



***Colchester United Football Club
Safeguarding Policy 2023-24***

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Introduction

All trustees, staff & volunteers at Colchester United Football Club recognise their responsibility to safeguard the welfare of all adults at risk, children and young people by protecting them from physical, sexual or emotional abuse/harm, neglect or bullying and exploitation.

Colchester United Football Club is 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 hoped that this will allow them to participate in football, or any other activity provided by the club, 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 activities as part of Colchester United Football Club 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 Football Club Safeguarding Policy is encompassed into three main areas; Recruitment and Selection, Creating a Safe Environment, and Dealing with any concerns. Colchester United Football Club has responsibilities as an organisation as detailed in the Working together to Safeguard Children 2018 guidance. The procedures detailed in this policy will ensure that Colchester United Football Club meets these responsibilities.

Chairman's Foreword

All trustees, staff & volunteers at Colchester United Football Club 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

Revised and updated July 2023

Review date June 2024

Support for Clubs Policy Documents

- 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>
- All personal information held or stored is done so in line with The Data Protection Act 1998 and 2018.
- 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 - 01642 683 045
- Forced Marriage Unit 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 offers a range of support services to male victims of childhood or adult sexual abuse. 02035983898 Office Hours – help@survivor.org
- Rape Crisis England and Wales, Jersey, Scotland and Northern Ireland provide a directory of local support services. National Rape Crisis Helpline 0808 802 9999
- Samaritans 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. 24/7 Helpline 116 123

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 them 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 than 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

- a) 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”

- b) 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



Colchester United Football Club
Safeguarding Structure 2023-24 – Roles & Responsibilities



Tim Waddington - Senior Safeguarding Manager

tim.waddington@colchesterunited.net or 01206 755102 Ext: 1102



Lewis Robertson – Head of Safeguarding

lewis.robertson@colchesterunited.net or 07718476615

Department Designated Safeguarding Leads:

Sean McQuaid – Stadium Operations Manager

sean.mcquaid@colchesterunited.net or 01206 755119 Ext: 1119

David Gregory – Head of Media

david.gregory@colchesterunited.net or 01206 7551147 Ext: 1147

Corin Haines – Colchester United Community Foundation Chief Executive

corin.haines@colchesterunited.net or 07540 722804

James McFarlane - Academy Manager

james.mcfarlane@colchesterunited.net or 01206 755144 Ext: 1182

Responding to Concerns Flow Chart

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

Stay calm, offer reassurance to the injured party, if they are present, do not promise confidentiality, keep questions to a minimum and refrain from asking leading questions.

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

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

Lewis Robertson – Head of Safeguarding
01206 755121/ 07718476615
lewis.robertson@colchesterunited.net

Tim Waddington – Senior Safeguarding Officer
01206 755102 / 07875 961660
tim.waddington@colchesterunited.net

James McFarlane
Academy
james.mcfarlane@colchesterunited.net
01206 755144 Ext: 1182

Sean McQuaid
Match Days
sean.mcquaid@colchesterunited.net
01206 755119 Ext: 1119

David Gregory
Online/ Media
david.gregory@colchesterunited.net
01206 7551147 Ext: 1147

Corin Haines
Community Foundation
corin.haines@colchesterunited.net
01206 755147 Ext: 1147

If within the Academy, Head of Safeguarding and Academy Manager to liaise with the relevant Head of Department regarding follow up actions

Senior Safeguarding Officer, Head of Safeguarding and Designated Safeguarding Officers to inform other professionals within football and externally – as required on a case by case basis

This may include:

Essex Children's Social Care
0345 603 7627

EFL Safeguarding Manager
01772 325940
safeguarding@efl.com

Essex Police
101/999
Depending on level of immediate risk

FA Case Management Team
0800 169 1863
safeguarding@thefa.com

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 Football Club 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 2 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, Head of Safeguarding and Clubs DSOs at quarterly safeguarding meetings, to identify what procedures and processes could be improved.

Codes of Conduct

Colchester United Football Club have the following Codes of Conduct in place:

- Staff
- Players
- Parents

Colchester United Football Club 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 four main types of abuse; Neglect, Physical Abuse, Sexual Abuse, Emotional Abuse. 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.

All staff, volunteers, Trustees and Project Participants at Colchester United Football Club 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 others.

- 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 Football Club.
- Never engage in, or tolerate, offensive, insulting or abusive language or behaviour.

Additionally, all staff and volunteers at Colchester United Football Club 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.

Disciplinary Steps (Staff & Players)

Breaches of the Code of Conduct for Staff and Players include the procedures below. Infringements causing reputational damage and or criminal offences will be brought to the attention of the Directors and Chairman.

- Notice of the issue setting out clear allegations
- Notice of the disciplinary meeting
- Ensure the employee is aware that they have a right to be accompanied in the disciplinary meeting
- Informing them of their right to appeal the decision

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 child, 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 child is playing; for their 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.

Speaking Out (Whistleblowing)

Introduction

The Clubs 'whistleblowing' 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 Whistleblower?

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 – Whistleblowing for employees. If you tell a prescribed person or body it must be one that deals with the issue you are raising. For example concerns regarding someone working in football can be made to the FA Safeguarding Team by e-mailing safeguarding@thefa.com

A Whistleblower is protected by law

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

- Worker, such as football coaches/scouts, police officer, NHS employee, office worker, factory worker etc.
- Trainee
- Agency Worker

A confidentiality clause or "gagging clause" in a settlement is not valid if you're a Whistleblower.

A Complaint that counts as whistleblowing

- A criminal offence (for example; fraud)
- An allegation of abuse towards a child, young person or adult at risk
- 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.

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 Football Club recognise that concerns about a child may arise as a result of something that has occurred within Colchester United Football Club, or from something that has occurred outside of the Club, e.g. at home, at School, or Online.

Colchester United Football Club 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 Football Club 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 an employee or any other adult working with children and young people's behaviour towards them or any other young person, 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 Children's Services, The Police or the NSPCC Child Protection Helpline. The authorities will advise of what action to take next.

Upon receiving information regarding the conduct or behaviour of an adult working with children or young people, the Designated Safeguarding Officer will make a referral to the LADO (Local Authority Designated Officer) 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/Carers (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 or 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 **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 Officer –
lewis.robertson@colchesterunited.net
07718 476615

Helen Hever ECFA Safeguarding Officer –
helen.hever@essexfa.com
01245 393098

The FA - www.thefA.com/footballsafesafeguarding@TheFA.com
0845 210 8080

NSPCC Free 24 hour advice helpline
0800 056 0566

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

Essex Children Social Care
0345 603 7627 (*Reporting Concerns*)

Where the concern places a child at immediate risk of significant harm call 0345 606 7627 and ask for the "Priority Lane" or call the Police.

You can submit a form for support @essex.gov.uk – See Guidance for Completing a Request for Support Form.

Child Exploitation & Online Protection Centre - reporting CEOP'S "Thinkuknow"
Education – CEOP – Safety Centre
www.ceop.police.uk

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, or were silenced by their abusers.

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.

Support from the National Association for People Abused in Childhood (NAPAC)

The National Association for People Abused in Childhood (NAPAC). 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 be 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.

Signpost to their GP about seeing a counsellor

- a) The GP may be helpful as they can make a referral to a counsellor or appropriate support, such as counselling.
- b) They can inform you if the NHS provides services for survivors in your local area.
- c) You can also search for a private counsellor using the British Association for Counselling and Psychotherapy website.

Other support sites and services

Survivors UK offers a range of support services to male victims of childhood or adult sexual abuse.

Rape Crisis England and Wales, Jersey, Scotland and Northern Ireland provide a directory of local support services.

Samaritans 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.

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 & Investigation

The poor practice and subsequent investigation may consist of 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 & 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

Possible Outcomes

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

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 working alongside Human Resources have safer recruitment processes to deter unsuitable applicants from applying for roles with vulnerable groups, and to identify and reject them if they do. This includes 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, and requesting references.

Child Safeguarding Identifying Instances of Abuse

Introduction

All staff, volunteers, Trustees at Colchester United / Community Foundation 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 Concern

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 Football Club 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 Football Club 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 threats to kill or encouragement to commit suicide or self harm, 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 what's 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 than 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 is at an immediate risk of significant harm then appropriate safeguarding measures reflective of the known circumstances should be instigated and the DSO informed immediately.
2. 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.

3. 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.
4. All allegations should be made or followed up in writing using an **Incident Form**.
5. 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.
6. 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.
7. At every stage, the Club will put education in place in an attempt to help the bully or bullies change their behaviour.
8. 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.
9. 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 (CCTV) from the sources available, photograph injuries, screen shot messages and retrieve or preserve physical evidence (toolmarks, hair, fibers) that will link a perpetrator to a scene. This can be achieved 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

Bullying makes children's life's a misery and must not be tolerated. 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, but not limited to:

- 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. This 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 Football Club 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 bullying 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 raises awareness that young people in the 16 to 17 age group can also be victims of Domestic Violence and Abuse. All child witnesses to Domestic Abuse should be treated as victims as well.

Information

Domestic Abuse 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 Childrens Social Care.
- 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.
- Where the DA is in the a workers personal life and they work with children a referral to the LADO will be made.
- Support for the victim(s) and/or perpetrator.

Female Genital Mutilation (FGM)

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 2018) 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, suspects FGM has been carried out or considers the girl may be at risk 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, Childrens Social Care 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.

- There is strict guidance to Lockdown Files and information in relation to HBV, ensure only those who need to know are involved.
- 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 Childrens Social Care.
- 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

Telephone: 020 7008 0151

Monday to Friday, 9am to 5pm

Out of hours: 020 7008 1500 (ask for the Global Response Centre)

Social Media Networking

Introduction

All staff, volunteers and Trustees at Colchester United Football Club 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 Football Club 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 Football Club 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 Football Club. 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 & 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 Football Club 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/Carers

In order to protect children, Parents/Carers 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. Digital Images hold GPS information embedded within them, so the school or logo is not the only location identifier.
- 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

Internet Safety

All staff, volunteers and Trustees at Colchester United Football Club 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. By ensuring users of club equipment have an induction provided on internet safety.

It is the policy of Colchester United Football Club 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 Football Club 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 is 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 data belonging to another person.

Education

The Academy offer updated education through the scholars and schoolboys life skills programme and through the Newsletter for parents/carers 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.

Safeguarding Measures

- 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 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 and the General Data Protection Regulation (GDPR), the legal framework that sets guidelines for the collection and processing of personal information from individuals ho live in the European Union – EU.

Management

- The Club internally manage the content of the Club Website, CUFC Message Board Colchester United Football Club Facebook Page, Colchester United Football Club Hospitality Facebook Page, Colchester United Instagram Page and Colchester United Football Club 'X' (Formerly known as 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>

The Football Association (FA)

<http://www.thefa.com/footballsafes>

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 Football Club 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. Reference will be made to how old social media posts can come back and haunt those working in professional sports.

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 David Gregory.
- 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.

Safer Activities

Accident Prevention Policy

Introduction

Colchester United Football Club 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 reporting accidents and near misses which includes the use of an accident book and ensure staff are trained to use 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

- a) Staff must report an accident, incident or near miss.
- b) 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...

- a) Identified and disseminated to staff members at meetings
- b) Used to inform changes in policy, procedures and processes.

Critical Incident Management

Introduction

All staff, volunteers and Trustees at Colchester United Football Club 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 Football Club 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 Football Club 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
- Making 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 wash 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

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 organizations 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 them, then the organization may consider allowing them to participate in an activity without parent's/carers consent.

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 Football Club, 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.

Missing Children

Introduction

Colchester United Football Club 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 children 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 utmost 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 missing child is located

- 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.

- 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.

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 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 contact the local police and where appropriate make a referral using the local police Prevent Form to the Channel Panel.
- 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.

Prevent Responsibility

Colchester United Football Club 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 Football Club 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 Football Club consider concerns relating to a young person being vulnerable to radicalisation as safeguarding concerns. As such, staff and volunteers will have due regard to the need to prevent people being drawn into terrorism.

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 Childrens Social Care 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 Childrens Social Care 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 entrusted in its care, staff and volunteers have in 'loco parentis'. This means in place of a parent there is a legal responsibility placed on staff or volunteers and the club for the person.

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 Childrens Social Care 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 Football Club 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

Precenting 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 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 via completion of a MyConcern report.

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 Football Club 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 Football Club as well as personal use of social media, inclusive when referencing Colchester United Football Club.

- Employee's need to know and adhere to the Code of Conduct when using social media in reference to Colchester United Football Club.
- Employees should be aware of the effect their actions may have on their image, as well as Colchester United Football Club. The information they post or publish may be public information for a long period of time.
- Employees should be aware that Colchester United Football Club 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 Football Club.
- 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 Football Club 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 are not fully clothed.
- Images of children who do not wish to be photographed or whose parents do 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 any 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, Community Foundation, 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.

- The DSO will inform the local police and Childrens Social Care.
- 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.

Transport

Introduction

All staff, volunteers and Trustees at Colchester United Football Club 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.

When transporting children on tours and tournaments, Colchester United Football Club 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 can withdraw this consent at a later date if they wish and their child will no longer be 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.

Recruitment

Whether a driver is contracted or employed by the Club to transport Children, they should be subject to safe recruitment procedures outlined in Premier League/EFL Rules. They will possess an Enhanced DBS and subject of ongoing monitoring.

All drivers must hold a UK driving Licence free of any offences (held for at least two years) and possess a D1 Licence (minibus driving Licence - in place since 1st January 1998).

All drivers must have mandatory safeguarding training and basic first aid training.

Club Driver Code of Conduct

The aim of the code of conduct (incorporating some best practice) is to safeguard Children, drivers and The Academy.

Drivers must have a working knowledge of their Club's full Safeguarding Children policy and procedures.

Drivers must avoid divulging personal details, personal contact telephone numbers or details about their personal life to Children.

If a driver sees conduct, hears comments or is in any way alerted to concerns about a Child, then they should raise this with the Club Designated Safeguarding Officer (DSO) for further guidance in the first instance, and create a Report through My Concern.

However, if a Driver considers that a Child is in immediate and direct danger then they should seek protection and advice from the police immediately and advise the Club DSO that they have done so.

Drivers must not give treats or gifts to any Child.

The Club DSO must be aware of anything drivers are given by Children and their family so this can be noted and should reference in the future be made to it, it will be deemed to be common knowledge.

Drivers are not permitted to accept social invitations to any event from a Child or their family that they have met through their role with the Club. In some rare situations this might be appropriate, but in all circumstances the Club should be advised.

Drivers are not permitted to take photographs/video footage of any Child or their family for personal use. If asked by a family to take a photograph of them with their camera, then this is permitted.

Drivers must manage their behaviour at all times

Drivers must be aware of their language and tone when speaking to / in the presence of Children. At no time should drivers use language that could be considered offensive, obscene or profane around Children.

Drivers should also bear in mind religious and cultural sensitivities.

Drivers must not arrive for work under the influence of alcohol or any other substance that will affect their ability to drive safely.

Drivers may not consume alcohol or use any other substance during their shift.

Drivers must ensure that they know how to contact their line manager and line manager's deputy.

Drivers must carry any identification that the Club has issued them at all times while on duty.

Drivers must be familiar with and work in accordance with the Club's missing children/ found children protocol.

Drivers must pay particular attention to their personal hygiene and ensure that their appearance remains 'presentable' at all times.

Drivers must ensure that they have had sufficient sleep to undertake their driving duties.

Drivers must not use a mobile telephone or any other hand-held device in any circumstances whilst driving or whilst the engine of the vehicle is running. Any communication should be via the vehicles Bluetooth if fitted.

Transport arrangements made on behalf of the Club must be approved by the Club and will be recorded. Drivers are expected to contribute to these arrangements by advising on expected times/journey routes they will take and of any specific road difficulties they are aware of. Any change in approved transport arrangements will need to be reapproved.

Drivers must advise the Club of any change to their circumstances which may have a bearing on their ability to undertake the tasks associated with being a Driver for a Club. This includes without limitation all medical and criminal situations including speeding offences, temporary physical disability and use of prescription drugs which advise against the use of machinery whilst taking the medication.

Drivers must ensure that they have contact numbers for the journey should they be delayed so that childcare providers etc. can be contacted and advised of any delay.

Drivers are not permitted to divert from an agreed route unless their line manager or their designated deputy advises of a late change and will take responsibility to record this retrospectively.

Child – Changing – Contact

A vehicle is not a suitable place for a Child to change their clothing; they must not under any circumstance do so.

All physical contact with Children should be avoided wherever possible. If this cannot be avoided and the Child has to be lifted, have as little physical contact with their body as possible. Drivers should place their hands as carefully as possible on the outside part of the Child's torso, well below the armpits at a line with the waist, to do so. If it is a female Child then particular care must be taken not to place any part of one's hand near or on the chest area.

Diverting from Route

There will be occasions that require an immediate need to divert which can be influenced by uncontrolled measures such as:

- Road conditions or incidents and therefore directed by police or a similar agency
- The Driver or a passenger becomes ill and the diversion is to a recognised facility that can appropriately attend to the medical emergency
- If a journey is interrupted by an incident, accident or breakdown
- The vehicle becomes unroadworthy.

In such circumstances and when it is safe to do so the driver must contact their line manager or designated deputy immediately so that the Club is aware and able to respond of the situation if necessary.

Transportation using club vehicles

Club vehicles are owned by the Aspire Media Group (the collective name for the 12 companies including Colchester United Football Club 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.

It is the Club's responsibility to ensure that all vehicles used to transport Children/Young people are in a roadworthy condition, have the necessary documentation and that appropriate insurance applies for all drivers who transport Children.

It is the Club's responsibility to keep a record that states that each vehicle is roadworthy, the date the check was made, the name of the individual or garage that made, the check and that it conforms to the legal requirements for such a vehicle.

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.**

Additional information

The club will specify a maximum period that their drivers can drive before taking a break. As a guideline, no more than 3 hours continuously. Children/Young people must cooperate with this break and observe it as a time for quiet.

The Academy does not support or endorse the use of young players to mutually transport each other. However, if Scholars wish to drive each other on occasions to or from the Academy or its activities (e.g., education, matches) they must ensure that, the player who drives has appropriate insurance cover (including business), given the potential loss of earnings that may be faced should an accident occur.

Scholars must provide a copy of their relevant insurance details to the Academy Operations Manager prior to using their vehicle as above.

Transportation of a Child using suitable 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.

The intention is not to provide transport beyond the clubs resources, but to have a process in place to recognize safeguarding and protection of staff. This applies to all children using club transport and includes scholars who are 18yrs.

If there are multiple passengers in the vehicle and a Child/Children sit in the front seats of the vehicle, then they must be the first to get off the vehicle so that, at no time, is the Driver in the position that a sole Child is left in the front seat.

Every attempt must be made to secure the use of a club vehicle before the transportation of children is carried out by staff and volunteers in private vehicles, or an exemption applies.

Exemptions

Circumstances may sometimes arise where the risk of not transporting a young person is greater than doing so, for example after a late fixture and or the distance to home /homestay is too far or too dangerous to walk, or in an emergency situation.

Other examples:

Extremes of weather / Time / Location / Access to Public Transport / child injured or vulnerable due to illness.

It's about not exposing a young person in your care potentially to harm. The harm doesn't have to be physical.

Apply the "Reasonable Person Test"

- The "reasonable person" standard is an objective test in personal injury cases that jurors use to determine if a defendant acted like other people would have in the same situation
- A person must exercise the standard of care that would be expected of an ordinary, reasonable and prudent person in the same circumstances to avoid liability.
- It's an objective standard.
- The reasonable person is not a particular person.

Do's

- Plan in Advance to identify any transport issues involving a child
- Use a suitable vehicle – Vivaro – Minibus – unless an exemption applies.
- Know how a child will arrive or leave a venue to make an onward journey, return home or homestay.
- If you have to convey using an exemption report this to the DSO expeditiously.
- The DSO will create a document recording all exempted conveyances. This will be available for inspection.

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 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.

Don'ts

- Transport a child in a small van – two-seater
- Make individual arrangements to transport a Child alone
- Allow a sole Child to sit in the front of the vehicle, irrespective of which vehicle is being used or how short the travel distance is.
- Transport a child or two children alone in a standard car
- Use your own personal vehicle.
- If you use your personal vehicle under an exemption the existing policy state:
- 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 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.

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 whilst driving unless using Bluetooth
- 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.

Regulation 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. If private arrangements are made, parents/carers of Apprentices should inform the club in writing of the period they consent for the private arrangement.

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.

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 DBS (Data Barring Service) information, and confirmation that vehicles are appropriately insured and maintained

Tours, Events and Activities

Introduction

Colchester United Football Club 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 The FA are as follows:

1:8 – for 9 to 12 years – one adult to every 8 children

1:10 – for 13 to 18 years – one adult to every 10 children.

Whatever the age and type of activity, a minimum of two FA-DBS checked coaches/adults must always be present. This ensures at least basic cover in the event of an incident.

If the party is mixed sex, 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.

Terminology & Definitions

Child maltreatment

Child maltreatment refers to any non-accidental behaviour by parents, caregivers, other adults or children (Peer-on-Peer Abuse) that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child or young person.

Adult at Risk

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 by others.

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 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

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

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

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)

Participant 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

Partners 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)

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

Vulnerable Person / People 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 Football Club 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.

Workforce

Workforce 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.

Contact Details

Colchester United Football Club HR Manager – Holly Berry

holly.berry@colchesterunited.net

01621 813402

Colchester United Football Club Head of Safeguarding – Lewis Robertson

lewis.robertson@colchesterunited.net

07718476615

Essex Safeguarding Adults Board

www.essexsab.org.uk

0345 6037630

Essex Adults Social Care

0345 6037630

FA Safeguarding Team

safeguarding@thefa.com

EFL Safeguarding Team

safeguarding@efl.com

Review

The club shall review this Policy on an annual basis prior to the start of the new football season, and following a major incident, organisational or legislative change.

Policy Reviewed by:



Lewis Robertson (Colchester United Head of Safeguarding)

August 2023

Policy Approved by:



Tim Waddington (Senior Safeguarding Manager)

On behalf of Colchester United Football Club Board of Directors

August 2023

Next Review – June 2024