates as I would like to be treated.*
* *Accept success and failure, victory and defeat with good grace.*
* *Respect the ability of my opponents and if greater than mine, try to learn from it.*
* *Never be rude to my team-mates, the other team, the Referee, spectators, or my Coach.*
* *Control my temper and accept that mistakes are part of the learning process.*
* *Do what the Referee tells me.*
* *Shake hands with the other team and the Referee at the end of the game, regardless of whether I win or lose.*
* *Listen to my Coach and respect what they say.*
* *Talk to someone I trust if there is anything that upsets or worries me both at the Club and outside of the Club.*

***PARENTS***

*Parents have a responsibility to promote high standards of behaviour in Football to ensure that it can be enjoyed by everyone in a safe and positive environment.*

*I will:*

* *Promote and adopt a good attitude towards the game, my son, his team-mates, opponents, coaches, officials, and other parents and spectators.*
* *Respect the notion of fair play.*
* *Treat all players, officials, coaches and other parents as I would like myself and my family to be treated.*
* *Remain outside the field of play in the designated spectator area.*
* *Never engage in or tolerate offensive, insulting or abusive language or behaviour.*
* *Always respect the match officials’ decisions.*
* *Applaud effort and good play as well as successes. I know and understand why my son is playing; for his on-going football education and not to get results.*
* *Ensure that all young players present see my pleasure and hear positive comments on the way they play.*
* *Remember that children must have fun while they learn when playing.*
* *Let the coaches do their job and not confuse the players by telling them what to do or shouting at them from the spectator area.*
* *Encourage the players to respect the opposition and match officials.*
* *Never criticise a player for making a mistake as mistakes are part of learning.*
* *Make an appointment to see a member of staff if I have any concerns and not approach coaches on a match day or during training.*
* *Attend club organised parent workshops as required.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Complaints Procedure***

***INTRODUCTION***

*Colchester United FC/FITC are committed to safeguarding and promoting the welfare of children and young people and expects all adults involved with the Club to share this commitment. This commitment extends to the dealing of complaints, which the Club aim to do in a fair, prompt and effective way.*

*This policy has been developed to provide comprehensive guidance for staff/volunteers/Trustees, children and parents on how poor practice complaints in relation to children will be addressed. This policy is applicable to all children at the Club. Individuals making legitimate complaints will not be discriminated against, and will be supported throughout.*

*Please note that in the event that a complaint is regarding a safeguarding concern and the club becomes aware of an individual who poses or may pose a risk of harm to a child, they will not investigate the concern, but refer it onto the appropriate statutory agencies and football agencies, and follow their guidance. Any allegation of child abuse will also be immediately referred to the Police. Full details of the procedures at the Club for managing a child protection concern can be found in the Safeguarding Children Policy.*

*Any individual has the right to go directly to the EFL or Football Association with a complaint. However, this policy is in place to reassure individuals that the Club has policies and procedures in place to effectively manage complaints.*

***CONCERNS***

*All concerns will be taken seriously and responded to swiftly and efficiently. Initially, the member of staff or volunteer supervising the child may be able to offer a resolution. This may involve recognising an error or apologising.*

*In the event that the parent wishes to speak to a senior member of staff regarding their concern, either straight away or in the event that they are not satisfied by the response received by the supervising member of staff or volunteer, this request should be put in writing and sent to the Head of Department. The information provided should be sufficient to allow the Head of Department to make a decision as to who should be present at the meeting, and make any necessary preparations.*

*If, following the initial meeting(s), the parent is not satisfied with the way the concern has been dealt with or the resolution offered, they have the option of making a formal complaint to take the matter further.*

***HOW TO MAKE FORMAL COMPLAINTS- TIMESCALES – COMPLAING MANANGEMENT - OUTCOMES - SEEKING ADVICE AND APPEALS.***

1. *Formal complaints should be sent in writing to the relevant DSO.*
2. *The nature of the complaint should be detailed along with examples of poor practice, and individual incidents including times, dates and locations.*
3. *Any member of staff receiving a complaint should make this procedure clear to the complainant.*

***TIMESCALES***

*On receipt of the Complaint, the DSO will within one working day acknowledge the complaint, state that it will be investigated, and that an update will be provided within seven days.*

***COMPLAINT MANAGEMENT***

*The DSO will manage the complaint going forward, although may involve senior staff from the specific Department as appropriate. In the event that the complaint is regarding a senior member of staff, they will not be involved in its handling. Should the complaint be regarding the DSO, it should be sent directly to the Head of Department in the first instance who will manage it from there on.*

*A meeting may be set up between the complainant, the DSO and the Department Head to clarify the complaint, identify areas of agreement between parties, clarify any misunderstandings, and encourage complainants to state what actions they feel might resolve the problem.*

*Meetings will also be held between the DSO and Department Head with the member(s) of staff or volunteer referred to in the complaint to ascertain their response.*

*Minutes will be taken at all meetings by the DSO who will circulate them to those present at the meeting. They will be asked to confirm that they accept them as an accurate record of everything that was said. Requests for reasonable amendments will be accepted.*

*The Club aims to investigate and offer a resolution for complaints as swiftly as possible, and the complainant will be kept informed. If a precise timeframe cannot be confirmed, complainants will be updated on a weekly basis as to the status of the investigation.*

*Once the investigation has been completed, the Club will send an outcome letter to the complainant. This response will acknowledge the complaint and state the outcomes of the investigation. In the event that the investigation highlights poor practice on behalf of the Club or an individual, the complainant may be offered some or all of the following:*

* *An apology*
* *An explanation*
* *An admission that the situation could have or should have been handled differently*
* *An assurance that the event complained of will never happen again*
* *An explanation of steps that have been taken or will be taken to ensure it does not reoccur again*
* *An undertaking to review club policies and staff training as a result of the complaint.*

*All correspondence related to the complaint will be kept securely in the respective players’ file and in an incident folder in the Administration Office.*

***OUTCOMES***

*In the event that a member of staff or volunteer is found to have used poor practice, they are likely to receive further in house training and education, and may be made to refresh their FA Safeguarding Children qualification. If the poor practice is deemed to be misconduct or gross misconduct as per the Club’s Disciplinary Policy, the individual would face disciplinary action.*

*The Club review all complaints received at their Quarterly Safeguarding meetings which are attended by the Senior Safeguarding Officer and the DSOs for departments across the Club. This is in order to ascertain that the complaint was handled in the most appropriate way, and whether there are any learning points from the complaint which could aid the Club to improve policies and procedures going forward.*

***SEEKING ADVICE AND APPEALS***

*In the event that the complainant is not satisfied with the way the Club has handled or resolved their complaint as detailed in the final outcome letter, they have the right to appeal within ten working dates of receipt of the letter.*

*Appeals should be sent in writing to the Senior Safeguarding Officer at Weston Homes Community Stadium. The Senior Safeguarding Officer will acknowledge the complaint, make an assessment of the complaint made, and ascertain whether the subsequent investigation and complaint outcome was fair, prompt, and effective. If necessary, the Senior Safeguarding Officer may meet with the complainant or members of staff from the relevant Department for clarity or to obtain further information.*

*The Senior Safeguarding Officer will aim within ten working days to either confirm in writing that the Club’s handling of the complaint and actions taken were in line with Club policies and procedures, or whether further actions are to be taken. In the event that this cannot be concluded in this timeframe, an update will be provided while the investigation is ongoing.*

*In the event that a complainant is not satisfied with the outcome letter from the Senior Safeguarding Officer, they have the right to escalate their complaint to the EFL and/or the Football Association.*

*Appeals made to the EFL can be made by contacting the Player Administration Department on 01772 325828 who will make the referral to the Football Disciplinary Commission. For Academy players and parents, further information regarding this process can be found in the Charter for Academy Players and Parents. Alternatively, appeals can be made to the Football Association by emailing safeguarding@thefa.com*

***SPEAKING OUT (WHISTLE BLOWING)***

***Introduction***

*The Clubs ‘whistle-blowing’ policy is to provide confidence and encourage reporting of any concerns, no matter how small it may appear and regardless if there is any ‘evidence’ or ‘witnesses’. All concerns will be treated seriously.*

*You can raise a concern at any time, even from the past, is happening now or is likely to happen to the future. Concerns may arise because a child or young person informs you directly that they are concerned about another person’s behaviour towards them, or because you become aware through your own observations or through a third party of possible abuse.*

*Most concerns that abuse may be taking place come from observations of changes in a child or young person, for example, their behaviour, appearance, attitude or relationship with others. These suspicions may develop over time.*

*Concerns may arise because a child or young person informs you directly that they are concerned about another person’s behaviour towards them, or because you become aware through your own observations or through a third party of possible abuse.*

***What is a Whistle-blower?***

*A worker who reports wrongdoing that will usually be something seen, but not always. The wrongdoing must be in the public’s interest, which means it must affect others.*

*You can raise a concern at any time, even from the past, is happening now or is likely to happen to the future. Concerns may arise because a child or young person informs you directly that they are concerned about another person’s behaviour towards them, or because you become aware through your own observations or through a third party of possible abuse.*

***Who to tell?***

*You can tell you’re Designated Safeguarding Officer, Human Resources Department or a senior member of staff.*

*There are other options if you don’t want to approach your employer direct. You can seek legal advice – Citizens advice Bureau is free, or tell a prescribed person or body – see GOV.UK – Whistle Blowing for employees. If you tell a prescribed person or body it must be one that deals with the issue you are raising. For example wrongdoing in a care sector can be made to the Care Quality Commission.*

***A “Whistle-blower” is protected by law.***

*You should not be treated unfairly or lose your employment because you “blow-the-whistle”.*

* *Worker, such as police officer, NHS employee, office worker, factory worker etc.*
* *Trainee*
* *Agency Worker*

*You can get independent advice if you’re not sure you’re protected through CAB.*

*A confidentiality clause or “gagging clause” in a settlement is not valid if you’re a “whistle-blower.*

***Complaint that count as whistleblowing***

* *a criminal offence, for example fraud*
* *someone’s health and safety is in danger*
* *risk or actual damage to the environment*
* *a miscarriage of justice*
* *the company is breaking the law, for example does not have the right insurance*
* *you believe someone is covering up wrongdoing*

***Complaints that do not count as whistleblowing***

* *Personal grievances (for example bullying, harassment, discrimination) are not covered by whistleblowing law, unless your particular case is in the public interest.*

*Report these under your employer’s grievance policy or contact the Advisory, Conciliation and Arbitration Service – ACAS – for help and advice.*

*Members of the workforce should act where concerns are raised about the behaviour of others within the workforce or participants. Failure to act is contrary to this policy and may be subject to disciplinary action.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Safeguarding Concerns***

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Procedures for dealing with serious safeguarding concerns***

*All individuals have a moral and legal responsibility to report any concerns they have relating to poor practice or abuse towards children. All children and young people have a right to be protected from abuse and exploitation regardless of their age, gender, disability, race, sexual orientation, faith or belief.*

*Any members of staff, volunteer or Trustee worried that a young player may be at risk of harm should record their concerns including any allegations made by the young player, to their Designated Safeguarding Officer. This should be done in writing or followed up in writing. Any individual who, in good faith, reports their concern that a child or young person is or may be being abused either within or outside of the football environment, will be supported even if their concern is proved to be unfounded. Colchester United FC recognise that concerns about a child may arise as a result of something that has occurred within Colchester United FC, or from something that has occurred outside of the Club, e.g. at home, at School, or Online.*

*Colchester United FC will take all suspicions and allegations of abuse very seriously and will respond to them swiftly and appropriately. Working in partnership with other organisations both inside and outside of football, children, and their parents is essential. Colchester United FC will share information with other safeguarding authorities where there are concerns about a child. The Senior Safeguarding Officer will make the decision of what information can be shared on a case by case basis and the* ***Information Sharing Policy*** *will be adhered to. Parents and Guardians should note that in line with the* ***Information Sharing Policy****, the Club may share personal and potentially confidential information with agreed organisation if they feel a child is at risk, and the risk of harm is greater if the information is not shared.*

*Concerns may arise because a child or young person informs a member of staff or volunteer directly that they are concerned about another person’s behaviour towards them, or because a member of staff and volunteers becomes aware through their own observations that abuse may be taking place.*

*In the event that a child or young person informs a member of staff or volunteer directly that they are concerned about someone’s behaviour towards them, the following should be observed:*

* *React calmly so as not to frighten the child or young person;*
* *Ensure the immediate safety of the child or young person;*
* *If immediate medical attention is required, ensure that the child or young person is taken to hospital and that the Doctors are aware that this is a safeguarding issue;*
* *Tell the child or young person that they are not be blame and that they were right to tell you;*
* *Take the disclosure seriously;*
* *Avoid leading the child or young person and keep questioning to a minimum. Using open ended questions (who, what, where, when, etc.), only ask what is necessary to ensure a clear understanding of what has been said;*
* *Reassure the child or young person but do not make promises of the outcome or of confidentiality which may not be possible. Information will be shared with those who need to know in order to respond efficiently and appropriately to the disclosure;*
* *If there is suspicion of sexual abuse, do not let the child or young person bathe or shower until given permission to do so as washing can destroy valuable evidence;*
* *Keep a factual record of events which could be used in legal proceedings at a later date;*
* *Inform a Designated Safeguarding Officer, unless there is a reason not to do so, for example, if they are involved in the alleged abuse;*
* *If a Designated Safeguarding Officer is not available, report your concerns to The FA, Essex LCSB, The Police or the NSPCC Child Protection Helpline. The authorities will advise of what action to take next.*

*Upon receiving information from a member of staff or volunteer who has a concern, the Designated Safeguarding Officer will try to establish if the concern is one of poor practice or possible abuse. This decision may not be able to be made immediately and may only be possible after gathering further information.*

*If there is any possibility that the concern may be of possible abuse then the Safeguarding Officer will inform the necessary people or authorities immediately. These may include Parents (unless there is a specific reason not to do so, for example, if the parents are the alleged abusers), Senior Safeguarding Manager, Police, Local Children's Services, County FA, FA and EFL. The procedure in the event of a serious safeguarding concern is detailed on the* ***Dealing with Serious Safeguarding Concerns Flow Chart****.*

*If there are concerns regarding the appropriateness of an individual who is already involved with the Club, HR and the individual’s Line Manager/Department Head will be informed and may issue an immediate suspension, a restriction from any regulated activity working, or a restriction from working unsupervised, while an investigation is pending. Guidance will be sought from the FA and EFL, and parents will be informed if the concerns are related to a specific child or group of children.*

*If staff or volunteers have concerns about another member of staff or volunteer, the Club has a ‘whistle-blowing’ ethos whereby all adults are encouraged to report any concern no matter how small it may appear and regardless of if there is any evidence or witnesses.*

*The Club will provide support to the individual reporting the concern due to the pressure and emotions involved with making an allegation about a colleague. However, the Club will act in the best interests on the child or children and ensure that they too are supported, along with providing support to the member of staff of volunteer who the allegation is made against in line with the Club’s duty of care as an employer.*

*If the concern is judged as poor practice rather than abuse, then the procedures detailed in the* ***Safeguarding Complaints Policy*** *will be followed. The individual concerned will receive further advice, support and education (to include familiarisation with Club policies and codes of conduct*, and *the FA Safeguarding Children Workshop), and may be subject to disciplinary action. The individual will be closely monitored by their Line Manager and Designated Safeguarding Officer.*

*If the concern may be abuse, the Club’s HR department will manage the process going forward, involving the FA, EFL, the Police, the LADO and DBS.*

*Further advice on Safeguarding Children can be obtained from:*

* *Club Designated Safeguarding Officers and Safeguarding Champions –* [safeguarding@colchesterunited.net](mailto:safeguarding@colchesterunited.net)
* *Helen Hever ECFA Welfare Officer 01245 393098*

[*helen.hever@essexfa.com*](mailto:helen.hever@essexfa.com)

*The FA www.TheFA.com/Footballsafe*

[*safeguarding@TheFA.com*](mailto:safeguarding@TheFA.com)

*0845 210 8080*

*NSPCC Free 24 hour advice helpline 0800 056 0566*

*Essex Local Safeguarding Children Board 0333 013 8936 (General Enquiries)*

*0345 603 7627 (Reporting Concerns)*

*Child Exploitation & Online Protection Centre - reporting CEOP’S “Thinkuknow”*

* *Education – CEOP – Safety Centre*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Non-Recent Abuse***

***Introduction***

*Non-recent abuse (also known as historical abuse) is an allegation of neglect, physical, sexual or emotional abuse made by or on behalf of someone who is now 18 years or over, relating to an incident which took place when the alleged victim was under 18 years old.*

*Many people who were abused in childhood believe that they are to blame and that the abuse was their fault. But this is never the case - a child cannot consent to abuse.*

*In countless circumstances children are too young to fully understand or articulate what is happening to them. Some spoke out at the time but weren't believed. Others were too embarrassed to tell anyone or did not know who to turn to.*

*For many, the abuse may have been too difficult to process and they may only remember aspects of what happened as they get older.*

*Others may have lived with the memories all their lives.*

*Whether the abuse happened once or hundreds of times, a year or 70 years ago, whatever the circumstances, there are people who can help. It is never too late.*

*Adults often report non-recent abuse to stop the offender abusing children. Some feel that reporting gives them a greater sense of closure.*

***Responses***

* *On receipt of a disclosure and despite it being non-recent abuse remain calm and ensure that there is no immediate threat or harm towards the survivor.*
* *Acknowledge that the survivor on deciding on when or whether to report would have found it very difficult.*
* *If the survivor speaks of the abuse, then at the earliest practicable time make a written record of the information provided. The more information you are able to provide, the better such as your name and contact details, the name of the alleged perpetrator and the location and (approximates) dates that the other abuse took place.*
* *Report the disclosure to the DSO and inform the survivor that you will do this*

***Threat, harm or risk***

* *If there is an identifiable threat, harm or risk towards the survivor and the DSO is available then report to the DSO.*
* *In the absence of the DSO contact the police*

***Advice for the survivor where there is no threat, harm or risk***

* *Reporting to the police*

*You can report abuse to the police regardless of how long ago it happened. Contact the local police on the UK wide non-emergency number 101 and briefly explain what you are calling about*

*Reassure the survivor that we will support them throughout the process.*

* ***Contact the NSPCC***

*The survivor can contact the NSPCC Helpline any time where an advisor will discuss with their options for reporting.*

* ***Talk to NAPAC***

[*NAPAC*](http://napac.org.uk/) *is the National Association for People Abused in Childhood. NAPAC's trained staff speak with survivors of any type of childhood abuse over the phone, exploring the options available to them such as support groups and counselling to help empower callers to move forward. Calls are confidential, free from UK landlines and mobiles and can me made anonymous.*

*NAPAC also supports family members, friends and professionals who are helping someone who was abused, advising them on who else can help.*

*The NAPAC website provides a wealth of information, including a postcode searchable database which lists local trusted organisations who can offer free or low-cost on-going support.*

*The website also has free downloadable booklets focusing on subjects such as; 'healing at your pace', 'you are not alone' as well as information on the legal process for reporting abuse.*

* ***Talk to their GP about seeing a counsellor***

1. *The GP may be helpful as they can make a referral to a counsellor or appropriate support, such as counselling.*
2. *They can inform you if the NHS provides services for survivors in your local area.*
3. *You can also search for a private counsellor using the* [*British Association for Counselling and Psychotherapy*](https://www.bacp.co.uk/) *website.*

* ***Other support sites and services***

[*Survivors UK*](https://www.survivorsuk.org/) *offers a range of support services to male victims of childhood or adult sexual abuse.*

*Rape Crisis* [*England and Wales*](http://rapecrisis.org.uk/index.php)*,* [*Jersey*](http://jaar.je/)*,* [*Scotland*](http://www.rapecrisisscotland.org.uk/) *and* [*Northern Ireland*](http://www.rapecrisishelp.ie/) *provide a directory of local support services.*

[*Samaritans*](http://www.samaritans.org/branches?gclid=CLDuxO3J-8cCFcRAGwodAFML7g) *is available around the clock 365 days of the year to provide confidential emotional support for people who are experiencing feelings of distress or despair.*

***Procedure for dealing with allegations against staff or volunteers***

*All staff members are made aware of the boundaries of appropriate behavior and conduct. These matters form part of staff induction and are outlined in the Staff Handbook / Code of Conduct.*

***Introduction***

*The reporting of any concerns within or outside the workforce is a vital element of maintaining the core values. Individuals are strongly advised to report incidents of malpractice where the law, club policy or protocol has been breached by another member of the workforce. For members of the workforce failure to do so may result in disciplinary or criminal action.*

***Responses***

*If any member of the workforce has a concern about a child or other vulnerable person they have a duty to refer this to a member of the specific safeguarding team. A safeguarding officer will in turn report any concerns to the appointed lead safeguarding officer, or appointed deputy. If there is an immediate risk of harm, a serious injury, or a criminal offence may have been committed, then the police or other emergency service must be involved at the earliest opportunity.*

*Where a very serious concern is raised that involved a child or adult and a member of the workface is involved in the allegation against the child/adult, then.*

* *The Head of Department and Safeguarding Officer will be informed.*
* *If there are potential safeguarding issues, the DSO will inform the HR, the Line Manager, and where appropriate the information will be shared with other agencies including the Essex Safeguarding Children Board.*
* *Inform and take advice from the local police, County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*
* *Where the concerns could be of a criminal nature a referral to the police or social services should be made at the earliest opportunity.*

*Where there is a concern raised relating to the behavior of a member of staff towards a child or other vulnerable participant, there is a need to manage that referral in a swift and confidential manner. The complainant will be updated every 7 days or at agreed interval as requested.*

***Procedure for dealing with allegations against participants***

*All staff members are made aware of the boundaries of appropriate behavior and conduct. These matters form part of staff induction and are outlined in the Staff Handbook / Code of Conduct.*

***Introduction***

*The reporting of any concerns against a participant is a vital element of maintaining the core values. Individuals are strongly advised to report incidents of malpractice where the law, club policy or protocol has been breached by a participant. For members of the workforce failure to do so may result in disciplinary or criminal action.*

***Responses***

*If any member of the workforce has a concern about a child or other vulnerable person they have a duty to refer this to a member of the specific safeguarding team. A safeguarding officer will in turn report any concerns to the appointed lead safeguarding officer, or appointed deputy. If there is an immediate risk of harm, a serious injury, or a criminal offence may have been committed, then the police or other emergency service must be involved at the earliest opportunity.*

*Where a very serious concern is raised that involved a child or adult at risk and a participant is involved in the allegation against the child/adult, then.*

* *The Head of Department and Safeguarding Officer will be informed.*
* *If there are potential safeguarding issues, the DSO where appropriate the information will be shared with other agencies including the Essex Safeguarding Children Board.*
* *Inform and take advice from the local police, County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*
* *Where the concerns could be of a criminal nature a referral to the police or social services should be made at the earliest opportunity.*

*Where there is a concern raised relating to the behavior of a participant towards a child or other vulnerable participant, there is a need to manage that referral in a swift and confidential manner. The complainant will be updated every 7 days or at agreed interval as requested.*

*On receipt of the Complaint, the DSO will within one working day acknowledge the complaint, state that it will be investigated, and that an update will be provided within seven days.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Poor Practice***

***Roles and Responsibilities***

*All staff members are responsible for preventing poor practice. Everyone has a part to play in safeguarding the people you work with from abuse or poor practice.*

***INTRODUCTION***

*This is behavior that falls short of abuse but is nevertheless unacceptable. Anyone involved in children or adults at risk should avoid placing themselves in situations where their conduct is questionable.*

*Being non-judgmental when you suspect poor practice is really hard, as your intuitions have already alerted you to perceive an uncomfortable situation.*

***KNOWING THE SIGNS AND INDICATORS OF ABUSE***

*Children or young people may not realise that behaviour is poor practice and/or may not feel confident to complain about it. It is therefore, important that adults are vigilant towards poor practice and know how to report it. There are no clear signs and adults often need to piece together pieces of information and rely on their own instincts that something is not right.*

*It is not any individual’s job to decide if a child is being abused or not but everyone has the responsibility to act upon their concerns in the correct way.*

***Responses***

* *If you think someone else is in a serious danger, you must report the incident immediately*
* *If appropriate challenge the behaviour you have witnessed*
* *Make notes of what you have seen and/or heard*
* *If you unsure of anything speak to your manager or the DSO*
* *Taking no action is not an option*

***Following report/investigation – possible outcomes***

* *No case to answer*
* *Advice/warning as to future conduct*
* *Further training and support if identified*
* *Suspension*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Safer Recruitment***

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Safer Recruitment Selection and Ex-offenders.***

***Introduction***

*Colchester United FC takes the recruitment of staff and volunteers who are going to be in regulated activity very seriously. Recruitment processes are thorough and conscientiously carried out. This not only helps to ensure that those who are not suitable to work in football are prevented from doing so. It gives the opportunity for the most suitable people to get involved. Recruitment and selection processes adhere to the Protection of Freedoms Act 2012 and the Rehabilitation of Offenders Act 1974.*

*The* ***Safe Recruitment Policy*** *provides guidance regarding disclosure and barring service criminal records checks. The Club ensure that current legislation regarding DBS checks is adhered to at all stages of recruitment and for ongoing employment, including job adverts, job descriptions, job offers, and contracts. It also details the Club policy for the recruitment and retention of ex-offenders.*

***Selection***

*Colchester United actively promotes equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from a wide range of candidates, including those with criminal records.*

*Colchester United select all candidates for interview based on their skills, qualifications and experience.*

*An application for a criminal record check is submitted to DBS when it is proportionate and relevant to the position.*

***Colchester United FC’s safe recruitment and selection procedures are detailed in the Safe Recruitment Policy and include:***

*Role Advertising - In advance of a vacancy being advertised, a role profile is created to highlight the key responsibilities of the role and the skills, knowledge and experience that the individual in the role will require. For those roles where a criminal record check is deemed necessary all job adverts and application forms will state that a DBS certificate will be submitted in the event the applicant is offered the position.*

* *Application - Depending on the role, the applicant may complete and return an application form, or they may verbally apply to the Academy Manager/Member of the Senior Management Team.*
* *Interviewing - All applicants are met (face to face) by a member of the Senior Management Team and/or the Academy Manager prior to a recruitment decision being made.*
* *Establishing right to work in the UK - Checking References - All new starters provide the details of two Referees whom the Club can contact to provide a Reference. Any offers of employment are provisional until the Club receives two satisfactory references for the applicant. One reference should be associated with the applicants’ current place of work and if possible, relate to the experience they have with working with children in football. The Safeguarding Officer is responsible for obtaining references.*
* *Criminal Records Checks in line with current FA and legal guidelines - All current Colchester United FC members who are engaged in regulated activity have an Enhanced Criminal Records Check via the FA from the Disclosure and Barring service which is renewed on a three yearly* *basis. It is noted and FA CRC Unit and that all decisions will be made in the best interests of children and young people. Accepted that the FA or EFL will consider the relevance and significance of the information obtained.*
* *Probation Period. Induction Process (to include familiarisation with the Welfare Policy Document) upon commencement of employment, staff are required to partake in an induction process which will include familiarisation with all Club policies including the Safeguarding Children Policy. All policies are available to view on the Club notice board, the club website and the online tool. Staff are also made aware of the staff handbook during induction; they are given a copy to read and advised that it is kept in the Administration Office for reference at any time.*

***Ex-Offenders***

*Colchester United undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.*

*Employers can’t turn someone down for a job because they’ve been convicted of an offence if the conviction is spent or caution is spent, unless an exception applies. Job applicants don’t need to tell potential employers about spent convictions or cautions.*

***Exceptions****: If the job offer requires a criminal records check and this shows someone’s not suitable because of a spent convictions or caution, then an employer can withdraw the job offer. The employer must tell the applicant that an exception applies.*

***What counts as a spent conviction or caution?***

*Convictions with a sentence 4 years or less will become spent after a period of time known as rehabilitation. Its length depends on how severe the penalty was. Simple cautions become spent immediately, but conditional cautions become spent after 3 months.*

| **Custodial sentence** | **Rehabilitation period (from end of sentence)** |
| --- | --- |
| 0 - 6 months | 2 years |
| 6 - 30 months | 4 years |
| 30 months - 4 years | 7 years |
| more than 4 years | never |

| **Non-custodial sentence** | **Rehabilitation period (from end of sentence)** |
| --- | --- |
| community order | 1 year |
| fine | 1 year (from date of conviction) |
| absolute discharge | none |

*The rehabilitation period is halved if you were under 18 when convicted (except for sentences of up to 6 months where it’s the sentence period plus 18 months).*

*Colchester United will only ask an induvial to provide details of convictions and cautions that are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested, where the position is one that is included in the Rehabilitation of Offenders act 1974 – Exception Orders 1975 as amended, and where appropriate Police Act Regulations as amended.*

*Colchester United can only ask about convictions and cautions that are not protected.*

*We will undertake to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.*

*At interview or in a separate discussion we will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position.*

*Failure to reveal information that is directly relevant to the position sought could lead to the withdrawal of an offer of employment.*

***Ongoing support and monitoring.***

*Staff are updated on current Safeguarding Children Policy on an annual basis during staff induction in July. Records are held in relation to the validity of FA Safeguarding workshops and the Safeguarding Officer will arrange for renewals of this qualification when required. Staff must regularly attend both Football League and FA CPD as well as internal in service training, and are encouraged to enhance their qualifications through membership of the FA Licensed Coaches Club. It is a requirement of employment at Colchester United FC that all staff complete the FA Safeguarding Children Workshop. All staff are monitored internally through a line management structure whereby they report to a member of the Academy Management Team who in turn report to the Academy Manager, who reports to the Chairman, Board and First Team Management.*

***Copies of Original Qualifications***

***INTRODUCTION***

*The verification and collection of qualifications of existing and prospective staff members is an important compliance requirement of Colchester United / FITC. The* requirement is set against *English Football League auditing compliance standards and can be measured and corroborated through the FA Whole Game System.*

***Policy Purpose***

*This policy outlines arrangements to ensure the qualifications and required professional memberships/certifications/accreditations claimed by existing and prospective staff members are verified and collected.*

***Application of Policy***

*Colchester United / FITC are required to verify and collect certified copies of the following qualifications and professional memberships/certifications/accreditations of existing and/or prospective staff members:*

* *Qualifications specified as essential criterion for an advertised and/or vacant position*
* *All qualifications claimed as being held by a staff member, and,*
* *All required professional memberships/accreditations/certifications*

*Prior to appointment prospective staff members will be required to submit certified copies of all qualifications and professional memberships/certifications/accreditations claimed by them.*

*It is also acknowledged that during a staff member’s period of employment she/he may obtain further qualifications and professional memberships/certifications/accreditations which are appropriate, in line with the above requirements, to be verified and collected by Colchester United / FITC.*

*To verify a qualification or professional membership/certification/accreditation, an existing and/or prospective staff member will be requested to submit a photocopy of their qualification or professional membership/certification/accreditation, which will be corroborated through the FA Whole Game System.*

*Copies of qualifications and professional memberships/certifications/ accreditations will then be retained by or submitted to the Human Resources and placed on the staff member’s personal file. Additionally theses details will be held on the Single Central Record.*

*Colchester United /FITC will use the established FA Whole Game System as a processes for ensuring the verification of staff member’s qualifications/certifications/ accreditations.*

| *An audit of the Single Central Record and the FA Whole Game System will be undertaken by the Welfare & Safeguarding Officer.* |  |
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***Policies and Procedures for Dealing with Concerns and Legal Requirement to make DBS Referrals***

*The Safeguarding Vulnerable Groups Act 2006 (SVGA) places a legal duty on employers and personnel suppliers to refer any person where it is believed has caused harm or poses a future risk to vulnerable groups, inclusive of adults and children. This is acknowledged by all staff, volunteers and Trustees of Colchester United that a referral should be made to DBS.*

*An employer or volunteer manager is breaking the law if they knowingly employ someone in regulated activity with a group from which they are barred from working. A bared person is breaking the law if they seek, offer or engage in regulated activity with a group from which they are barred from working.*

*In addition referral should made when a person has satisfied the harm test, received a caution or conviction for a relevant offence. See DBS table of relevant offences.*

***Working with External Partners***

*The club always ensure external partners and organisations we engage with promote the safety and welfare of adults at risk and this is outlined in contracts/service agreements. External partners and organisations are required to demonstrate competencies in safeguarding and the club assesses this through safeguarding audits. Where the organization does not have their own satisfactory safeguarding arrangement, they will be expected to comply with the clubs standards*

***PROJECTS & PROGRAMMES***

***INTRODUCTION***

*FITC receives funding to provide many different projects and programmes within its community. Safeguarding policies, procedures and processes applies to each and every project and programme delivered by FITC.*

1. *Some of FITC’s projects and programmes are with partners and external organisations who have their own robust safeguarding policies and procedures. As part of FITC’s due diligence, it will require partners and external organisations to evidence and provide a copy of their Safeguarding Policy statement so it can be held on file.*
2. *In the absence of a particular safeguarding policy or dispute – FITC safeguarding policies and procedures will take precedence and thereby define the safeguarding procedure to follow.*
3. *In some cases projects and programmes delivered on behalf of partners and external organisations will requires FITC to follow specific processes and or refer to specific critical incident management reporting procedures.*

*When establishing, developing or improving a service, activity, project or programme with or without partner involvement FITC will*

*1) Include Safeguarding in the planning brief.*

1. *Seek input from children and adults at risk who might be participants.*
2. *Partners and external organisation implement equivalent safeguarding measures.*
3. *These safeguarding measures are subject to a legally binding contractual commitment.*

***EQUALITY***

*The EFL is responsible for setting the standards, values and expectations of all Clubs in relation to equality, inclusion and diversity. Football is for everyone; it belongs to, and should be enjoyed by anyone who wants to participate in it, whether as a player, official, staff member, volunteer or spectator.*

*The aim of the Colchester United FC Equality Policy is to promote our own equality objectives and in doing so, help to ensure that**everyone is treated fairly and with respect. All Colchester United FC**staff, volunteers and Trustees should abide and adhere to this Policy and to the requirements of the Equality Act 2010. In doing so, we are working towards being legally compliant in relation to equality legislation.*

*Colchester United FC’s**commitment is to promote inclusion and to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership race, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy and maternity and to encourage equal opportunities. These are known as ‘protected characteristics’ under the Equality Act 2010.*

*This Policy is fully supported by the Board of Colchester United FC and General Manager, Tim Waddington, is responsible for the implementation of this policy.*

*Colchester United will ensure that every child and adult has the right to protection from abuse and exploitation.*

*Colchester United FC will ensure that it treats everyone fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities. Every member of staff, volunteer, Board member, official, spectator, fan and visiting teams can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to work and watch football in an environment without the threat of intimidation, victimisation, harassment or abuse.*

## *Complaints and compliance*

*Colchester United FC regards all of the forms of discriminatory behaviour, including (but not limited to) behaviour described in the Appendix as unacceptable, and is concerned to ensure that individuals feel able to raise any bona fide grievance or complaint related to such behaviour without fear of being penalised for doing so. Appropriate disciplinary action will be taken against any employee, volunteer, spectator or fan who is found, after a full investigation, to have violated the Equality Policy.*

***Positive Action and Training***

*Colchester United FC is committed to equality inclusion and anti-discrimination as part of The EFL’s Code of Practice. Colchester United FC will commit to a programme of raising awareness and educating, investigating concerns and applying relevant and proportionate sanctions, campaigning, widening diversity and representation and promoting diverse role models, which we believe are all key actions to promote inclusion and eradicate discrimination within football. This Equality Policy will be reviewed and updated, if required, on an annual basis.*

## *APPENDIX – Relevant legislation and forms of unacceptable discrimination*

### *Legal rights*

*Discrimination has been legally defined through a series of legislative acts, including the Race Relations Act, the Sex Discrimination Act, the Disability Discrimination Act and the Equality Act 2006.*

*In April 2010, the Equality Act 2010 received Royal Assent. The Equality Act 2010 is a new law which harmonises where possible, and in some cases extends, protection from discrimination. It applies throughout the UK and came into force in October 2010.*

*Discrimination refers to unfavourable treatment on the basis of particular characteristics, which are known as the ‘protected characteristics’. Under the Equality Act 2010, the protected characteristics are defined as age (employment only until 2012), disability, gender reassignment, marital or civil partnership status (employment only), pregnancy and maternity, race (which includes ethnic or national origin, colour or nationality), religion or belief, sex (gender) and sexual orientation.*

*Under the Equality Act 2010, individuals are protected from discrimination ‘on grounds of’ a protected characteristic[[1]](#footnote-1). This means that individuals will be protected if they have a characteristic, are assumed to have it, associate with someone who has it or with someone who is assumed to have it.*

### *Forms of discrimination and discriminatory behaviour include the following:*

## *Direct discrimination*

*Direct discrimination can be described as less favourable treatment on the grounds of one of the protected characteristics.*

## *Indirect discrimination*

*Indirect discrimination occurs when a provision, criterion or practice is applied to an individual or group that would put persons of a particular characteristic at a particular disadvantage compared with other persons.*

## *Discrimination arising from disability*

*When a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified, this is unlawful. This type of discrimination only relates to disability.*

## *Harassment*

*Harassment is defined as unwanted conduct relating to a protected characteristic that has the purpose or effect of violating a person’s dignity, or which creates an intimidating or hostile, degrading, humiliating or offensive environment for that person.*

## *Victimisation*

*It is unlawful to treat a person less favourably because he or she has made allegations or brought proceedings under the anti-discrimination legislation, or because they have helped another person to do so. To do so would constitute victimisation.*

***Bullying***

*Bullying is defined as a form of personal harassment involving the misuse of power, influence or position to persistently criticise, humiliate or undermine an individual.*

*f any individual feels that they have suffered discrimination or if any individual suspects that this is the case, they should report the matter to their Department Head or DSO, including the following information:*

* *Details of what, when, and where the occurrence took place*
* *Any witness names or statement*
* *Names of others who have been treated in a similar way by the same individual or group of individuals*
* *Details of any former complaints made about the incident*
* *A preference for a solution to the incident*

*This matter will be passed onto the Club’s Human Resources Department who will carry out an investigation. Disciplinary proceedings may be conducted following an investigation and a hearing and may involve an appeal process. This action may be to give the individual concerned a verbal warning, a first written warning, a final written warning, or dismissal with or without notice, depending on the severity of the discrimination in question.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Child Safeguarding***

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***RESPONSIBILITY FOR SAFEGUARDING IN FOOTBALL***

*All adults within the football setting have a responsibility for the safety and protection of the children and adults at risk involved. However, the Club has a Safeguarding Officer who takes additional responsibility for the safeguarding of children. The Safeguarding Officer has attended an FA Safeguarding Children workshop, an FA Club Welfare Officers Workshop, regular Football League CPD Courses, and is a licensed FA Safeguarding Children Tutor.*

*The Safeguarding Officer has a key role in promoting best practice throughout the Club as well as dealing with concerns regarding poor practice and any reports of abuse. They will encourage the rest of the Club to discuss and implement the Safeguarding policies and procedures that are in place. This includes the encouragement of safe recruitment and selection procedures. The Safeguarding Officer will be active in providing information and education to staff, players and parents.*

*The Safeguarding Officer will be responsible for identifying those staff members and volunteers who require a criminal records check, for submitting the applications for checks and ensuring that the applicant has been accepted by the FA to work with children in football before work commences.*

***Child Safeguarding Identifying Instances of Abuse***

***INTRODUCTION***

*All staff, volunteers, Trustees at Colchester United / FITC have a duty and responsibility to desist from any abusive action and report anything g they witness which is or might be abusive.*

***TYPES OF ABUSE.***

*There are five types of abuse in football; Neglect, Physical Abuse, Sexual Abuse, Emotional Abuse and Bullying. Child abuse is a term used to describe what happens when a person or group of people, harm a child or young person under the age of 18. The abuser is often an adult but can occasionally be another young person or a child. The abuser usually knows the child or young person well and holds some sort of power over them. Abuse can happen in any situation.*

***Responding to a Report or Suspicion***

*The Safeguarding Manager should be contacted as early as possible, however if it is recognized that an individual may need to respond to a situation immediately, then with this in mind the following guidelines offer help and support in responding to abuse or suspicion of abuse.*

***Do:***

* *If the child or adult is at immediate risk, hurt or ill - seek medical attention if necessary – call the Police 999 and ask their advice if you are unsure.*
* *then contact your Safeguarding Manager*

*Treat any allegations extremely seriously and act at all times towards the child/adult at risk to show you believe what they*

* *are saying –* ***LISTEN***
* *tell them they are right to tell you*
* *reassure them that they are not to blame*
* *ask the most basic questions and then let them talk, you LISTEN and ensure that you do not*

*jeopardise any potential criminal investigations*

* *be honest about your own position, who you have to tell and why*
* *tell them what you are doing and when, and keep them up to date with what is happening*
* *take further action – you may be the only person in a position to prevent future abuse*

*The three* ***R’s Respond, Record, Refer*** *(Report on to the appropriate person)*

* *write down everything said and what was done as soon as you can - Use their words – not your own opinion or what you think they said*
* *.inform parents/carers unless there is suspicion of their involvement*

***Don’t:***

* *make promises you cannot keep*
* *interrogate them – it is not your job to carry out an investigation/interview – this will be up to the police and local authority professional staff, who have experience and are trained specifically to sensitively manage the disclosure – only ask the most basic questions and LISTEN*
* *cast doubt on what the child/vulnerable adult has told you, don’t interrupt or change the subject*
* *say anything that makes them feel responsible for the abuse*
* *.promise to keep secrets or keep the information confidential*

***INACTION IS NOT AN OPTION – Safeguarding is Everyone’s responsibility***

* *Make sure you tell the Senior Safeguarding Manager immediately, they will know how to follow this up and where to go for further advice.*

***Cyber Bullying/Anti Bullying Policy***

***INTRODUCTION***

*All staff, volunteers and Trustees at Colchester United FC are committed to providing a caring, friendly and safe environment for children so that they can participate in football in relaxed and secure atmosphere.*

*Bullying of any kind is viewed as unacceptable and will not be tolerated. In football, it is regarded as a type of abuse and taken very seriously. Colchester United FC recognise that bullying may take place, on or offline and on or off the pitch.*

*Staff and volunteers, children and parents should understand that any allegations or incidents of bullying will be dealt with promptly and appropriately, and the victim and their family will be supported by Club staff and volunteers throughout. It may be possible to rectify matters informally as people may not be aware of their behavior is unwelcome, and during an informal discussion an agreement may be reached that the behavior will stop.*

*If an informal approach is not possible, it may be decided that the matter is a disciplinary issue, which will be dealt with formally. It is important to follow a disciplinary procedure that is fair for both the complainant and the person accused.*

Staff and volunteers, children and parents should understand that any allegations or incidents of bullying will be dealt with promptly and appropriately, and the victim and their family will be supported by Club staff and volunteers throughout. All incidents will be approached with equal thoroughness and consistency. It is expected that anyone who thinks that bullying is taking place should report it to a Designated Safeguarding Officer.

***What is CYBER BULLYING?***

*The rise of online networking and the use of social media has seen the growth in a new type of bullying. Cyber bullying is any form of bullying, harassment or victimisation online. It can spill from on-screen to off-screen and affect the face-to-face interactions between colleagues at work and away from work.*

*Cyber bullying can happen in a number of ways: peer on peer, inappropriate photographs may be posted; offensive or threatening comments might be made; or sensitive personal information could be revealed. This could be done accidentally or vindictively.*

*Cyber bullying can make people feel very distressed and alone.*

*Employers need to deal with cyber bullying, as it can be as damaging as any other kind of bullying. If left unchecked or handled badly, it can create serious problems for organisations, individuals and teams such as:*

* *poor morale and poor employee relations*
* *poor performance / lost productivity*
* *absence /resignations*
* *Loss of respect for managers and supervisors.*

***WHAT IS BULLYING?***

* *The use of aggression with the intention of hurting another person*
* *Results in pain and distress to the victim*
* *Unprovoked and repetitive*
* *Can be Peer on Peer*
* *Carried out by one person or by a group*
* *Gives the bully or bullies a perceived position of power*

*Bullying can be any of the following:*

* *Emotional*

*Includes but is not limited to, being unfriendly, emotional or physical exclusion, sending hurtful text messages or messages on a social network site and tormenting (hiding property or making threatening gestures).*

* *Physical*

*Includes but is not limited to pushing, kicking, hitting, punching, or any other use of violence.*

* *Verbal*

*Includes but is not limited to name-calling, spreading rumours, sarcasm or teasing.*

* *Racist*

*Bullying because of, or focusing on the issue of race.*

* *Sexual*

*Includes but is not limited to unwanted physical contact or sexually abusive comments.*

* *Homophobic*

*Bullying because of, or focusing on the issue of sexuality.*

* *Peer on Peer*

*Name calling, sarcasm, spreading rumours and teasing. It can be on line or off line.*

* *Cyber Bullying*

*All areas of the internet on or off line, such as email internet chat Twitter and Facebook misuse. Mobile threats by text messaging or calls. Misuse of associated technology, i.e., cameras and video facilities, IPad and games consoles.*

*Victims of bullying may be smaller/weaker than their peers, larger than their peers, lacking in confidence, hardworking, or not conform to the group ‘norm’.*

*Bullies may be bigger/stronger than their victim, confident, less able, enjoy conflict and aggression, also be a victim of bullying, be trying to raise their self-esteem, be seeking attention, or be experiencing problems at home.*

***WHAT IS THE DIFFERENCE BETWEEN BANTER AND BULLYING***

*With banter being a big part of daily life within the Professional football environment, it is important to differentiate between harmless banter and potential bullying.*

*Staff and volunteers and children are reminded that if one or more of the following apply, then the behaviour is bullying rather than banter:*

* *If the ‘banter’ is intended to cause distress.*
* *If the ‘banter’ causes distress or is perceived as being distressing.*
* *If the ‘banter’ is always directed to the same person and is consistent/relentless*

***WHY IS IT IMPORTANT TO RESPOND TO BULLYING?***

* *Bullying hurts and no one deserves to be bullied.*
* *Everybody has the right to be treated with respect.*
* *Children have the right to feel safe.*
* *Everyone is responsible for their own behaviour and expected to treat everyone with respect.*
* *Individuals who are bullying need to learn different ways of behaving.*
* *The impact upon a child can be devastating and in some cases affect all aspects of their life. In extreme circumstances it can lead to suicide threats or attempts.*
* *Children who witness a bullying incident are told to not stand by and watch, not to join in and to tell a member of staff or volunteer.*
* *Bullying may initially take place at the Football Club but later take place online, or begin online initially, which means that it has a constant and unrelenting nature.*

***SIGNS AND INDICATORS***

*The following characteristic or behaviours may indicate that a child is being bullied. Parents and staff and volunteers should be aware of these possible signs and should report concerns if a child:*

* *Says they are being bullied.*
* *Is unwilling to go to sessions.*
* *Becomes withdrawn, anxious or lacks confidence.*
* *Feels ill before training sessions.*
* *Comes home with clothes torn or training equipment damaged.*
* *Has possessions go missing.*
* *Asks for money or starts stealing money (to pay the bully).*
* *Has unexplained cuts or bruises.*
* *Is frightened to say whats wrong.*
* *Gives improbable excuses for any of the above.*

*In more extreme cases:*

* *Starts stammering.*
* *Cries themselves to sleep at night or has nightmares.*
* *Becomes aggressive, disruptive or unreasonable.*
* *Bullies other children or siblings.*
* *Stops eating.*
* *Attempts or threatens suicide or runs away*

*These signs and behaviours may indicate other problems, but bullying should be considered a possibility and should be investigated.*

***Prevention***

* *The Club has a comprehensive anti-bullying policy in place.*
* *In the Academy, all staff and volunteers, players and parents are directed to the policy as part of the Induction process and then again on an annual basis at the start of every season. They all sign a pro-forma to say that they have received, read, understood and agree to adhere to the policy. This is kept in their individual files.*
* *In the Academy, anti-bullying and Social Media/Internet Safety CPD events are delivered to players and parents as prevention is better that cure.*
* *All investigations into bullying allegations will be reviewed at Quarterly Safeguarding Meetings to ascertain whether anything could have been done differently to resolve the issue more efficiently or effectively. This ensures procedures are improved going forward.*

***PROCEDURES***

1. *If a child, parent or member of staff or volunteer suspects that bullying may be taking place, they should report it to their DSO.  Alternatively, if any member of staff or volunteer is informed by a child or parent that bullying may be taking place, they should inform their DSO.*
2. *In the event of a bullying issue at the Club, the DSO will meet other members of the Department to discuss the issue openly and constructively and consider the best methods of approaching those involved.*
3. *All allegations should be made or followed up in writing using an* ***Incident Form****.*
4. *The DSO will meet with the victim and their parents to reassure them that their allegation will be taken seriously.  At this stage, victims are told not to bully back, and to walk away and say they don’t want to get involved.*
5. *The DSO will obtain the incident form, and request witness statements from any individuals who are reported in the incident form to have witnessed an incident.*
6. *At every stage, the Club will put education in place in an attempt to help the bully or bullies change their behaviour.*

1. All coaching staff and volunteers who come into contact with the children involved will be made aware of any incidents and the outcomes from Club action.
2. *At the end of the investigation, the DSO will aim to bring it to a close for all parties in line with the guidance provided in the* ***Academy Complaints Procedure****.*

***EVIDENCE GATHERING.***

*Gather viable data from the sources available. This can be achieve by interviewing all parties and documenting accounts. Identify the level and types of bullying, and inform the accused person and his/her parents that an investigation is being undertaken.*

*Interview the person being accused in the presence of his parent(s) and document this account. It is essential to ask why the child chose to bully another, they themselves could be a victim of bullying.*

*You need to remind the child that no matter their reason for their bullying behaviour, bullying is a choice they made, and they have to be responsible for their own actions.*

***SANCTION / PUNISHMENT***

*Bullying makes children’s life’s a misery and must be punished. A steps approach should be considered, but where there are clear criminal offences the sanction can move along the steps process.*

*Criminal offences that would attract such measures include:*

* *Assault with injury and or use of a weapon. Weapon can be defined as anything made or adapted to cause injury.*
* *Theft – stealing from someone, property or taking property and damaging it.*
* *Harassment – continual name calling, making abusive telephone calls, posting abuse on the internet or sending threatening messages.*

***Step One:***

*It may be possible to rectify matters informally as people may not be aware their behaviour is unwelcome, and during an informal discussion an agreement may be reached that the behaviour will stop.* This informal conversation will take place with both player and parents. *The can be followed up with a group discussion with the particular age group or session group which is led by the Coach. This session or workshop will remind the children about the Club’s anti-bullying policy, the effects of bullying, and that Colchester United FC does not tolerate bullying of any kind.*

*Often the steps above are sufficient to resolve the problem. In some cases, the Coach may be of the opinion that both parties are at fault and if this is the case, may get them together to discuss what has been happening and get them to make an apology.*

*If an informal approach is not possible, it may be decided that the matter is a disciplinary issue, which will be dealt with formally.*

***Step Two:***

*Criminal offences as mentioned above would attract the matter to be raised to Step Two. Also in the event of further incidents with the same children the next step is a formal conversation between the accused child, their parent, and if appropriate, their Coach.*

*The DSO will arrange a meeting with the child and parent(s) and this will be recorded or minutes taken. The accused child will have the opportunity to put forward their side of the story.*

***Outcomes:***

*It is important to follow a disciplinary procedure that is fair for both the complainant and the person accused.*

*Should the DSO and Department Head consider that bulling has taken place and has not stopped as a result of informal individual and group discussions, the accused child* ***will receive an informal warning?***

***Further incidents may then result in escalation of the disciplinary process:***

* 1. ***Verbal warning***
  2. ***Written warning***
  3. ***Final written warning) which may affect the child’s future participation at the Club.***

***Criminal Offences or matters where further advice should be sought.***

*Advice will be sought from the County Welfare Officer at Essex County Football Association and the Child Protection Advisor at the EFL. If necessary and appropriate, the Police will be consulted. In the event that the matter is taking place online, the Club will report this to the moderators of the relevant social media websites*

**In the case of adults reported to be bullying anyone in the Club under the age of 18:**

* *A DSO should be informed and will advise on the action to be taken. This may be done after seeking advice both internally (HR and Senior Safeguarding Officer) and externally (County Welfare Officer at Essex County Football Association, Child Protection Advisor at the EFL, and the Football Association).*
* *If the allegation relates to poor practice, the member of staff and volunteers will be asked to undertake further Safeguarding Training and may receive disciplinary action.*
* *More serious cases will be referred to the Football Association and the adult concerned may face disciplinary proceedings and suspension.*

***Domestic Abuse***

*The purpose of this policy is to provide information to Staff, volunteers and Trustees regarding*

*Domestic Abuse.*

***Introduction***

*The changes to the definition of domestic raise awareness that young people in the 16 to 17 age group can also be victims of domestic violence and abuse.*

***Information***

*Domestic Violence is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over, who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:*

* *Psychological*
* *physical*
* *sexual*
* *financial*
* *emotional*

***Action***

*Where Domestic Violence is suspected, known about or where there is a potential risk of domestic violence the following actions will be taken.*

* *The Head of Department and Safeguarding Officer will be informed.*
* *If there are potential safeguarding issues, the DSO will inform the local police and Essex Safeguarding Children Board.*
* *Inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*

***Female Genital Mutilation***

***Introduction.***

*The purpose of this policy is to provide information to Staff, volunteers and Trustees regarding*

*Female Genital Mutilation.*

***INFORMATION.***

*Female Genital Mutilation is not an issue that can be decided on by personal preference, it is illegal, extremely harmful practise and a form of child abuse and violence against women and girls.*

*It must always be remembered that fears of being branded ‘racist’ or ‘discriminatory’ must never weaken the protection that professionals are obliged to provide to protect vulnerable girls and women.*

*The response to FGM includes the sharing of information with multi-agency partners, or when, the risk facing the girl changes (which may mean it escalates or even becomes less immediate), this is identified and consideration is given as to whether or not a change in subsequent safeguarding actions are required.*

***ACTION.***

*Where FGM is alleged or known about or where there is a potential risk of FGM identified professionals have a statutory obligation under national safeguarding protocols (e.g. Working Together to Safeguard Children 2015) to protect girls and women at risk of FGM. Since October 2015 registered professionals in health, social care and teaching also have a statutory duty (known as the Mandatory Reporting duty) to report cases of FGM to the police in cases where a girl under 18 either discloses that she has had FGM or the professional observes physical signs of FGM.*

*If a vulnerable child/adult is identified as having had or being at risk of FGM, this should be responded to within the existing safeguarding processes.*

* *The Head of Department and Safeguarding Officer will be informed.*
* *If there are potential safeguarding issues, the DSO will inform the police and Essex Safeguarding Children Board and inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*
* *Advice may be sort from the Police.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Honour Based Violence and Forced Marriage***

***Introduction.***

*The purpose of this policy is to provide information to Staff, volunteers and Trustees regarding*

*Forced Marriage.*

*You may have the right to choose who you marry, when you marry or if you marry at all. Forced marriage is when you face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (eg: if your made to feel like you’re bringing shame on the family).*

***Information.***

*Honour Based Violence – HBV – there is no specific crime of HBV, it is an umbrella term to encompass various offences covered by existing legislation. It can be a collections of practices to control behavior within a family or other social groups to protect perceived cultural and religious beliefs.*

*Forced marriage is illegal in England and Wales. This includes:*

* *taking someone overseas to force them to marry (whether or not the forced marriage takes place)*
* *marrying someone who lacks the mental capacity to consent to the marriage (whether they’re pressured to or not)*

***Action.***

*Where HBV or Forced Marriage is suspected, known about or where there is a potential risk of HBV or forced marriage the following actions will be taken.*

* *The Head of Department and Safeguarding Officer will be informed.*
* *If there are potential safeguarding issues, the DSO will inform the Forced Marriage Unit (details below) local police and Essex Safeguarding Children Board.*
* *Inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*

***Forced Marriage Unit***[*fmu@fco.gov.uk*](mailto:fmu@fco.gov.uk) *Telephone: 020 7008 0151  
From overseas: +44 (0)20 7008 0151  
Monday to Friday, 9am to 5pm   
Out of hours: 020 7008 1500 (ask for the Global Response Centre)*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Social Media Networking***

***INTRODUCTION***

*All staff, volunteers and Trustees at Colchester United FC are committed to safeguarding the welfare of children involved with the Club both on the pitch, off the pitch, and online. This policy has been developed to encourage the safe use of all electronic communication.*

*Colchester United FC recognises that the majority of children and young people today have access to computers and mobile phones with internet, whilst at home or at school. The increasing use of mobile internet means that there are few restrictions on when and where children have access to social media sites.*

*Colchester United FC understands the value of social media and realises the potential that it has for entertainment and effective communication with a large audience. However, along with the benefits of this modern communication, there are risks to children and young people.*

*This policy aims to provide advice to staff, volunteers, parents and children who are involved with the Club regarding the acceptable and appropriate use of social networking sites, mobile phones and other methods of communication. The Club also has responsibilities to children who are engaging with social network sites operated and utilised by Colchester United FC. Guidance is also in place to ensure that professional and clear boundaries in relationships of trust are maintained both offline and online.*

***CLUB USE OF SOCIAL MEDIA FOR CHILDREN***

*Although the Club does not use social networking sites to communicate with children, it recognises that communication is done electronically via e-mail, and occasionally text for older children. Whilst the Club mainly uses an information only approach to disseminating information to children and not an interactive method, it also recognises that the majority of children and parents use social networking sites and communicate with each other using them.*

***STAFF AND VOLUNTEERS***

*Club staff and volunteers receive a copy of this policy during their induction and then on an annual basis after that and sign to confirm that they have read it, understood it, and agree to adhere to it at all times. Staff and volunteers also receive internal internet safety CPD events.*

*Staff and volunteers are encouraged to inform their DSO if they have any concerns about a child’s online activities or if they have received any online communications that are inappropriate or that they are uncomfortable with.*

*Wherever possible, information is communicated via e-mail to parents. This is because of the speed and effectiveness of e-mails. Older children can be included on the e-mail distribution list at the request of a Parent and this email address forms an additional contact and not the sole contact.*

*The Club recognises that there are occasions when other members of staff and volunteers may need to have communications with one or more older children via e-mail or text. In these instances, communications will solely be in relation to specific Club related activities.*

*Club Staff and volunteers must not:*

* *Use text or emails for personal conversations, sending pictures, jokes or other items of a personal nature, or engage in any ‘banter’ or comments with or about children at the club.*
* *Use internet or web based mobile phones or other forms of communications to send personal messages of a non-football nature to a child.*
* *Respond to emails or texts from children other than those directly related to club matters.*
* *Use language online that is directly (or could be misinterpreted as being) racist, sexist, derogatory, threatening or abusive.*
* *Accept as a friend, any child who is playing for, employed or volunteering at the club who is under 18 on social networking sites.*
* *Share their own personal social networking sites with children involved at the Club or ask them to be a friend or follower.*
* *Make contact with children known through football outside of the football context on social networking sites.*
* *Post personal comments in relation to the management or operation of the club, club officials, match officials, children, their parents, or opposition teams, or any family members of those groups.*
* *Delete any inappropriate text or email messages sent to them as they may form part of any subsequent investigation.*

***CHILDREN AT THE CLUB***

*The Club recognise that there are two issues for children at the Club using social networking sites. The first is their personal safety and the second is how they portray the Football Club and themselves as a participant at the Club. At all times, children and especially Academy players are representing Colchester United FC and any actions on social networking sites should not bring the Club into disrepute. As such, the following guidelines must be adhered to:*

* *Tell an adult you trust about any communications that you receive via internet, social networks, text messages or e-mail that make you feel uncomfortable, that make you feel unhappy, that ask you not to tell a parent, or if a member of staff or volunteer from the Club asks you to become their friend.*
* *Set privacy settings on your social network sites.*
* *Know who from the Club should be contacting you and how they should be contacting you.*
* *Do not give out personal details including mobile numbers and e-mail addresses to people you don’t know well offline.*
* *Do not post, text or e-mail things that are hurtful, insulting, offensive, threatening or racist. This would be violating Club policies and may be against the law.*
* *Do not post personal comments relating to the management or operation of the Club, club staff and volunteers/volunteers, match officials, players and opposition team members.*
* *Do not invite any adult involved with the club to become a friend online.*
* *Do not use the internet, mobile phone or other method of communication to send personal messages to a member of staff or volunteer at the Club.*
* *Do not delete any inappropriate communications that are sent to you as they may be needed should there be an investigation.*
* *When using Club electronic equipment such as laptops, remember that these are for educational purposes. Any attempt to use them for non-educational purposes will result in disciplinary action.*

***PARENTS***

*In order to protect children, Parents should be aware of the following guidelines:*

* *Learn how to use social networking sites and talk to your child about them.*
* *Encourage children to only upload pictures that they would be happy showing to you.*
* *Children shouldn’t upload pictures that identify the school or clubs that they attend as these would help to locate them.*
* *Tell children not to post their address, phone number or e-mail address on their profile or give them out to online friends who are not known offline.*
* *Children should know what constitutes personal information and how small pieces of information can be pieced together to create a detailed insight into their life.*
* *Help your child manage their account settings.*
* *Encourage children not to give too much information away about forthcoming events and parties.*
* *Tell children not to reply to junk emails or spam or open files from unknown senders.*
* *Children should understand that people lie online so it is always best to keep online friends online and never meet up with any strangers without an adult.*
* *Ensure that your child understands that they should tell someone they trust about communications that make them feel uncomfortable or that they have been asked not to tell a parent about.*
* *Familiarise yourself with the Club’s social networking policy. As a parent of a child at the club, you are responsible for them abiding by this policy.*
* *Ensure that you are aware of the communication methods that the Club will be using to communicate with your child and show an interest in these communications.*
* *Contact a Club DSO in the event that your child receives any inappropriate communication from a member of staff and volunteers or a player involved at the Club or if you have any other concerns in relation to internet safety.*
* *Obtain further guidance from the Child Exploitation Online Protection (CEOP) Centre using their website,* [*www.thinkuknow.co.uk*](http://www.thinkuknow.co.uk)

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Internet Safety***

*All staff, volunteers and Trustees at Colchester United FC recognise that the media is part of home and work life. We are immersed in a changing culture, evolving language and communication methods. The use of new technologies presents possibilities and challenges.*

***Introduction.***

*The purpose of the Internet Safety Policy is to promote appropriate use of the internet. The club will guard against inappropriate, unethical and illegal use of the internet by any user.*

*It is the policy of Colchester United to:*

* *Prevent user access from the transmission of inappropriate material via the internet, email or other forms of electronic communication.*
* *Prevent unauthorised access and other unlawful online activity.*
* *Prevent unauthorised online disclosure, use, or dissemination of personal identification and or information*
* *Comply with the Children’s internet Protection Act*

*Colchester United reserves the right to suspend/terminate the account of any user in violation of these provisions, serious violations could result in further disciplinary action.*

*Definitions*

* *A user if defined as any member of staff.*
* *Inappropriate material: receiving, transmitting or publishing any defamatory, inaccurate, abusive, obscene, sexually orientated, threatening, bullying (cyber) or illegal materials.*
* *Child is defined as any individual who has NOT attained the age of 18.*

*Safety.*

* *To the extent practical the club will promote the safety and security of users of the online computer network when using electronic mail, messaging or other forms of direct communications.*
* *Encourage users to be responsible for their actions on the internet and not to reveal personal information about themselves or any other person, such as home address, phone numbers, full name or any other identifying information.*

*System Security.*

* *Users should notify if a problem or potential bypass of security systems is detected.*
* *The club forbids the accessing of other persons accounts or tampering (Hacking) in any way with personal emails, files or date belonging to another person.*

***EDUCATION***

*The Academy offer a comprehensive and regularly updated education programme for players and parents on the subject of internet safety.*

***CLUB USE OF SOCIAL MEDIA FOR YOUNG FANS***

*Whilst the Club does not use social networking sites to engage with young players, it does have social networking sites which are used by children. Safeguards are in place for the Club's Facebook page, twitter page, and message board. Comments are monitored by the relevant DSO and inappropriate communication acted upon. The Club has the responsibility to ensure that all content on websites, social networks and message boards abide by EFL Guidance and the Rules and Regulations of the Football Association. The Media Department at the Club manage and monitor the content of the Club’s social media, have an understanding of the technology and of safeguarding practices.*

**Benefits:**

* *The Club uses social networking sites to engage fans, including children, by providing them with fast and current information and allowing them to join in with activities such as quizzes and prize draws.*
* *The Club website is a place where children who are at risk can get help, by providing a link to Club Welfare Policies, the Child Exploitation and Online Protection (CEOP) website, and the FA website.*
* *The Club will ensure that appropriate reporting procedures are followed if any abusive or illegal content or activity is identified on any Club social networking site or site linked to the Club.*

***Safeguards:***

* *The message board has a set of terms of service which must be acceptable by a user before their Account is established. The Club message board is password protected and only allows comments to be posted by individuals known and permitted access by the Club.*
* *When monitoring the content of social networking sites, Club Officials take guidance from the EFL and FA Rules and Regulations as a guide to acceptable behaviour.*
* *The CEOP ‘Report Abuse’ application is on the Club Website with a link to the* [*www.ThinkUKnow.co.uk*](http://www.ThinkUKnow.co.uk) *website.*
* *The Club does not host any player profiles, personal details and photographs of young players on club sites, without the written consent of their parent.*
* *The Club does not post or host items which may be considered to be hurtful, insulting, offensive, abusive, threatening, racist or discriminatory or which may otherwise cause offence or harm to another or might incite such behaviour in others.*
* *Consent is gained for all images that are used on Club sites through an image consent form for young players and participants. For children visiting the Stadium for match days and events, the ground regulations are clearly displayed and stipulate the any persons entering the ground consent to the taking of images and use of images.*
* *As well as using Facebook and twitter (which have their own age restrictions), the club’s message board has a minimum age requirement of 13 years for registration. Any child under 13 years who wishes to register with message board is required to provide a parent email address in order that the club may gain parental consent.*
* *Any commercial advertising which appears on parts of the message board that is targeting children under 18 years will adhere to the relevant guidelines and codes of conduct for advertising to minors.*
* *All personal information held or stored is done so in line with The Data Protection Act 1998.*

***Management:***

* *The Club internally manage the content of the Club Website, CUFC Message Board, Colchester United FC Facebook Page, Colchester United FC Hospitality Facebook Page, and Colchester United FC Twitter Page. This is the responsibility of the Media Department who have had adequate Safeguarding training for this role.*
* *For the website and Message Board for which the Club are responsible, an agreement is in place with the service provider for the privacy and moderation of the service, and importantly, the necessary safeguards. This agreement is acceptable to the EFL and the FA.*
* *The sites will be continuously monitored for any unacceptable usage including harassment, defamation, obscene or abusive language, and the uploading of libelous material. Should the Club find evidence of unacceptable usage, the appropriate measures will be taken. This includes* *the deletion of an account in the first instance followed by contacting law enforcement agencies if necessary.*

***FURTHER INFORMATION***

*Child Exploitation and Online Protection (CEOP)*

[*http://www.thinkuknow.co.uk/parents*](http://www.thinkuknow.co.uk/parents)

*The Football Association (FA)*

[*http://www.thefa.com/footballsafe*](http://www.thefa.com/footballsafe)

*Academy Social Networking Policy produced in accordance with the EFL’s Guidance to member Clubs for developing a social media policy.*

***Media Policy and Guidance.***

*All staff, volunteers and Trustees at Colchester United FC are committed to safeguarding the welfare of children involved with the Club both on the pitch, off the pitch, and online. This policy has been developed to encourage the safe use of all media communication.*

***Introduction to forms of media and tips.***

***Print: Newspapers, Magazines and Newsletters.***

*Written articles may seem like less of a concern because you don’t have to be videotaped or interviewed live. Although this is the case, print interviews carry their own challenges. Most interviews are audio taped and the reporter usually has more time to process the information.*

*Tips for a Print Interview:*

*• Interviews generally last longer than media interviews.*

*• Stories can be read and re-read.*

*• The stories are longer and contain more substance.*

*• Reporters have an angle that they will build their story around if they are not guided*

*Print reporters are trained observers and will identify and build a story around your image. They may look for personal characteristics to include in the story such as “the player/coach appeared agitated and it was obvious that the crisis was getting to him”. Be aware of the image you wish to portray and make sure you follow this.*

***Radio (Recorded and Live).***

*It is common for radio stations to have interviews, and talk-back or call-in shows where a guest will be interviewed and listeners may be encouraged to call in and ask questions of the guest. This is a great way to both promote a situation and to promote an image of being at one with the community, etc.*

*It can also go very wrong if you are not very careful when answering the questions. Remember your image.*

*Remember:*

*• Your interviewer/audience may be both knowledgeable with many aspects of football and have an idea of the issues at hand.*

*• Some irrelevant and annoying questions could be asked.*

*• The temperament of call-ins can vary from adoring to hostile.*

*• Your answers can be played back many times*

***Electronic, Facebook and or Twitter – social media internet.***

*Internet chat forums and blogs are becoming a popular way for people to chat one on one. Not only in a professional but personal capacity. Be aware and careful of what you say/print as it is in writing and can be forwarded to anyone on the internet or in the media. Your views or comments can become viral instantly. Take care not to state anything on social media that you would not be prepared to state in front of a microphone, on television or radio.*

***Media Induction/Training.***

*All players will be provided with media training upon their arrival as a scholar at U18s level, and again at U23s level. The media training will provide guidance to a player on how to conduct themselves in front of the media. How to interact and make use of social media platforms, as well as general persona development. Media training will include the dos and don’ts as to what information should reach the public domain, including matters such as team selection, contract news or any sensitive information that may need approval by line managers, team managers of the media team.*

***Media Policy for all staff.***

* *In order to ensure consistency and minimise reputational risk to the club, member clubs and individuals, it is strongly advised that any media enquiries are passed to the media team for consideration. The media team remain available at all times for guidance and enquiries should be directed through the clubs media department – 01206 755146/147 or the Media Manager Matt Hudson on 07765 894335.*
* *If you receive any unprompted enquiries from a member of the press or broadcast media, you are advised to take their contact details (Name, contact number and media organisation) and pass them to the media team, who will, if necessary, consult with the club Board and/or club Media Partner before advising on the best way to respond.*
* *Should a member of staff or playing personnel believe there may be a media story which may cause negative or reputational harm to the club, they should report this as soon as possible to their line manager. They in turn will liaise with the General Manager/Director of Football/ Chairman (as appropriate) and the media team to ascertain the clubs response on any media enquiries or reports.*
* *Ensure that anything you say is not offensive or regrettable, and always take care to speak to people the way in which you would expect them to address you.*
* *First team players and members of staff are permitted to provide their mobile numbers to members of the medias for future interviews, but, if they are uncertain as to the veracity of an interview request, as to the clubs position on a story, or if they wish to redirect it to the media department, then contact a member of the media team.*

***Guidance and Tips for media interviews.***

*In preparation for a media interview, the following information will guide in attracting, planning for, and participating in a media interview. The challenge for clubs will be ensuring all information reported is positive, upbeat and informative.*

*The following are tips in dealing effectively with a media interview:*

*• Listen to the questions;*

• *Ask for clarification if you need to;*

*• Be direct (make your point in twenty seconds or less);*

*• Avoid jargon (speak in terms the public can understand);*

*• Be confident;*

*• Be aware of confidentiality of certain information;*

*• Honesty is the best policy;*

*• Avoid appearing defensive;*

*• Remember that interviews are a good thing;*

*• Promote your agenda (take advantage of the interview);*

*• Seek advice if a story is of a sensitive nature; and*

*• Carefully steer away from difficult questions but be aware the reporter will try to ask these again in the interview when you least expect it.*

*Expect a more in-depth and lengthy interview if the reporter has days rather than hours, or even minutes to put a story together.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Safer Activities***

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Safer Activities***

***Accident Prevention Policy***

***INTRODUCTION***

*Colchester United FC members of staff, volunteers and Trustees* *will ensure that all activities are safe; and that the risk of accidents are minimized. There will be processes in place to review and learn the necessary lessons to continually avoid accidents and improve the safety of all activities the organization runs.*

*Principals of Avoiding Accidents & Running Safe Activities;*

* *Accident Policy and plan in place that permits a risk/benefit analysis of all activity undertaken.*
* *Risk Assessments undertaken prior to activities/outings/events*
* *Regular checks on all equipment used by children, adults at risk and staff in accordance with health and safety relevant to the equipment.*
* *Parental consent that is required for activities and where appropriate consent of the children.*
* *Collection of relevant information for each child and adult at risks medical and dietary needs, allergies and any other specific requirement. Ensure this information is accessible by staff as required to minimise the vulnerability of the individual.*
* *Ensure staff have access to each child and adult at risk emergency contacts – parents/carers – whenever they are participating in an activity, or on a group trip out/away.*
* *Ensure access to a phone during every activity/meeting attended by a child or adults at risk.*
* *Ensure first-aid boxes/equipment available, regularly checked and properly maintained when working with children and adults at risk.*
* *Procedure for repotting accidents and near misses which includes the use of an accident book and ensure staff are trained to us them correctly.*
* *Ensure staff have access to contact details for local doctors/health facilities, hospitals, whenever children and adults at risk are participating in an activity, or on a group trip out/away.*
* *Ensure adequate insurance for all circumstances and activities is provided.*
* *Train staff on the use of equipment and ensure supervision is provided whenever children or adults at risk make use of that equipment, as necessary*
* *Induct and train and refresh regularly all staff in accident prevention and health and safety.*
* *Ensure full compliance with regulations covering fire precautions, first-aid arrangements, food hygiene, use of hazardous materials, reporting injuries and diseases, adult to child ratios and transport.*

*Prevent serious and avoidable accidents by taking the following approach;*

* *Use its accident and prevention plan to assist in the process of assessing, monitoring and reviewing risks and taking appropriate action to eliminate, or manage risk, in an organized way.*
* *Involve staff, children, adults at risk, parents/carers in developing and implementing its accident prevention measures.*
* *Inform staff, children, adults at risk, parents/carers of their responsibilities in keeping themselves safe and ensure they understand these and all other accident prevent procedures.*
* *Ensure all equipment is used safely and stored appropriately.*
* *Ensure staff and where appropriate children and adults at risk are trained in the correct and safe use of equipment.*
* *Ensure where appropriate that food is prepared, served and stored in a way that avoids dangers of food poisoning, burns, scolds choking and/or accidents caused by contamination by any object.*
* *Ensure effective management for staff on accident prevention issues through supervision, support and training.*

*Accident Prevention Plan;*

* *Keep records of risk assessment and reviews*
* *Ensure equipment is regularly checked in accordance with legislation or best practise and make a record.*
* *Update child or adults at risks medical records, needs and allergies annually.*
* *Verify and where appropriate update emergency contact details for parents/carers and health facilities annually.*
* *Check first-aid boxes/equipment every 6 months to ensure they are in working order and replenished.*
* *Regular fire alarm checks and fire drills*
* *Review accident book every 6 months taking action to prevent accidents or near misses in the future, as far as possible.*

*Procedure for Reporting Accidents or Near Misses;*

1. *Staff must report an accident, incident or near miss.*
2. *Where an accident, incident or near miss is in some way connected to the safeguarding matter, it will be reported to Designated Safeguarding Officer.*

*Where learnings that come from reporting, recording and reviewing accidents, incidents and near misses will be;*

1. *Identified and disseminated to staff members at meetings*
2. *Used to inform changes in policy, procedures and processes.*

***Critical Incident Management***

***INTRODUCTION***

*All staff, volunteers and Trustees at Colchester United FC are committed to providing a caring, friendly and safe environment for children so that they can participate in football in relaxed and secure atmosphere.*

*Emergency and critical incidents in the workplace can effect people physically and psychologically. The purpose of this policy is to ensure that Colchester United prepares for and effectively responds to emergency situations and critical incidents. The prevention and management of emergency situations and critical incidents can assist to minimize the negative impact of the unexpected event.*

***Definition***

*An emergency is an unplanned and imminent event that effects or threatens the health, safety or welfare of people, property and infrastructure, which requires a significant and coordinated response. In response to an emergency resources can become overwhelmed or have the potential to be overwhelmed.*

*A critical incident is an unexpected traumatic event, involving personal threat, which evokes fear, stress or injury. Providing appropriate support following a critical incident is part of the management.*

*A traumatic event is one which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and or a threat to own or others physical and emotional integrity. Critical Incident Debrief is a preventative health measure to minimize the impact of traumatic events.*

***Emergency Situations/Responses***

*Emergency situations are prevented as far as practical and minimized through effective management.*

* *Fire*
* *Gas or water leak*
* *Vehicles and other accidents*
* *Chemical, radiation or biological spill*
* *Storm*
* *Earthquake*
* *Bomb*
* *Civil disorder or illegal occupancy*
* *Hostage or terrorist situation*
* *Death*
* *Robbery*
* *Physical (including sexual) assaults*

***Responses***

*When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property. Initiate recovery and restore operations as quickly as possible.*

*When required supportive counselling is to be provided to those effected by an emergency or critical incident. Contact will be made within two hours, if not already done so and then again at 48 hours and 72 hours.*

***Risk Management***

*Disaster and emergency plans are reviewed annually or following the event of a disaster or emergency. As far as possible traumatic events are prevented and the impacts of trauma are minimized following traumatic events. All staff have access to and are familiar with policies and procedures relating to disaster emergency management and have information which outlines what actions to follow for various disaster and emergency situations.*

*All staff, volunteers and participants are expected to behave in a way which minimizes the risk of emergencies occurring.*

***Emergency and Critical Incident Procedures***

*Staff, Board Members, volunteers and participants who experience a critical incident related to their involvement with Colchester United should immediately inform where possible a senior member of staff at their location. If that is not possible they should immediately inform the designated DSO for that location/premises.*

*An incident report is to be completed by the effected member of staff or by a senior member of staff on behalf of a staff member, volunteer or participant on notification. The report should contain as much information as possible and indicate the people directly involved in the incident*

*The staff member who receives the report will ensure that the person(s) identified in the incident receives all appropriate support.*

*Where appropriate they are to contact the emergency services and where required a meeting will be organized to determine issues and responsibilities relating to;*

* *Assessing risks and response actions*
* *Continued liaison with emergency services, other agencies or organizations*
* *Counselling and continued support structures*
* *Media management*

*Where appropriate it may be required to provide support to the family in the form of;*

* *Hiring interpreters*
* *Makin arrangements for hospital/funeral memorial services or repatriation*
* *Obtaining death certificate*
* *Assisting with personal items and affairs including insurance issues*

***Evacuation***

*In the event of an alert to evacuate – either verbal, automatic alarm or manual alarm and the threat is imminent all staff, volunteers, visitors and participants should;*

* *Proceed to the designated assembly area(s)*
* *Ensure assistance is provided to people with disabilities and/or special needs.*
* *Collect visitor sign-in register book*
* *Check attendance at assembly point against the registers.*
* *Remain at the assembly point until advised by emergency services and or Fire Marshalls*
* *Only return to the premises if advised it is safe by a Fire Marshall and/or emergency personnel*
* *In the event of a fire threat and it is safe to do so, close all doors and windows and turn off the power supply before leaving the premises.*
* *In the event of a bomb threat and the threat is not immediate, open all doors and windows before leaving the premises*

***In the Event of Fire***

* *Trigger the fire alarm*
* *Contact the emergency services*
* *Alert the nominated fire marshall and or senior member of staff.*
* *Evacuate people from the immediate area of the fire and proceed to the designated assembly point*
* *Fight the fire with existing equipment if safe to do so*

***Bomb Threat – in the event of a phone call***

*Remain calm and record as much information as possible from the caller using questions and observations including;*

* *What type of bomb is it?*
* *How will it go off?*
* *What does it look like?*
* *When is it set to go off?*
* *Where is it?*
* *Why was it put there?*
* *Will it explode or will something be released?*
* *If a substance is released, what is it?*
* *How much is there?*
* *How will it be released?*
* *Observations about the callers – gender / age / accent*
* *Any background noises?*

***Responses***

* *Contact the police who can assist and advise if evacuation is required.*

*If instructed to evacuate as for the above evacuation procedures.*

* *Notify manager and or senior staff*

***Suspicious Mail***

* *Do not disturb, move or touch the package if possible*
* *If you have touched the package ash your hand at the earliest opportunity*
* *Contact the police who can assist and advise if evacuation is required.*
* *Inform others present of what has occurred*
* *Prevent others from entering the work area of the incident*
* *Do not attempt to clean up spilt material or brush it off your clothing*

*If instructed to evacuate as for the above evacuation procedures.*

* *Notify manager and or senior staff*

***Robbery – in the event of a robbery situation.***

* *Assume the offender is armed and that any firearms are loaded*
* *Comply with instructions given by the offender, doing no more or less than what you are told to do*
* *Answer all questions asked*
* *Do not attempt to disarm or apprehend the offender*
* *Make a mental note of details about the offender and any items touched.*
* *Only if safe to do so raise the alarm*

***Immediately after the incident***

* *Lock access doors to secure the area and prevent people from approaching*
* *Notify the police immediately*
* *Notify manager and or senior members of staff*
* *Ensure that you and others post incident needs are attended to*

***Flood – in the event of flooding***

* *Do not enter flood water*
* *Eliminate potential electrical hazards*
* *Place high value equipment and records away from impending flood water – if safe to do so*
* *While it continues to offer protection remain in a safe area*
* *If instructed to evacuate as for the above evacuation procedures*
* *Contact and liaise with emergency services*
* *Notify manager and or senior staff*

***Emergency Contact Numbers***

***999 – This is the emergency number for police, ambulance and fire brigade. Calls are free and 999 can be dialed on a locked mobile phone.***

***Nearest A&E – Colchester General Hospital, Turner Road, Colchester CO4 5JL – 01206-747474***

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Parental – Child consent policy***

***INTRODUCTION***

*Children’s needs are best met when they are involved in making decisions and when the organization works in partnership with parents and carers. The policy brings together our responsibilities to consult with and obtain the consent of parents and carers in relation to the originations activities and events.*

*Children have rights as listed in the United Nations Convention on the Rights of a Child, ratified by the UK in 1991.*

* *The right for children to have their views respected and their opinions taken into account.*
* *The right to freedom of expression*
* *The right for children to access information for themselves.*

*Parents and Carers are the primary source of nurture and support and are required to help their children make choices in a manner that is consistent with the developmental capacities of the child.*

*The following steps will be taken to obtain consent from both parents and children for children’s participation in activities, trips and outings.*

* *Seek parental consent for a child’s participation in activities and trips, regardless of the age of the child.*
* *Children aged 12 and above we will also seek their consent, unless because of their level of learning ability, or for some other reason the child is unable to give informed consent.*

*If a child is keen to take part in activity that would be in the child’s best interests to do so, but their parent or carer is not willing to consent, the DSO will seek to address the matter with the parents or carer, to understand the reason for objection.*

*Consent of young person 16/18yrs;*

*If a young person aged 16 to 18 years of age, with sufficient maturity to make their own decisions, who lives separately from parents/carers and has little contact with then, then the organization may considerer allowing them to participate in an activity without parent’s/carers consent.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Health and* Safety**

***INTRODUCTION***

*This policy outlines the Health and Safety laws that specifically cover children, and gives guidance on how to apply these laws. All staff, volunteers and Trustees at Colchester United FC, recognises its* *responsibility and that these laws are important because children are statistically more at risk of injury.*

***EMPLOYERS LEGAL DUTIES***

*Employers must assess and reduce risks, so far as is reasonably practicable, for all employees and volunteers (whatever their age). Employees and volunteers must be told what the risks are and what steps are being taken to control them. Employees and volunteers must be consulted on Health and Safety matters, either directly or through elected safety representatives.*

*Additional laws apply to young people below the age of 18. Employers and volunteers must:*

* *Assess risks to young people before they start work.*
* *Take into account their inexperience, lack of awareness of risks, and immaturity.*
* *Provide information to parents/carer about potential risks and control issues before work commences, making the decision whether to prohibit young people from certain activities in the workplace.*
* *Further risk assessments should be repeated if there are any changes to the workplace or to the role specification.*
* *Employers must also take into account that children may lack physical strength, be smaller in size, have health issues (such as asthma) or have physical or learning disabilities.*
* *Employers need to ensure that children receive suitable induction training, supervision and clear instruction.*

***EMPLOYMENT OF CHILDREN***

*Employers have additional legal requirements employing children. A child for the purposes of Health & Safety is someone below the minimum school leaving age of 16. If a child has a birthday late in the academic year, they may still be 15 and yet have left school and be seeking employment. Children below the minimum school leaving age must not be employed in industrial undertakings, such as factories or construction sites, except when on work experience programs approved by local education authorities. The minimum age for other employment is 14 years, but local authorities have the power to make bye-laws restricting work in certain types of premises to those above the minimum school leaving age. These bye-laws may also contain a list of light work which children aged between 13 years and the minimum school leaving age can do in non-industrial premises.*

***Supervision and induction***

*When a young person starts work they are likely to need extra supervision. Employers must ensure that they know who the person responsible for them is and that they are given the appropriate information and training on any hazards, risks, and precautions they may have to take. They must ensure that they understand what they need to do for their own and other’s health and safety.*

*Some young people may lack the confidence to voice their concerns so it is important that they are aware of procedures for doing so. If there is a safety representative, they should be told who it is.*

***Working times***

*The Working Time Regulations 1998 apply to all workers but there are some specific provisions that apply to young workers.*

*Apprenticeship in Sporting Excellence*

*The Apprenticeship in Sporting Excellence program which is undertaken by the Under 17 and Under 18 players in the Academy, adheres to the Health and Safety regulations for young people:*

* *35 hour working week*
* *Players are encouraged to attend evening First Team and Under 23 home matches for their own development. However, this is not a compulsory part of their contracted hours.*
* *If a player plays in an evening match, they do not begin work the following day until 11.00am.*
* *Players are paid in accordance with the National Minimum Wage regulations for Apprentices.*

***WORK EXPERIENCE PLACEMENTS***

*When the Club agree to take students on work experience placements which are organised through their School, the following steps are taken:*

* *Agreement forms along with Health and Safety forms/checklist completed and returned to the School*
* *Young workers risk assessment completed*
* *Risk assessment relevant to the role completed*
* *Disclaimer signed by the student and their parent*
* *Timetable put in place and communicated to all staff and volunteers with specific members of staff and volunteers detailed as having responsibility for the student at all times*
* *Pre-placement meeting with student and parent*
* *Induction to include a tour of the building and manual handling on first day*
* *Placement overseen by a Designated Safeguarding Officer*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Lone Working Policy***

***INTRODUCTION***

*Our Lone Working Policy is designed to reduce the risks staff may face when a requirement of their role and associated tasks in the working environment are to be completed alone. We aim for all staff and line managers to be able to assess and minimise the risks of doing so, along with taking responsibility for the correct procedures, in conjunction with our Health and Safety Manual.*

*This policy applies to staff members only. Volunteers and those on a work placement would not work alone and are always supervised by a member of staff.*

***Definition***

*Within this document ‘lone working’ refers to situations where staff in the course of their duties are alone or are physically isolated from colleagues and without access to immediate assistance. The last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.*

***Context***

*Some staff work outside office hours and/or alone due to flexible working patterns and/or to undertake their job role (ie. Coaches) FITC’s principles for supporting lone workers include:*

* *A commitment to supporting staff and managers both in establishing and*
* *maintaining safe working practices*
* *Recognising and reducing risk*
* *A commitment to the provision of appropriate support for staff*
* *A clear understanding of responsibilities*
* *Priority placed on the safety of the individual over property*
* *A commitment to providing appropriate training for staff*
* *Equipment such as mobile phones made available as appropriate.*

***Security of Florence Park 9Academy) and Shrub End Community Centre***

*Line managers and their employees must ensure that:*

* *Access to the building is controlled and emergency exits are accessible.*
* *Alarm systems are tested regularly.*
* *When working alone staff are familiar with the exits and the alarms.*
* *There is access to telephone and first aid kit.*
* *If there is any indication that the building has been broken into, staff call for assistance before entering the building.*

***Working alone at another location or building (this may include schools, playing fields and sports complexes)***

*Staff must ensure that:*

* *All ‘sign in’ and ‘sign out’ procedures are followed.*
* *When working at a venue where someone else is present (for example the centre manager) ensure that staff are aware of how to contact this person in the event of an emergency.*
* *There is access to a telephone and first aid kit.*
* *Wherever possible park in a well-lit and busy area.*

***Personal Safety***

* *Staff should avoid working alone if not necessary and the last 2 people should leave together.*
* *Staff should not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for the reduction of risk.*
* *Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.*
* *Before working alone, an assessment of the risks involved should be made in conjunction with the line manager.*
* *Where required; staff must ensure that they sign in and out of building registers.*
* *Staff must inform their line manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform the person once the tasks are complete. This includes occasions when a staff member expects to go home following an external commitment rather than returning to base.*
* *For staff working alone on a regular basis, managers will ensure that family members have their contact details in the event the member of staff does not return to their family as expected.*
* *Staff such as coaches that work to a pre-planned programme of sessions, must inform their line manager if they deviate from the programme.*
* *If a member of staff does not report in as expected an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information as necessary.*
* *Where staff work alone for extended periods and/or a regular basis, managers must make provision for regular contact both to monitor the situation and to counter the effects of working in isolation. This will be through monthly 1:1s and regular telephone contact.*
* *Staff working away from the office must ensure that they are carrying their work mobile phone at all times. Staff are responsible for ensuring that the phone is charged and in working order at all times.*

***Assessment of Risk***

*In drawing up and recording an assessment of risk the following issues should be considered as appropriate to the circumstances:*

* *The environment-location, security, access*
* *The context of the activity/nature of the task, and any special circumstances*
* *The people concerned-potential or actual risks posed from the clients*
* *Other people in the locality such as parents, strangers etc*
* *History; any previous incidents in similar situations*
* *Any other special circumstances*

*All the available information will be taken into account, checked and updated as necessary. Where there is reasonable doubt about the safety of a lone worker in a given situation, consideration will be given to sending a second worker or making other arrangements to complete the task.*

***Planning***

* *Staff safety should be considered when choosing locations for courses.*
* *New staff shall be fully briefed and inducted in relation to the task itself.*
* *Communication, checking in and fall back arrangements must be in place. Staff should ensure that someone is always aware of their movements and expected return time.*
* *The line manager is responsible for agreeing the communication arrangements, which should be tailored to the operating conditions of the member of staff. Managers should be particularly aware of the importance of checking in arrangements for staff that live alone.*
* *Staff should take every reasonable precaution to ensure that their home address and telephone number remains confidential.*
* *Staff that work within schools and leisure complexes should ensure that they are familiar and comply with the appropriate Health& Safety guidance for that site.*

***Monitoring and Review***

*Any member of staff with a concern regarding lone working issues should ensure that it is discussed with their line manager at their 1 to 1 or immediately if urgent and/or at a team meeting, as appropriate.*

# ***Ensuring your own Personal Safety***

***Personal Safety***

* *There are a number of things that you can do to avoid trouble in the first place. FITC has a responsibility as an employer to ensure the Health & Safety and Welfare of staff, but employees also have a duty to take reasonable care themselves.*
* *Recognising potential dangers and taking positive steps to reduce risk will ensure greater safety for yourself and for service users in your care.*

***Be aware of the environment***

* *Know what measures are in place where you work: check out alarm systems and procedures, exits and entrances and the location of the first aid boxes.*
* *Make sure that your car and mobile phone are in good working order and that mechanical and electrical equipment is safe to use. Ensure that faults are reported/dealt with.*
* *Ensure that items such as laptops and expensive equipment is carried discreetly when out in the community*
* *If your work takes you into areas which are isolated, poorly lit at night or known for high crime rates, arrange to check in when the visit is over.*
* *If a potentially violent situation occurs, be aware of what could be used as a weapon against you and your possible escape routes*

***Be aware of yourself***

* *Think about your body language. What messages are you giving?*
* *Think about your tone of voice and choice of words. Avoid anything that could be perceived as sarcastic or patronizing.*
* *Think about what you are wearing. Does it hamper your movement- in a potential situation of risk- does a scarf for example, offer an opportunity to an assailant?*
* *Be aware of your own triggers-the things that make you angry or upset.*

***Be aware of other people (including clients and other people in the vicinity***

***when working at outside locations)***

* *Take note of non-verbal signals and be aware of triggers.*
* *Don’t crowd people-allow them space.*
* *Make a realistic estimate of how long it will take to do something and do not make promises that can’t be kept, either on your own or someone else’s behalf.*
* *Be aware of the context or circumstances of the meeting-is there a reason for them to be angry or upset before you meet?*
* *Listen to them and show them that you are listening.*

***Missing Children***

***INTRODUCTION***

*Colchester United FC members of staff, volunteers and Trustees* *will ensure the safety of all the children they have in their care, at all times and will attempt to minimize the opportunity for children to go missing by ensuring they are always properly supervised.*

*POLICY AIMS*

* *To locate any missing child quickly*
* *To ensure that all children are kept safely at the training or match venue*
* *To ensure that all staff and volunteers keep the children under proper supervision at all times.*
* *To ensure that if a child goes missing during a session, he/she is located quickly and returned safely to the venue.*

***TO HELP PREVENT A CHILD GOING MISSING***

***At Training Sessions, Matches & Other Activities:***

* *All staff and volunteers should arrive at sessions 30 minutes before the children report.*
* *Parents are advised that if they arrive early they should not leave their child alone.*
* *Parents must wait for at least two members of staff or volunteers to arrive before they leave the venue.*
* *At each session, staff or volunteers must take a register of the children who have arrived.*
* *Each member of staff and volunteer will have each child’s contact and medical information and it is the responsibility of parents to ensure that this is up to date.*
* *Staff and volunteers mobiles should be switched on at all times, but not used for personal use, unless it is in an emergency.*

***For away travel:***

* *The member of staff or volunteer in charge should carry a copy of the list of children traveling and their contact and medical information, and ensure they are counted onto the coach or mini bus.*
* *If stopping on route, children should be instructed to remain in pairs and be escorted by members of staff or volunteers. Children should be given clear details about the length of the stop and the rules of the break.*
* *If children are not back on time it must be a staff member or volunteer who searches for them and not another child.*
* *Before restarting the journey all children should be counted back onto the coach.*
* *At the end of the match all children should be counted back onto the coach before departure.*

***For independent travel:***

*Parents are reminded that it is their responsibility to ensure that their child is safely transported to and from all training sessions and matches, or to and from pick up points if there is Club transport provided to sessions and matches.*

*If parents make the decision to allow their child to travel to and from training independently, using public transport or walking, they are responsible for them throughout the duration of these journeys.*

*The Club will contact parents in the event that a child does not report to a session as expected when no prior notice is given. In the event that a child does not report to a session which takes place during the School day (Work Experience or Day Release) as expected, the School will also be notified.*

*Parents are provided with contact numbers for members of staff and volunteers. If children do not return home or to an agreed meeting point after a session and the parents cannot contact them, they can make contact with the Club to ascertain the child’s movements, and if necessary the Club and the parent can initiate normal procedures for a missing child.*

***IN THE EVENT OF A CHILD BEING REPORTED MISSING***

* *Time is of the essence and prompt action must be taken by all.*
* *Immediately stop the session and check the register to confirm that a child is missing.*
* *Staff and volunteers should ensure that the child hasn’t been taken by another member of staff or volunteer for an individual focus session.*
* *If a child is missing, the coach should report the matter to the Department Head or the DSO immediately. If they are present, they will manage the situation. If they are not present, the most senior member of staff should be notified and they will be responsible for taking charge and notifying the Department Head and DSO at the earliest opportunity. As and when the Department Head or DSO arrives they will take over responsibilities from the senior member of staff and take over as the lead person. The member of staff or volunteer supervising the child should make the lead member of staff aware of where and when the child was last seen.*
* *The lead member of staff will instruct all staff and volunteers to stop their sessions and ensure that all children remain in their groups supervised by one member of staff or volunteer.*
* *The other children will be asked when they last saw the missing child and if they saw them leave the group. Staff and volunteers will do their upmost not to alarm the children and will remain calm while speaking to them.*
* *The remainder of available staff and volunteers will under the guidance of the lead member of staff start an organised search. This will begin in the immediate vicinity with the outside area and buildings located within the venue. The indoor search will include toilet and changing areas, and any small cupboards or storage areas where a child may be able to hide.*
* *If the child is not found, the search can progress to areas outside the venue but still within close proximity.*
* *If available, CCTV footage will be checked.*
* *If there is more than one group searching, contact should be maintained at all times, and the lead member of staff should be kept informed.*
* *If, after a reasonable search has taken place (maximum 15 minutes), the child still remains unfound****,*** *the child’s parent(s) will be contacted by the lead member of staff.*
* *Assuming the parent has not taken the child without the Club’s knowledge, they will be asked to provide any likely places that the child may have gone to. Those places will be checked by the lead member of staff and one other member of staff or volunteer. The parent(s) will be asked to attend and requested to bring along a recent photograph of their child.*
* *If the child has not been found once all the likely places have been checked, consideration, in consultation with the child’s parent(s) will be given to informing the Police. This will be done by the lead member of staff. If at the first report of the child going missing the lead member of staff suspects that a criminal offence may have taken place, they will immediately inform the Police.*
* *While awaiting the arrival of the Police, the search will continue and available members of staff and volunteers may be sent to search further afield.*
* *Staff and volunteers will cooperate fully with the Police search and will provide the Police with a description of what the child was wearing, details of any medical needs or learning difficulties, and any other relevant information.*
* *If the child has still not been found, the lead member of staff, ideally the DSO, will inform the Senior Safeguarding Officer, the local authority, the EFL, and the FA that a child has gone missing. The Senior Safeguarding Officer will liaise with the Senior Safeguarding Manager, the Club insurers, and the media department.*
* *A full report of the circumstances will be submitted by the supervising member of staff to the Department Head and DSO. Other members of staff and volunteers may be asked to complete incident forms as well. The report should detail the date and time of the incident, which staff and volunteers/children were in the group to which the missing child belonged, when the missing child was last seen, the estimated time that the child went missing and circumstances surrounding the child’s disappearance, for example, what the child was doing or saying prior to going missing.*

***Academy Day Release Programme***

*The Club has a register of Under 12 to Under 16 players who have permission from their Schools to attend the day release programme. If players are unable to attend day release, they are asked to notify the Club in advance.*

*A register is taken at the beginning of the day and the administration office makes contact with the parents of any players who are missing and have not given prior notice. If it is not the case that the player has gone to school or is ill, actions can be taken to try and locate the child. The School will be informed.*

*For players travelling to and from day release independently, the procedures for independent travel detailed above will apply.*

***ACTIONS TO BE TAKEN ONCE THE CHILD IS FOUND***

* *Talk to, take care of and, if necessary, comfort the child.*
* *Speak to the other children to ensure they understand why they should not leave the venue during a session.*
* *The lead member of staff will speak to the parents to discuss events and give an account of the incident*
* *The Club will initiate a full investigation involving written statements and the outcomes of this will lead to staff and volunteers training/CPD to prevent a similar occurrence in the future*
* *Media queries should be referred to the Senior Safeguarding Officer.*

***OUTCOMES***

*The safety of all children is paramount. A missing child should be an extremely rare occurrence. This Policy is designed to be put into place swiftly and effectively in order for actions to be taken to locate any missing child, and to notify and involve parents and the authorities at every point.*

* *f staff and volunteer to transport children home on behalf of parents who have been delayed.*
* *The Club ensures parents have contact numbers for all members of staff and volunteer. These numbers are provided to all new starters and then annually at the start of pre-season with changes communicated via email where necessary throughout the season.*

***Guidance for Parents***

* *It is the parent’s responsibility to ensure they have contact details for the member of staff or volunteer who is supervising their child.*
* *It is the parent’s responsibility to make appropriate arrangements to transport their child to and from training sessions and matches at the correct time.*
* *Parents must phone the member of staff or volunteer supervising their child if there is any likelihood of late collection.*
* *Any changes to contact details or with regards to the adults who are authorised to collect a child should be provided to the Club in advance of the first session that they take effect from.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Data***

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Information sharing policy guidelines***

*Sharing information is an intrinsic aspect of when working with children and young people. The decisions about how much information to share, with whom and when, can have a profound impact on individuals lives. It could ensure that an individual receives the right services/support at the right time to prevent a situation becoming more acute.*

*Poor or non-existent information sharing is a factor repeatedly flagged up as an issue in Serious Case Reviews. Fears about sharing information cannot be allowed to stand in the way of the need to safeguard and promote the welfare of a child or young person. Don’t assume that someone will pass on the information.*

*Whilst the Data Protection Act 1998 paces duties on organizations and individuals to process personal information fairly and lawfully, it is not a barrier to sharing information where the failure to do so would result in a child being placed at risk of harm. Human Rights concerns, such as respecting the right to privacy and family life would not prevent sharing information where there are real safeguarding concerns. Consider if there is a statutory duty and court order to obey.*

***Policy Statement.***

*At Colchester United FC, we recognise that parents have a right to know the information they share with us will be regarded as confidential, as well as to be informed about circumstances when and the reasons why, we are obliged to share information.*

*We are obliged to share confidential information without authorization from the person who provided it, or whom it relates, if it is in the public interest. That is when:*

* *It is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or adult or;*
* *Not sharing it could be worse than the outcome of having shared it.*

*The decision should never be made as an individual, but with the support of the management team*

*Critical Criteria*

* *Where there is evidence that a child is suffering, or at risk of suffering, significant harm.*
* *Where there is reasonable cause to believe that a child may be suffering, or at risk of suffering significant harm.*
* *To prevent significant harm arising to a child or young person, including the prevention, detection and prosecution of serious crime.*

***Procedures – based on the seven golden rules for information sharing.***

* *The Data Protection Act 1998 is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.*
* *Be open and honest with the person (and/or their family where appropriate) from the outset and why, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.*
* *Seek advice when in doubt, without disclosing the identity of the person if possible.*
* *Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in the judgement, that lack of consent can be overridden in the public interest. You will base your judgement on the facts of the cased.*
* *Consider safety and well-being: Base your information sharing decisions on consideration of safety and well-being of the person and others who may be effected by their actions.*
* *Necessary, proportionate, relevant, accurate, timely and secure. Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with the people who need to have it, is accurate and up-to-date, in a timely fashion, and is shared securely.*
* *Keep a record of your decision (Incident Report) and reasons for it, whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.*

*It is good practise to seek consent of an adult where possible. All people aged 16 or over are presumed in law to have the capacity to give or withhold their consent to share confidential information, unless there is evident to the contrary.*

*Where there is reasonable cause to believe that a child or young person may be suffering or may be at risk of suffering harm, you should always consider referring your concerns to children social care or the police.*

*The guidance complements and supports policies to improve information sharing across all services. For children’s services these include:*

* *Statutory guidance on section 10 of the Children Act 2004 for agencies covered by the duty to co-operate to improve well-being of children.*
* *Statutory guidance on section 11 of the Children Act 2004 on the duty to safeguard and promote the welfare of children.*
* *Statutory guidance Working Together to Safeguard Children (HMG 2006).*
* *What to do if you are worried a child is being abused (HMG 2006)*
* *Local Safeguarding Children Board (LSCB) policies, procedures and guidance.*
* *Data Protection Act 1998*
* *Human Rights Act 1998*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

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| ***Additional Safeguarding Policies***  *The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*  ***Additional Safeguarding Polices***  ***Radicalisation and Prevent***  ***INTRODUCTION.***  *The purpose of this policy is to provide information to Staff, volunteers and Trustees regarding*  *Radicalisation.*  *Young people may be vulnerable to a range of risks as they pass through adolescence. They may be exposed to new influences and potentially risky behaviours, influence from peers, influence from older people or the internet as they may begin to explore and issues around their identity.*  *There is no single driver of radicalisation, nor is there a single journey to become ng radicalised. The internet creates more opportunities to become radicalised, since it’s a worldwide 24/7 medium that allows you to find and meet people who share and will reinforce opinions. Research tells us that the internet and face-to-face communications work in tandem, with online activity allowing a continuous dialogue to take place.*  *There are a number of signs to be aware of (although a lot of them are quite common among teens).*   * *A conviction that their religion, culture or beliefs are under threat and treated unjustly* * *A tendency to look for conspiracy theories and distrust of mainstream media* * *The need for identity and belonging* * *Being secretive about who they’ve been talking to online and what sites they visit* * *Switching screens when you come near the phone, tablet or computer Possessing items – electronic devices or phones – you haven’t given them* * *Becoming emotionally volatile.*   ***ACTION.***  *Where Radicalisation is suspected, known about or where there is a potential risk of radicalisation the following actions will be taken.*   * *The Head of Department and Safeguarding Officer will be informed.* * *If there are potential safeguarding issues, the DSO will inform the local police and Essex Safeguarding Children Board.* * *Inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*   *The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*  ***Prevent Responsibility***    *Colchester United FC understands its responsibilities towards PREVENT (Counter-Terrorism and Security Act 2015) and acknowledges that all staff and volunteers must pay due regard to the need to prevent children and young people from being drawn into terrorism.*  *All Designated Safeguarding Officers, Safeguarding Champions and staff and volunteers who work with Under 16 to Under 23 age groups, have and are scheduled to completed the Channel Online Module to raise their awareness of the signs, indicators and changes in behaviour that may suggest a young person is at risk of being drawn into terrorism.*  *Colchester United FC also run a programme of citizenship for all Academy players on the hybrid training model. This programme promotes fundamental British values enabling players to challenge extremist views and build up their resilience to radicalisation.*  *Colchester United FC consider concerns relating to a young person being vulnerable to radicalisation as safeguarding concerns. As such, in the event that any member of staff and volunteers or volunteer has concerns that a young person is at risk of being radicalized.*    *The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.* |

***Drugs***

***INTRODUCTION***

*The purpose of this policy is to provide information to Children, their parents, Staff, volunteers and Trustees regarding drugs, alcohol and solvents.*

***INFORMATION AND ACTION***

*If drugs, alcohol or solvents are discovered on Club premises, the following action will be taken:*

* *A member of staff or volunteer will take possession and store securely.*
* *The Head of Department and DSO will be informed.*
* *The Head of Department and DSO will seek advice from the Police regarding disposal.*
* *The Club will assist the Police with any enquiries.*

***If a child is found in possession of drugs, alcohol or solvents, the following action will be taken:***

* *A member of staff or volunteer will take possession and store securely.*
* *The Head of Department and DSO will be informed.*
* *The Head of Department and DSO will report the incident to the Police and await further instruction. The Club will not search a child suspected of possessing drugs or bringing drugs into Club premises.*
* *The Head of Department and DSO will inform the parent and school of the child or children concerned unless there is a reason not to do so.*
* *In deciding what sanctions are to be imposed on the child, the Club will ascertain whether the incident is isolated or if there is an ongoing problem, and if there are Safeguarding Issues.*
* *If there are potential safeguarding issues, the DSO will inform Essex Safeguarding Children Board and inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*

***If a member of staff and volunteers suspects a child of being under the influence of drugs, alcohol or solvents, the following action will be taken:***

* *Depending on the severity of the child’s condition, a member of medical staff or volunteer will call an ambulance, take the child to hospital, or seek medical advice from a Doctor.*
* *The Head of Department and DSO will be informed.*
* *The Head of Department and DSO will inform the parent and school of the child or children concerned unless there is a reason not to do so.*
* *If there are potential safeguarding issues, the DSO will inform Essex Safeguarding Children Board and inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*
* *When the Club has children left in its care, staff and volunteers have in ‘loco parentis’ responsibilities and should act in accordance with this.*

***If a child discloses that they are using drugs, alcohol or solvents, the following action will be taken:***

* *The Head of Department and DSO will be informed.*
* *Depending on the severity of the child’s condition, a member of medical staff or volunteer will call an ambulance, take the player to hospital, or seek medical advice from a Doctor.*
* *Head of Department and DSO will inform the parent and school of the child or children concerned unless there is a reason not to do so.*
* *If there are potential safeguarding issues, the Safeguarding Officer will inform local children’s services and inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Child Protection and Team at the FA.*

***If a child discloses that their parents/carers/relatives/friends are misusing/selling drugs/alcohol/solvents, the following action will be taken:***

* *The Head of Department and Safeguarding Officer will be informed.*
* *If there are potential safeguarding issues, the DSO will inform Essex Safeguarding Children Board and inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*
* *Advice may be sort from the Police.*

***Late Collection of Children***

***INTRODUCTION***

*All staff, volunteers and Trustees at Colchester United FC will ensure the safety of all the children they have in their care, at all times. Late collection of children is a potentially difficult situation for the Club and the staff and volunteers involved.*

***POLICY AIMS***

*In the event that an authorised person does not collect a child, the Club aims to:*

* *Resolve the situation as quickly as possible*
* *Minimise distress to the child*

***PREVENTING LATE COLLECTION***

***Club Procedures***

*The Club keep the names and telephone numbers of all parents/carers authorised to collect a child on record. These details are held by the supervising member of staff or volunteer, Department Head and Administration Offices.*

* *In the event that a person has been denied legal access to a child, or is only allowed access on certain days, this information is also held by the supervising member of staff or volunteer, Department Head and Administration Offices, as well as the DSO.*
* *In the event of a change of timing for a session, parents will be notified in advance by email or text.*
* *The Club make parents aware that it is not the responsibility of staff and volunteer to transport children home on behalf of parents who have been delayed.*
* *The Club ensures parents have contact numbers for all members of staff and volunteer. These numbers are provided to all new starters and then annually at the start of pre-season with changes communicated via email where necessary throughout the season.*

***Guidance for Parents***

* *It is the parent’s responsibility to ensure they have contact details for the member of staff or volunteer who is supervising their child.*
* *It is the parent’s responsibility to make appropriate arrangements to transport their child to and from training sessions and matches at the correct time.*
* *Parents must phone the member of staff or volunteer supervising their child if there is any likelihood of late collection.*
* *Any changes to contact details or with regards to the adults who are authorised to collect a child should be provided to the Club in advance of the first session that they take effect from.*

***IN THE EVENT OF A LATE COLLECTION***

* *At least two members of staff or volunteers will wait with the child (or children) after the agreed session finish time at the venue where the session has been held.*
* *These members of staff or volunteers will offer the child as much support and reassurance as is necessary.*
* *A member of staff or volunteer will attempt to make telephone contact with parents to find out why they are late, using all the numbers available, and keep a record of all calls, times and outcomes.*
* *If contact is made, at least two members of staff or volunteers will wait with the child at the venue until they are collected.*
* *In the event of a very late (one hour or more past the agreed session end time) collection or recurrent late collections, a DSO will be informed.*

***IN THE EVENT THE CHILD IS NOT COLLECTED***

* *If after repeated attempts, the staff or volunteers are unable to contact an authorised adult to collect a child, and one hour has passed since the agreed session end time, staff and volunteers should contact the DSO or Department Head for further guidance.*
* *Staff and volunteers should not*
* *Go looking for the parent*
* *Take a child to their home address, to another location, or home with them*
* *Send the child home alone*
* *Send the child home with another person without permission from their parent*
* *Wait alone at the venue or in a vehicle with a child*
* *Staff and volunteers will continue to support and reassure the child throughout.*
* *If Staff and volunteers are unable to contact the DSO or Department Head, they should contact Local Children’s Services and the Police and follow their instructions.*
* *The Child remains in the care of the Club until they are collected by a parent, other authorised adult, or placed in the care of the local authority.*
* *In the event that social services are called and the responsibility for the child is passed onto them, the Club should leave a further message for the child’s parents to reassure them that their child is safe and instruct them to contact local social services.*
* *All full report of the incident should be given to a DSO.*

***Social Media***

***Information.***

*Social media is the term used for internet-based tools used on computer, tablets, and smart phones to help people keep in touch and enable them to interact. It allows people to share information, ideas and views.*

*Social media can affect communications among managers, employees and job applicants; how organisations promote and control their reputation; and how colleagues treat one another. It can also distort what boundaries there are between home and work.*

*Some estimates report that misuse of the internet and social media by workers costs Britain's economy billions of pounds every year and add that many employers are already grappling with issues like time theft, defamation, cyber bullying, freedom of speech and the invasion of privacy.*

***Advisory.***

* *Social Media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to an authorised spokesperson.*
* *Employees should disengage from dialogue if they find they are associated or encounter a situation while using social media that threatens to become antagonistic. Disengage in a polite manner and seek advice from your Line Manager.*
* *If employees publish content after-hours that involves work or subject related material, the employees should not violate the Code of Conduct and a disclaimer should be used, such as this. “The postings on this site are my own and do not represent the positions, strategies or opinions of Colchester United”.*
* *It is highly recommended that employees Colchester United related social media accounts separate from personal accounts if practicable.*

***Policy.***

*This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include, blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites and other sites and services that permit users to share information with others in a contemporaneous manner.*

***Principles.***

*The following principles apply to use of social media on behalf of Colchester United as well as personal use of social media, inclusive when referencing Colchester United.*

* *Employee’s need to know and adhere to the Code of Conduct when using social media in reference to Colchester United.*
* *Employees should be aware of the effect their actions may have on their image, as well as Colchester United. The information they post or publish may be public information for a long period of time.*
* *Employees should be aware that Colchester United may observe content and information made available by employees through social media.*
* *Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Colchester United.*
* *Employees are not to publish, post or release any information that is considered confidential or not in the public. If there are questions about what is confidential employees should check with Human Resources or their Line Manager.*
* *Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party’s copyrights, copyright material, trademarks, service marks or other intellectual property.*
* *Current systems are to be used for business purposes only and will include use of Facebook, Twitter and Blogs etc. But personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.*
* *If employees publish content after-hours that involves work or subject related material, the employees should not violate the Code of Conduct and a disclaimer should be used, such as this. “The postings on this site are my own and do not represent the positions, strategies or opinions of Colchester United”.*

***Things to remember when using social media.***

* *Social media helps us connect with people, just remember to apply common-sense.*
* *Apply the same standards online as are required offline, whether acting in an official or personal capacity.*
* *If in doubt “Don’t post it”.*
* *Check the accuracy and sensitivity of what you are posting before pressing submit.*
* *Remember once something is posted online it’s difficult to remove it.*

***Images – Photography – Film (video) – Consent***

***INTRODUCTION***

*All staff, volunteers and Trustees at Colchester United FC would like to re-assure all children, parents, staff and volunteers, sponsors and the media that the Club encourage the taking of appropriate images and the recording of appropriate videos of children participating in football. The Club is committed to Safeguarding Children and as such insist that the guidance issued in this policy is adhered to when photographing and filming.*

*This policy details the best practice procedures that should be in place when photographing and filming children, and what actions should be taken in the event of a concern about the way images and videos are being used.*

*This Images Policy has been produced in accordance with the EFL Guidance to Member Clubs for celebrating Football Thorough Photographic Images, Video and other Media Forms*

***POLICY AIMS***

*Images and film footage from sessions and activities children will be used by the Club, and in some cases the EFL, League Football Education, EFL Trust and the FA. Club uses include but are not limited to video analysis, Club documents and presentations, club websites, club newspaper, social media sites, match day programs, promotional shots, newspaper publicity materials, promotional material and televised football. These images help children and the club celebrate success.*

*The Club understands that the majority of photographs and videos of children participating in football are taken for the right reasons. However, the Club also understands its responsibility to ensure that people do not use sport to take and obtain photographs of children in vulnerable positions.*

*In ensuring that a policy is in place to describe the safe practices that are always to be used, the Club aims to prevent the poor practices that could permit the following by members of the workforce capturing images/film by:*

* *The inappropriate use, adaptation or copying of images for use on child abuse websites on the internet.*
* *The identification of children when a photograph is accompanied by significant personal information that will assist a third party in identifying the child and potentially being able to ‘groom’ the child*
* *The identification of children in inappropriate circumstances which include:*
* *Where a child has been removed from his/her family for their own safety.*
* *Where restrictions on contact with one parent following a parental separation exist e.g. in domestic violence cases.*
* *In situations where a child may be a witness in criminal proceedings.*
* *Other safeguarding concerns.*
* *Using own/personal equipment to capture images of participants.*
* *Images taken in changing rooms or where children and not fully clothed.*
* *Images of children who do not wish to be in a photographed or whose parents does not wish to be.*
* *Images where children are more vulnerable – upset, injury illness.*
* *Images that are sexually suggestive or provocative.*
* *The inclusion of young or vulnerable players full names in any captions.*

***IMAGES***

*Photographic images of players are taken by Club staff and volunteers during training, matches, tours, Stadium events, school visits, Club visits, and other community activities.*

*To ensure that children are not put a risk by the use of images, the following procedures are in place:*

***Requesting Permission***

*Asides from staff and volunteers, permission must be requested from anyone wishing to take photographs at sessions. The Club will consider all requests taking into account the details of the request, what the images will be used for and whether consent is in place for every player involved to be photographed. If there is a specific reason why parents cannot take photographs or videos, this will be communicated. If there is no specific reason not to take photographs, permission will be granted. Parents will be advised at this point that this permission is granted on the condition that any images which show children other than their child, must not be put in the public domain through social media.*

*At the training ground, if a person is taking photographs without permission, they may be asked to stop. If they do not adhere to this instruction, they will be advised to leave the property. At other* *venues that are public, the Club cannot insist that they leave, but will ensure that any concerns there are about the appropriateness of the images, are logged with the DSO.*

***Parental Consent***

*Where an activity may allow for the capture, and thus use, of a participant’s image the Club will obtain consent to take and use images, from the parents/Legal Guardians of all players under the age of 18 and ensure that those individuals understand what they are consenting to and why, for the following:*

* *Photographic images being taken by Club staff and volunteers during training, matches, and community activities.*
* *Photographic images being taken by a Professional Photographer.*
* *Images being used in Club media which includes but is not limited to the official website, match day programmes, the Eagle newspaper, and other promotional literature.*
* *Images to be shared with other departments within CUFC and reputable company partners such as kit sponsors.*
* *Understanding that providing there is no specific reason not to do so, permission can be granted for parents to take photographs of their son during sessions. These photographs may feature other team mates.*
* *Understanding that images may be taken during matches by other Clubs or spectators over which the Club has no control.*

*Additional written consent will be obtained before images or films are used for promotional and publicity purposes within other organisations.*

*Other than on match/event day, individuals have the right to opt-out, revoke or not consent of being photographed. Here our workforce will endeavour to make suitable arrangement to apply ant restrictions required whilst minimising disruption to normal operations. These arrangements will be agreed in advance with those with Parental Responsibility for the player and must uphold the dignity of the participant opting out.*

*Should a parent or legal guardian not wish for images of their child/children to be used at all, or only in certain ways, they must indicate this on the consent form. The DSO will log this information and contact the parent should any further clarification be required. The DSO will then liaise with other members of staff and volunteers to ensure that images of that child are not used. The DSO will also advise opposition Clubs and other organisations when there are stipulations from parents that they do not wish for their child to be photographed.*

***The Image***

* *The Club will ensure that images taken of children are focussed on the activity taking place rather than the individual.*
* *The Club will ensure that all children who are featured in images are appropriately dressed (in a minimum of shirt and shorts).*
* *The Club will not publish photographs with the full name(s) of the individual(s) featured unless there is written consent to do so and the parents/carers have been informed as to how the image has been used.*
* *The Club will not allow images to be taken in changing rooms, showers or toilets. This includes the use of mobile phone cameras.*
* *The Club will not use player profiles containing pictures with detailed personal information on the Club website.*
* *The Club will not use an image for anything other than it was initially agreed without further consent being obtained.*
* *The club will not allow staff to use their own/personal equipment to capture images of participants.*
* *The club will not permit/allow images where children are more vulnerable – upset, injury illness.*
* *The club will not allow Images that are sexually suggestive or provocative.*
* *The club will take responsibility for the safe storage and distribution of the images.*
* *The club will give due consideration to the dignity and protection of players involved.*
* *The club will inform parents where there are changes to planned use of the image/footage which will lead to a wider distribution of the images than originally anticipated.*

***Professional Photographs***

*Certain departments within the Club (Academy, FITC, Events) use the services of a Professional Photographer. The photographer is made aware of the images and filming policy, and what is considered appropriate in terms of content and behaviour.*

*The Club will also ensure that parental consent is in place for all players who will be involved, and ensure that any players who do not have consent, are not involved. The sessions where the professional photographer is coming in to take photos, are communicated to parents in advance. By bringing a player to this session, parents are consenting for him to take part.*

*If professional photographs are available to purchase on the photographer’s website, they will be password protected and the Club will issue the password to the parents of the relevant players.*

***Filming***

*Academy training sessions and matches are filmed by video analysts for the purpose of performance analysis.*

*With regards to requesting permission, the images and filming policy document and parental consent, the principles are the same for filming as they are for images.*

***Parental Consent***

*Where an activity may allow for the filming, and thus use, of a participant’s image the Club will obtain consent to take film images, from the parents/Legal Guardians of all players under the age of 18 and ensure that those individuals understand what they are consenting to and why, for the following:*

* *Filming by Club Staff and volunteers during training for the purposes of Performance Analysis.*
* *Filming of matches by video analysis staff and volunteers from CUFC and the opposition Club.*
* *The sharing of films with children, parents, Match Officials and other reputable organisations, such as the FA, for the purposes of learning and development.*
* *Video Clips and Match DVDs are available to children. Therefore, parents are not permitted to make their own films.*
* *Understanding that videos may be taken during matches by other Clubs or spectators over which the Club has no control.*

***The Films***

*Whilst the videos will largely be used for the purpose of player performance analysis within the Club, they may be used in other areas of learning and development such as Referee training, staff and volunteers training, and Induction sessions. The Club may also provide copies of match videos to opponent Clubs to assist with their player performance programme.*

* *As a communication method, films may be put onto websites such as You Tube for players to view and assess as homework away from the Club. If this is the case, the films will be posted privately and only those given the direct link will be able to view them.*
  + *The Club will not use a film for anything other than it was initially agreed without further consent being obtained.*
* *The Club will ensure that films taken of children are focussed on the activity taking place rather than the individual.*
* *The Club will ensure that all children who are featured in films are appropriately dressed in a minimum of shirt and shorts.*
* *The Club will not allow films to be taken in changing rooms, showers or toilets. This includes the use of mobile phones.*
* *The club will not allow staff to use their own/personal equipment to capture images of participants.*
* *The club will not permit/allow images where children are more vulnerable – upset, injury illness.*
* *The club will not allow Images that are sexually suggestive or provocative.*
* *The club will take responsibility for the safe storage and distribution of the images.*
* *The club will give due consideration to the dignity and protection of players involved.*
* *The club will inform parents where there are changes to planned use of the image/footage which will lead to a wider distribution of the images than originally anticipated.*

***Photography & Filming by Children***

*Children are not permitted to photograph or film members of staff and volunteers or peers during the working day or during sessions without their knowledge and permission. Any child found to have done this may be subject to disciplinary action.*

***CONCERNS***

*Should any child, parent, staff, volunteer, Trustee, match official or member of the public have concerns about inappropriate images or videos in football, this should be reported to the DSO who will if necessary notify the Senior Safeguarding Officer, EFL Child Protection Advisor, the County FA / FA, and other bodies outside of football.*

*If an individual has serious concerns about a possible Safeguarding issue relating to the recording of images or videos then inform the Police immediately. This action should only be taken where you believe that someone may be acting unlawfully or putting a child at risk.*

*Any reports of inappropriate images are a possible safeguarding issue and will be immediately investigated and action will be taken accordingly.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

* *Issue the DSO will inform the local police and Essex Safeguarding Children Board.*
* *Inform and take advice from the County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Transport***

***INTRODUCTION***

*All staff, volunteers and Trustees at Colchester United FC are committed to this transport policy to provide staff and volunteers, parents and children with all the information they need regarding travel and transport during the working day or when carrying out Club duties. This policy has been developed to ensure that every consideration is paid to the welfare of children whilst on Club transport, whilst being transported by a Club member of staff or volunteer, or whilst travelling independently to or from Club activities. The latter is particularly relevant to Apprentices due to the full time nature of their involvement with the Club.*

*As the Club uses a number of different venues for sessions with children (Weston Homes Community stadium, Florence Park, Thurstable School, Warriors Rest, and Shrub End Community and Sports Centre), arrangements have to be made for travel between sites.*

*Wherever possible and practical it is advisable that children travelling in Club vehicles are with at least one adult (in addition to the driver) acting as an escort.*

*When transporting children on tours and tournaments, Colchester United FC adheres to the guidance provided by the FA (Travel, Trips and Tournaments), the EFL (Youth Tours and Tournaments), and the Department of Education (Health and Safety for Pupils on Educational Visits).*

*A* ***Transport Risk Assessment*** *has been developed to accompany this policy. This Policy has been produced in accordance with the EFL’s Guidance to Member Clubs ‘Six Steps for Developing a Club Transport Policy’.*

***CLUB TRANSPORT ARRANGEMENTS***

*Club, private, and public transport is used across the Club during the working day to transport players into venues and between sites.*

*The Club must issue a* ***Transport Consent Form*** *to parents to obtain their permission for their child to be transported in Club vehicles or vehicles belonging to an external transport provider as is necessary for the duration of their involvement at the Club. Parents and can withdraw this consent at a later date if they wish and their child will no longer to able to access any Club transport and transport provided by an external company. In the event that a child is attending a Club organised tour, tournament or festival, additional parent consent is requested.*

***TRANSPORTATION USING CLUB VEHICLES***

*Club vehicles are owned by the Aspire Media Group (the collective name for the 12 companies including Colchester United FC that are owned by the Club’s Chairman). The vehicles available to the Club for transporting young players are as follows:*

* *Mini Buses*
* *9 seaters*
* *Vans*
* *Cars*

*Please see* ***Transport Plan*** *so details of how these vehicles are used on a daily basis within across the Academy.*

*The vehicles are maintained by Operations staff and volunteers under the instruction of the Operations Managers at the Aspire Media Group (AMG). The Operations Managers ensure that the vehicles are road worthy and have an up to date MOT. The vehicles are checked regularly and thoroughly by maintenance staff and volunteers who complete a monthly check sheet to include observations on tyre pressure, brake fluid, water, etc. When vehicles are signed out on a permanent basis to a member of staff or volunteer, that member of staff or volunteer is responsible for completing maintenance check sheets and reporting any concerns to Operations staff and volunteers. Any issues must be reported to the Operations Manager immediately. All the vehicles have breakdown cover.*

*All vehicles are booked and signed in and out. A record is kept of every journey to include start and end destinations, mileage covered, times of journey and driver details. Drivers are also required to record any issues or concerns that they have had with the vehicle. This enables the Club to answer any requests, if required, under section 172 of the Road Traffic Act (request for details of driver following an offence e.g. speeding offence).*

*The vehicles are insured through the company insurance for all intended use which includes the transportation of young and professional players.*

*All staff and volunteers are permitted to drive company vehicles providing that the Club gives them permission to do so and that they provide a copy of their driving licence. The records of this information are monitored by the Operations Managers at AMG. The Operations Manager at AMG ensures that the group remain compliant with the terms of the insurance and this includes resubmitting copies of every member of staff and volunteers driving license on an annual basis. All drivers understand the maximum capacity for the vehicle that they are using and know that this must not be exceeded.*

*For driving mini buses, staff and volunteers must be in possession of a licence issued prior to 1997 or a separate mini bus license. In the event that training is needed for a member of staff and volunteers to be able to drive a mini bus, the Operations Manager will arrange the necessary training and assessments (DVLA D1 minibus assessment training) and keep a record of this on file.*

*Within the Academy, the Designated Safeguarding Officer plans and oversees all transport arrangements which involve young players and responds to any concerns there may be about these arrangements.*

*Staff and volunteers using company vehicles should ensure they read the* ***AMG Code of Conduct for Staff and volunteers regarding the use of pool vehicles****.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Transportation using privately owned vehicles***

*Wherever possible, the transportation of children is not carried out by staff and volunteers in private vehicles.*

*Parents are informed of this upon joining the Club made aware that it is their responsibility to ensure their child is transported to and from Club activities.*

*If every attempt is made to secure the use of a company vehicle and this is unsuccessful, staff and volunteers may use their own private vehicle. Staff and volunteers also understand that circumstances may sometimes arise where the risk of not transporting a young person is greater than doing so, for example after a late football fixture and the distance to home is too far or too dangerous to walk, or in an emergency situation.*

*By taking a child in their car on Club activities, the member of staff or volunteer is confirming the following:*

* *The journey is necessary and has been approved by their Department Head or Designated Safeguarding Officer.*
* *There are no options available to use a pool car.*
* *They have permission from parents.*
* *The vehicle is in a safe and roadworthy condition, meeting all legal requirements.*
* *They have business insurance on the vehicle being used and their insurers are aware that this business use may involve the transporting of children and potentially young professional players.*
* *They have a valid driving licence.*
* *They are not banned from driving.*
* *They have read the Club transport policy and Risk Assessment for the transportation of young players.*
* *They will provide original documents if requested in relation to vehicle registration, MOT, driving licence, insurance, etc.*
* *This is a LAST RESORT!!*

*If any of the above are not in place, staff and volunteers should not transport children in their private vehicles.*

*The Club cannot take any responsibility for children being transported in privately owned vehicles and therefore, advise staff and volunteers to have business insurance for their vehicle, to declare to their insurers that they work for a Professional Football Club, and to make their insurer aware that this may involve the transportation of children. Staff and volunteers are advised to ensure that their insurance cover would be adequate to transport young players.*

***Regulations for staff and volunteers transporting young players***

*Staff and volunteers understand that they are responsible for the welfare of children travelling with them until they safely reach their destination and are passed over to a parent/carer or other member of staff or volunteer. When children are continuing a journey independently, the member of staff or volunteer must be satisfied that the means of onward travel are safe and appropriate to the age of the player.*

*Staff and volunteers must adhere to the following regulations and guidance, whether transporting children in Club vehicles or private vehicles.*

* *Members of staff and volunteers must have an enhanced DBS Disclosure and Barred List check through the FA Criminal Records Department.*
* *Behave appropriately at all times.*
* *Where possible, be accompanied by another member of staff or volunteer as this may significantly reduce the risk of distraction, accident, injury or allegation of misconduct or abuse. The second member of staff or volunteer can be responsible for directions, stops, head counts, checking seat belts are being worn, communications, and ensuring players are behaving appropriately.*
* *Staff and volunteers are not permitted to offer lifts to children outside of normal working hours and duties.*
* *Inform the Head of Department of any driving convictions, disqualifications, and medical conditions.*
* *Be fit to drive and free from any drugs, alcohol or medicine which may impair judgement and the ability to drive.*
* *No use of mobile phones (although be in possession of mobile phone in case of emergency)*
* *Take regular breaks and don’t drive tired.*
* *Do not exceed the capacity of the vehicle.*
* *Seat children in the back unless all seats are being used.*
* *Ensure children always wear seat belts.*
* *Report any problems or concerns about the vehicle immediately to an Operations Manager.*
* *Supervise children at all times, whether in the vehicle or during a scheduled stop.*
* *It is down to the discretion of staff and volunteers to make the decision of whether it is safe to transport children in bad weather conditions. Staff and volunteers should not transport children if they do not feel it is safe to do so in the road or weather conditions. If a decision is made not to transport children to their destination, the relevant head of department should be informed as soon as it is safe to do so.*
* *Report any incidents that occur on the journey, or any unexpected/emergency journeys to the Head of Department, Designated Safeguarding Officer, and parent straight away or as soon as it is safe to do so.*

***External Transport Providers***

***Coach Travel***

*There are occasions when the Club will use a Coach Company; tours or long distance fixtures. The preferred Coach Company is Roman Cars and Coaches who understand the Club’s commitment to safeguarding, and who are committed to safeguarding as an organisation.*

*The vehicles that are used are appropriately insured, roadworthy and regularly maintained. They are fitted with seat belts appropriate to the size and type of vehicle and passengers to be carried.*

*The DSO collates the information for the external transport providers.*

*Children are always accompanied by staff or volunteers when being transported by external transport providers.*

*Regular external transport providers are asked to provide confirmation of public liability insurance, driver qualifications and CRC information, and confirmation that vehicles are appropriately insured and maintained*

***Reregulation for children using club transport***

*Children should take responsibility for confirming travel arrangements and ensuring that they are on time and prepared for travel.*

*Children should understand their personal responsibilities such as wearing seatbelts and not participating in high risk behaviour, for example, distracting the driver or disturbing their concentration.*

*At all times, Children should remember that they are representing Colchester United FC Their behaviour on Club or public transport should reflect this.*

*Children should not ask for or accept lifts from members of staff or volunteers in private vehicles unless in exceptional circumstances. Parents should never ask staff and volunteers to provide transport for their son in a personal vehicle.*

***REGULATIONS FOR CHILDREN TRAVELLING INDEPENDENTLY (INCLUDING PUBLIC TRANSPORT AND THEIR OWN VEHICLES)***

***Age 17+***

*Many young people while on Apprenticeship programmes at the Club pass their driving test and get their first car.*

*As a part of the Apprenticeship programme, there is provision for advice and guidance for new drivers. The Club has links with BSM and the Fire Brigade who deliver sessions every season.*

*Whilst Apprentices may make private arrangements for carrying passengers (who may be other Apprentices or Professional footballers) in the course of normal leisure activities, they should, with the help of their parents, ensure they have appropriate insurance cover to meet their personal circumstances including the intended use if they choose to provide lifts for other football Apprentices. This is reiterated by the Club.*

*Apprentices will not be asked to provide transport for other peers or staff and volunteers during their working hours.*

*With regards to independent travel such as walking or using public transport, the Club will also offer guidance and advice. Within the Academy this will be part of the well-being section of the Club Induction. For example, Apprentices will be advised to plan their route, research public transport timetables, book taxis in advance, stick to busy or well-lit streets, stay alert, keep valuables out of* *site and not all in one place, keep hands free, and if you think you are being followed then keep moving and tell someone what is happening.*

***Under 17***

*Parents are reminded that it is their responsibility to ensure that their son is safely transported to and from all training sessions and matches, or to and from pick up points if there is Club transport provided to sessions and matches.*

*If parents make the decision to allow their son to travel to and from training independently, using public transport or walking, they are responsible for their son throughout the duration of these journeys.*

*The Club will contact parents in the event that a child does not report to a session as expected when no prior notice is given. In the event that a child does not report to a session within school time (work experience or Academy Day Release) as expected, the School will also be notified.*

*If Club staff and volunteers have reservations about the travel arrangements that are in place for children or feel that there are risks to independent travel, they will contact parents and request that alternative arrangements are made.*

***Tours, Events and Activities***

***Introduction***

*All staff, volunteers and Trustees at Colchester United FC will:*

*Philosophy: Colchester United believe that children experiencing playing outside their normal surroundings is an essential component and gives players an unique opportunity to develop their resourcefulness and to spend time together in a different environment. Each trip, tour or visit is designed to promote social awareness, or to enhance skills, self-reliance and team-working. The common factor is that they all make an essential contribution towards the child’s development and education in the broadest sense of the word.*

***A Tour.***

*This would involve time spent overseas, or a longer expedition in the UK, to engage in sport.*

***Consent Form from Parents.***

*Confirmation of parental consent in writing must have been obtained authorising that a player (child) can attend.*

***The Standard of Care***

*The Staff responsible for supervising trips and tours must act in a professional manner, and act towards the attendees as a careful parent would act towards their children. He or she must take*

*responsible precautions for their safety, maintain the good order and discipline and safeguard their health and safety. Assessing and minimising potential risks is essential.* .

***Initial planning & Tour Leader.***

*A Leader for the Tour will be identified and he/she must evaluate whether the tour fits into the sporting programme and is appropriate to the age of the players. This is the person with overall responsibility for the administration, programme, supervision and conduct of the tour. He/she is therefore an important part of the health and safety and good practice support system, and should both understand his/her own responsibilities and those of the other people in the process who contribute to their support, success and confidence. Expectations of player’s behaviour on tours fall within the players Code of Conduct.*

***Members of Staff with specific responsibilities***

*These people will assist the Tour Leader in all their tasks and activities. These members of Staff will be told of their responsibilities and will be answerable to the Tour Leader.*

***Initial details***

*Must include a basic itinerary, the anticipated cost, the age group of players who will participate and the staff involved*

*Where possible the member of staff planning the tour should visit the location before the proposal is made to ensure it is suitable for the group. .*

*If other football clubs have used the location, then they should be contacted.*

*The costs of a trip or tour must be considered carefully.*

***Substantive Planning:***

***Venue:***

*A risk assessment must be carried out for all tours, a risk assessment form filled in and submitted to the file and taken on tour. The Leader must be sighted on the risk assessment before travel.*

*Most venues will have their own risk assessment, a copy of which must be obtained, and studied.*

***Details.***

*Date, time (leaving and return), activities, destination, transport method, players and staff involved, and contact numbers must be published and available to all staff and parents.*

***Staffing Ratio - The ratios recommended by RoSPA are as follows:***

***1:15*** *for all visits where the element of risk is similar to the risks encountered in daily life;*

*The DoE Health and safety of Pupils on Educational Visits recommends that the ratio be 1 adult to every 10-15 children in years 4-6. The Football League guidance recommends a minimum of 1 adult to every 10 players. If the party is mixed sex, then it is preferable that there are two staff or adults, one of each sex.*

***Medical details***

*Staff must be provided with medical details of any players who have allergies, asthma or other “need to know “conditions. Staff must be aware of the required emergency action.*

***Staffing:***

*If the party is mixed, then there must be at least one male and one female member of staff.*

***The Programme.***

*Staff must ensure the activities on a Tour are appropriate to the age and ability and do not involve any unnecessary risks. Free time should be limited, and “boundaries” (physical and social) made clear to the players.*

***Rooms.***

*Ensure staff rooms are strategically located, and that the pupils know where the staff rooms are. Boys and girls rooms should be isolated from each other.*

***Communication.***

*Tours must be organised well in advance. Parents must be kept well informed about deposits, the itinerary, clothing lists, medical requirements etc.*

***Player’s details.***

*The Tour Leader must build up a data base of all the relevant details of those players attending the tour including contact details, “need to know” medical records, mobile numbers, allergies, special dietary requirements.*

***Medical treatment.***

*When taking children on Tour, it is advisable to obtain written parental consent to any necessary medical treatment. A 16 year old may give consent to medical treatment. Parents should be told* *that Staff are in ‘loco parentis’ and must be free, in the child’s interest, to take such action as a prudent parent would for his child. In a sudden emergency there is unlikely to be time to contact parents.*

***Insurance***

*The Tour Leader must check the details of the insurance policy with and have a hard copy of the insurance details - policy number, contact details etc.*

***Liaison***

*It is good practice to have a member of staff not on the Tour to act as a liaison or link for parents, and that parents have access to the relevant phone number. The Tour Leader must keep the liaison person fully informed as soon as practicable of the current situation of an ongoing incident. .*

***During the Tour.***

***Conduct.***

*On all tours it is recommended that a meeting is held with the group before the tour to establish a* ***“Code of Conduct”*** *for the tour. This would include general behaviour, dress code, roll call times, curfew times and any other matter appropriate to the tour.*

***Communication.***

*Players must be given details, possibly on a laminated card, of the Tour Leaders’ mobile phone*

*numbers, the address and contact details of where they are staying and any other*

*relevant details that may be appropriate for the tour. Such as medication, allergies etc. in case of emergency. This may assist others who are not part of the Tour, who render assistance to a player. This is known as a* ***crisis card!***

*Staff must have access to the mobile numbers of the players on the tour. This can be held in the Tour file, but must at all times be accessible.*

***Rendezvous***

*Identify a rendezvous procedure for lost players and a recall system in emergency.*

***First Aid.***

*All members of staff on a tour must have first aid training. A medical bag must be accessible at all times. If any player needs to go to hospital or see a doctor, they must be accompanied by a member of staff. If hospitalised a member should stay in the vicinity. For all but the most trivial injury or illness, parents should be contacted.*

***Roll Calls***

*These must be a regular occurrence, especially with a large party. On tour evening curfews, meal times and meeting times and places must be made clear. In the evening staff must make personal contact with every player in the party at curfew time.*

***Contingency plans.***

*Be prepared to review the plans in the course of the tour, especially with a view to ongoing risk assessment*

***On return***

*On return from a tour, report appropriate highlights to the Tour Lead, including any disciplinary**issues.*

*It is considered good practice to compose a brief tour report for future reference. This may include problems arising from transport, the venue, the itinerary or the tour company. It could also include recommendations for future tours, and any particular benefits from the tour.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***Accommodation Policy (Homestay)***

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| --- |
| ***INTRODUCTION***  *Colchester United Football Club are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*  *When Scholarship Agreements are offered to players who live outside of the local area, the Academy endeavour to offer local homestay style accommodation for the duration of their Apprenticeship. Therefore, the Academy has the responsibility to ensure that this local accommodation is safe, comfortable and in keeping with the standards required by a professional sportsperson.*  ***FINANCIAL AGREEMENT***  *Accommodation providers agree to provide five nights of lodging, breakfast and dinner per week for the Apprentice. A degree of flexibility is required with this as a result of the Apprentices’ schedule. Some weeks they may stay in their homestay accommodation for four nights and other weeks for six nights. Some weeks will incorporate the Sunday evening and others the Friday evening. There may even be extreme circumstances such as bad weather when the Club may request that the Apprentices stay for the duration of the weekend.*  *The Club reimburses accommodation providers £80.00 per week (5 nights) for this provision. This is paid on a monthly basis upon receipt of an accommodation provider’s invoice, a template for which will be provided by the Club. The invoice will be for 4 or 5 weeks accommodation depending on how the weeks fall within the month. It is preferred that the invoice is for full weeks, ending on the Saturday closest to the end of the month. If the invoice is received by the Club by the 20th of the month, then the Club will pay the amount owed by the end of the month. Payment is made by direct debit into the accommodation provider’s chosen account. Invoices received after the 20th will be paid approximately ten days later.*  *In the normal circumstance that an accommodation provider has an Apprentice for the duration of the season, they will be paid from July to May (specific dates dependent on the start and end dates of each individual season) and unpaid in June due to the closed season. From July to May, payments will be made in full regardless of short term changes in Apprentice status. For example, accommodation providers are still entitled to invoice for a week when they have not had the Apprentice due to illness or International Duty, etc. Accommodation providers cannot invoice the Club regardless of short term changes in their own status. For example, if they are unable to accommodate the Apprentice due to a family holiday and the Apprentice has to be found alternative accommodation during that time.*  *Monthly invoices should also reflect any changes in provision. For example, if an accommodation provider has an additional Apprentice for a period to assist with holiday cover, or if they go on holiday and are unable to provide accommodation.*  ***INSURANCE***  Accommodation providers must inform their home insurers that they have a tenant and are renting out a room on a homestay basis. This is to ensure that the Apprentice and their property are covered whilst in homestay and that the property is covered in the event of an incident resulting from the actions of the Apprentice. Should accommodation providers find that their current insurer is unable to accommodate this, the Club can suggest alternative insurers that will be able to provide cover?  ***TERMS OF SERVICE FOR ACCOMMODATION PROVIDERS***  *The following requirements and facilities must be adhered to before and during residency of Apprentice footballers in homestay accommodation:*  *FACILITIES*  *Property should be clean, well-cared for, comfortable, welcoming and warm with bedroom, bathroom, and communal facilities;*  *Apprentice’s bedroom should be furnished and regularly cleaned with ample space for rest and relaxation, with a bed, and storage for clothes and other personal possessions. There should be the option for the Apprentice to add their own personal touches to the room. The room should have safe windows and doors and be a safe a secure place to store valuable items;*  *The rest of the home should be fully furnished, non-smoking and have central heating throughout;*  *The Apprentice should have use of communal area including the kitchen and bathroom.*  *CLEANLINESS*   * *There should be a good standard of cleanliness, hygiene and tidiness throughout the home.*   *SUPERVISION*  *All accommodation providers are expected to agree to an appropriate level of supervision whilst Apprentices are in residence. This level of responsibility goes beyond basic or adequate supervision;*  *Apprentices must not be left alone overnight;*  *The Club will not tolerate Apprentices being exposed to undesirable influences from residents or frequent visitors to the house;*  *Accommodation providers are encouraged to take an interest in the Apprentice’s welfare and well being and to report any concerns to the Club;*  *If Apprentices are not returning to their accommodation for dinner, accommodation providers should ensure that they know the reason for the absence, where they are and who they are with. If Apprentices are not home by 10pm, accommodation providers should attempt to contact them to ascertain their whereabouts and estimated time of arrival. If reassured, then ensure that Apprentice returns home at given time and report this breach of curfew to the Club the following day. If Apprentice is in breach of curfew and cannot be contacted and/or the accommodation provider is concerned, the incident should be reported to Club staff that night. Contact details can be found at the end of this document;*  *Apprentices are strictly not permitted to stay in any accommodation overnight other than their allocated homestay and accommodation providers should contact the Club if the Apprentice makes them aware that they wish to stay elsewhere or do not return in the evening. Similarly, if accommodation providers are asked by the Apprentice to accommodate another member of the team, they should inform the Club. The only exception to this is when the Club and the Parent has consented for the Apprentice to stay elsewhere and this has been communicated to the accommodation provider;*  *Whilst curfew is 10pm, the Academy does not recommend that players be out until this time on a frequent basis for their own wellbeing. If this is happening on a regular basis, accommodation providers should contact the Safeguarding Officer for advice.*  *MEALS AND SNACKS*   * *Nutritious and sustaining breakfast and dinner from Monday through to Friday or Saturday;* * *Lunch will only need to be provided occasionally and on special request;* * *All accommodation providers must agree to supply the Apprentice with suitable, well-balanced meals and healthy snacks to ensure that their bodies are appropriately fuelled for both training and matches;* * *Fresh and good quality ingredients are encouraged;* * *Further nutritional guidance will be provided from the Club on a regular basis and upon request.*   *REPORTING TO CLUB*   * *Any concerns over an Apprentice’s welfare should be reported to a member of staff at Colchester United FC, no matter how trivial it may seem;* * *Welfare related concerns should always be reported to the Club in the first instance. The Club have a duty of care to the Apprentices and are responsible for their welfare;* * *Aside from welfare concerns, the Club encourages that all day to day communications are between the accommodation provider, the Apprentice and the Apprentice’s parents. However, in the event of a concern or problem from either party, communications must go through the Club in the first instance. The Club’s advice may be to deal with the Apprentice’s parents directly or Club staff may intervene and make contact with the Apprentice’s parents;* * *Any accidents or incidents that occur within an accommodation provider’s home, no matter how trivial, must be reported to the Club*   *HOUSING RULES AND THE USE OF SANCTIONS*   * *The Club understands that every home has house rules and expectations. The Club will discuss with accommodation providers any that they may have in place and within reason, the Apprentice will be encouraged to respect these rules as though they were a member of the family. For example, eating an evening meal together at a set time;* * *It must be noted that there will be occasions where the Apprentice is unable to adhere to a house rule. For example, not being at home in time for dinner as a consequence of Club activities. On these occasions prior notice will be given to the accommodation provider who will then waive any such restriction;* * *On no account should accommodation providers give sanctions or punishments. Please report any problems or issues to the Club who will then resolve the matter.*   *MEDICATION*   * *Accommodation providers are not to administer medication of any kind to a player. Illness must be reported to the Club by the Apprentice or by the accommodation provider if the Apprentice is too unwell (contact details at the end of this document). A member of the Club’s medical team will then advise to the most appropriate course of action;* * *In the event that the Apprentice requires urgent medical attention, accommodation providers must seek this on their behalf whilst keeping the Club informed;* * *Accommodation providers are asked to provide extra support to Apprentices when they are unwell.*   *LAUNDRY*   * *It is not an expectation that accommodation providers should be doing laundry on a regular basis for the Apprentice. However, when there are essential requirements for personal laundry, in particular where the Apprentice is unable to return home for the weekend, this service should be provided to accommodate minimum essential requirements*   ***OTHER CONSIDERATIONS***  *HOME VISITS*  *The Safeguarding Officer and the Fire, Health and Safety Officer will make at least one scheduled visit during the season to ensure that the above is all being adhered to and that there are no other issues.*  *SAFEGUARDING CHECKS*  *All members of the accommodation provider’s household who are 18 years old or over must consent to all necessary Safeguarding checks in accordance with Club, Football Association and legal requirements.*  *HOLIDAYS*  *If accommodation providers wish to take holidays during the season, they need to inform the Club of the dates as soon as possible so that alternative accommodation arrangements can be made for the Apprentice.*  ***RECRUITMENT***  *The club advertises locally for accommodation providers when required. If someone shows interest, they are given an application form to complete and return. The application form also requests the details of two References which must be provided.*  *If the Club is satisfied with the application form, they will make arrangements with the accommodation provider for a home visit by the Safeguarding Officer.*  *The Club will contact the Referees whose details were provided on the initial application form in order to help ascertain the applicant’s suitability for the role of accommodation provider.*  *All potential accommodation providers must complete a criminal records check and be cleared by the FA to work within football.*  *The club will make the decision whether to accept a person’s application to become an accommodation provider, based on their application, home visit, fire, health and safety assessment, references and criminal records check.*  *Should an application be successful, arrangements will be made by the Club and the accommodation provider for an Apprentice to move in. The Club will always arrange a visit between the accommodation provider, the* *Apprentice and the Apprentice’s parents prior to them moving in. Accommodation providers will also be asked to sign an agreement based on the information in this policy document.*  ***TERMINATION OF AN AGREEEMENT***  *In normal circumstances, an accommodation provider’s agreement will come to a natural end in the May of the Apprentice’s second year of their Scholarship agreement. It is the Club’s preference to place an Apprentice with an accommodation provider at the beginning of their scholarship and they will then remain there until its termination. Accommodation providers will then be asked whether they wish to continue with the role and provide accommodation for another Apprentice for the next season.*  *Should an accommodation provider not wish to continue with the role, this is the most appropriate time to inform the Club. However, rarely, it is necessary for an accommodation provider to cease their role during the season.*  *If an accommodation provider wishes to terminate an agreement during the middle of the season, a minimum of 28 days must be given to the Club in writing. In certain situations at the Club’s discretion, this period or part of this period may be waived. Accommodation providers will be paid up to the last date they have the Apprentice.*  *The Club may also wish to terminate an accommodation provider’s agreement during the season, for example, if the Apprentice leaves the programme or decides to travel from home. In these situations, a minimum of 28 days’ notice must be given to the accommodation provider in writing and they will be paid for this period even if they do not have the Apprentice for its duration. The Club may be able to offer the accommodation provider Apprentices on a temporary basis when players are on trial or other providers are on holiday. The Club may also re-engage the accommodation provider and the start of the next season.*  *Should the Club wish to terminate an accommodation provider’s agreement due to a fundamental breach of the conditions outlined in the policy and agreement, the notice period will not be adhered to and payment will cease immediately.*  *The Club reserves the right to request, in special circumstances, to move Apprentices around to different accommodation providers if it is felt that this decision is necessary and beneficial to the Apprentices in its care.*  *The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*    ***Terminology & Definitions***  *Child maltreatment refers to any non-accidental behaviour by parents, caregivers, other adults or older adolescents that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child or young person.*  *An adult at risk is someone aged 18 or over who; is unable to look after their own well-being, property, rights or other interests, and is at risk of harm, either from another person’s behaviour or from their own behaviour; and because they have a disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than other adults.*  ***Abuse*** *– harm will often be related to abuse of which there are several recognised forms many relating to both children and other vulnerable people emotional - including bullying, discriminatory, financial, physical, neglect and sexual. Financial abuse is something more usually related to adults but where professional (and future professional) footballers are concerned this is a significant area of risk.*  ***Activity*** *– (or activities) refers to any matches, events, coaching or education programs, tours or other related activities where Colchester United Football Club has a responsibility (either direct or indirect) for the welfare of individuals taking part. An activity is Group-led when a member of the Group’s staff is responsible for the planning, organisation and/or delivery of the activity. In certain circumstances it may also refer to third parties with a devolved responsibility for delivering Group-supported activity such as contractors or charitable organisations.*  ***Child / Children*** *– the United Nation’s Convention on the Rights of the Child defines a child as an individual below the age of 18 (for disabled individuals this is 21). For the purposes of activity and this Policy a child shall be an individual who has not yet reached their 18th birthday.*  *The fact a child.*   * *has reached 16years of age* * *Is living independently* * *Is in further education* * *Is looked after* * *Is a member of the armed forces* * *Is in hospital* * *Is in custody in a secure estate.*   *Does not change the status or entitlement to services or protection.*  ***Child Protection*** *- is the process of protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect. It involves measures and structures designed to prevent and respond to abuse and neglect. Child protection is part of an effective Safeguarding framework.*  ***Consent*** *- is the agreement or permission to do or allow something. Most activities involving children require the consent or approval of the child’s parent.*  ***Duty of Care*** *– Colchester United Football Club goods and services are governed by laws designed to protect consumers – such as Health and Safety and statute related to the protection of children. The moral duty in respect of children and other vulnerable people more about the need to act as a reasonable parent would act when taking responsibility for a child. It is also about all people being vigilant and reporting any concerns that they have about someone else and those in positions of responsibility taking action to help.* |

***Harm –*** *means injury, abuse and loss or damage. The ill-treatment or the impairment of health or development of an individual by action or omission in respect of another. Harm may be physical,* *intellectual, emotional, social or developmental and for the purpose of this Policy it may also mean the threat or risk of harm.*

***Participant(s)*** *– refers to any person who takes part in an activity and may include (but not limited to) being a spectator or a player at a match or event, taking part in a sport coaching or educational activity, engaging with the club through social media, or being part of a junior membership scheme.*

***Partners –*** *this refers to any organisation linked by agreement to one or more of the Group’s companies and may include sponsors, commercial partners or contractors.*

***Parental Responsibility (PR)*** *– refers to those individuals with legal responsibility for a specific child. Where consent is required in respect of a child taking part in Group-related activities, or reporting a concern, we will take all reasonable steps to identify the person(s) with legal PR for that child. Where identifying PR is complex or disputed (not all parents have PR and not all people with PR are parents) we will seek consent from the biological mother or father or adoptive ‘parents’ unless otherwise instructed by a higher authority. We will also encourage relevant information to be shared amongst all individuals involved in the care of that child by those with PR.*

***Safeguarding*** *- Safeguarding is a term which is broader than ‘child protection’ and relates to the action the commission take to promote the welfare of children and protect them from harm. Safeguarding is everyone’s responsibility. Safeguarding is defined in the UK in the government guidance “Working together to safeguard children 2015” as: protecting children from maltreatment; preventing impairment of children’s health and development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and, taking action to enable all children to have the best outcomes. Child protection processes are part of an effective safeguarding framework.*

***(Other) Vulnerable Person / People*** *- this refers to adults (those who are 18, who may have some form of additional vulnerability (including, but not limited to: disability, intellectual vulnerability, mental health conditions, homelessness and drug addiction) and as such may be in receipt of state care and require additional support to participate in Group activity. In the UK the Government recommend use of the term “Adult at Risk” but they have sometimes been referred to as Vulnerable Adults. This may also mean an adult who because of their situation (e.g. an accident, injury or excess alcohol use) becomes vulnerable whilst in our care. Colchester United recognises that the legal position in respect of adults is complex and any Safeguarding intervention may require the consent of the individual prior to any action being taken.*

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***Workforce –*** *this refers to any person, employed or deployed, by managers to work on a paid or voluntary capacity. Such individuals may be full or part-time, permanent or fixed term staff employed directly, they may be deployed by the club on a temporary or casual basis; or they may be volunteers deployed by management; they may be deployed via a third party contractor, grantee, licence holder, or partner.*

*The Welfare Policy and supporting documents are reviewed on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

1. [↑](#footnote-ref-1)