



Super Star Sport

Safeguarding of Children and Vulnerable Adults Policy and Guidelines

1. General

1.1 Policy Statement

Super Star Sport, Staff, full time, part time and volunteers either paid or unpaid have a duty of care to safeguard all children, involved in Super Sport from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. Super Sport will ensure the safety and protection of all children involved in any activity or series of activities arranged by or in the name of the company through adherence to the Child Protection guidelines adopted by Super Sport.

A child is defined as a person under the age of 18 (The Children Act 1989).

A vulnerable adult is defined as a person aged 18 or over who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or who may be unable to take care of himself or herself against significant harm or exploitation.

Policy Aims

The aim of the *Super Sport* Safeguarding Children Policy is to promote best practice:

- Providing children and young people regardless of their age, sex, ethnic background or disability with appropriate safety and protection whilst in the care of *Super Sport*
- Allow all staff /volunteers to make informed and confident responses to specific child protection issues.

1.2 Responsibility

This guidance cannot provide a complete checklist of what is, or is not, appropriate behaviour for Staff however, there may be occasions and circumstances in which Staff have to make decisions or take action in the best interests of the Child, which could contravene this guidance or where no guidance exists. Individuals are expected to make judgements about their behaviour in order to secure the best interests and welfare of the Children in their charge and in doing so, will be seen as to be acting reasonably. Such judgements, in these circumstances, should always be recorded and reported to their Manager.

Accountability and responsibility for the adoption and implementation of the policy will rest with the heads of departments and their senior staff.

In dealing with suspicions and allegations, the trained members of staff would follow clear procedures as laid out in the companies policy and procedures.

1.3 Safeguarding Children and Vulnerable Adults

Safeguarding children and vulnerable adults is high on The FA's agenda, and we endorse and adopt the FA's policy statement contained in the FA Safeguarding Children Policies and Procedures. In addition we subscribe to the FA's safeguarding vulnerable adults policy issued in July 2009.

Creating fun, safe football environments is central to safeguarding children. Most children and young people have a fantastic experience through football – but sadly, some don't.

This might be down to over-competitive parents and coaches shouting and constantly criticising them from the sidelines – the kind of behaviour that the “Respect” programme is designed to address (www.thefa.com), Or it might be due to some other kind of abusive behaviour towards them.

Safeguarding Children is everyone's responsibility and having welfare officers in all clubs and leagues with youth teams is crucial to The FA's simple three part approach to safeguarding, and to this end this document includes Super Sport guidelines for the following:

- Getting the right people involved – seeking references, ISA Registration** and CRB checks
- Creating a positive and safe environment - codes of conduct, education and best practice
- Promoting clear systems - to deal with any concerns - policy and procedures

Refer at any time to FA policy at:

<http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads>

1.4 Best practice guidelines

All personnel should be encouraged to demonstrate exemplary behaviour in order to promote children's welfare and reduce the likelihood of allegations being made. The following are common sense examples of how to create a positive culture and climate.

Best practice means:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treating all young people/disabled or vulnerable adults equally, and with respect and dignity.
- Always putting the welfare of each young person first, before winning or achieving goals.
- Maintaining a safe and appropriate distance with players (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them).
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process;
- Making sport fun, enjoyable and promoting fair play.
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided by the Coach Education Programme. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people and their parents should always be consulted and their agreement gained.
- Keeping up to date with technical skills, qualifications and insurance in sport.
- Involving parents/carers wherever possible. For example, encouraging them to take responsibility for their children in the changing rooms. If groups have to be supervised in the changing rooms, always ensure parents, teachers, coaches or officials work in pairs.
- Ensuring that if mixed teams are taken away, they should always be accompanied by a male and female member of staff. However, remember that same gender abuse can also occur.
- Ensuring that at tournaments or residential events, adults should not enter children's rooms or invite children into their rooms.
- Being an excellent role model – this includes not smoking, drinking alcohol or using bad language in the company of young people.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of young people and disabled or vulnerable adults – avoiding excessive training or competition and not pushing them against their will.
- Securing parental consent in writing to act *in loco parentis*, if the need arises to administer emergency first aid and/or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.
- Requesting written parental consent if club officials are required to transport young people in their cars.

Practices never to be sanctioned;

The following should never be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Share a room with a child.
- Allow or engage in any form of inappropriate touching.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Reduce a child to tears as a form of control.
- Fail to act upon and record any allegations made by a child.

- Do things of a personal nature for children, disabled adults, that they can do for themselves.
- Invite or allow children to stay with you at your home unsupervised.
- Offer under 18s any form of alcohol, cigarettes, illegal substances or sexual materials such as adult magazines or web site addresses.

1.5 Reporting of Incidences

Responding to allegations or suspicions

Super Sport is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, individuals are encouraged, if they have genuine serious concerns about any aspect of a child's safety and welfare, to come forward and voice those concerns.

Super Sport recognises that the decision to report a genuine concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the alleged poor practice. If an individual believes what they are saying to be true, they should have nothing to fear because in reporting their concern they will be doing their duty to the child, young person or vulnerable adult concerned.

In the first instance contact the club CPO, your immediate line manager or if your concern is regarding one of those mentioned you should raise the concern with the next level of management within the club.

It is not the responsibility of anyone working for *Super Sport*, in a paid or unpaid capacity to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns by reporting these to the clubs CPO, your line manager or the appropriate authorities.

Super Sport will assure all staff/volunteers that it will fully support and protect anyone, who in good faith reports his or her concern that a colleague is, or may be, abusing a child.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Club Child Protection Officer.
- The parents of the person who is alleged to have been abused.
- The person making the allegation.
- Children's Services/Police.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

1.6 Whistle Blowing

Super Sport supports the FA's Whistle – blowing policy.

Where there is a complaint against a member of staff there may be three types of investigation:

- A criminal investigation.
- A child protection investigation.
- A disciplinary or misconduct investigation.

Action if there are concerns

1. Concerns about poor practice:

- If, following consideration, the allegation is clearly about poor practice; the designated Company Child Protection Officer will follow the company's disciplinary procedures.
- If the allegation is about poor practice by the Company's Child Protection Officer, or if the matter has been handled inadequately and concerns remain, it should be reported to your immediate line manager.

2. Concerns about suspected abuse:

- Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported immediately to the Super Sport Child Protection Officer, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- The Super Sport Child Protection Officer will refer the allegation to the children's services department who may involve the police.
- The parents or carers of the child will be contacted as soon as possible following advice from the children's services department.
- If in the unlikely event you feel uncomfortable speaking to your CPO or a line manager Super Sport will be supportive of any person using the company's whistle blowing policy. Remember the importance of communicating your suspicions.

Internal Enquiries and Suspension

The Super Sport Child Protection Officer will suspend any individual accused of abuse under the clubs disciplinary policy. Any individual accused of abuse will be suspended on full basic pay while a full investigation is carried out. Suspension is a neutral act which does not imply guilt or blame and will only be for as long as is necessary.

Irrespective of the findings of the Children's Services or police inquiries the Super Sport Disciplinary procedure will be used to assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, the *Super Sport* Disciplinary procedure will be used to reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

If any incident should occur, you should report this immediately to the appropriate officer and record the incident.

Super Sport child protection officer is Alison Baugh (07943530131, who is responsible for acting as a source of advice on child protection matters, for coordinating action within the company and for liaising with other agencies about child protection issues, concerns

2. Training & Recruitment

2.1 Ongoing Training:

- All coaching staff that will or may be working with children to attend a company recognised Safeguarding children workshop, to ensure their practice is exemplary and to facilitate the development of a positive culture towards best practice and child protection.
- Non-coaching staff and volunteers that will or may have contact with children to complete awareness training on child protection.
- Relevant personnel to receive advisory information outlining best practice and informing them about what to do if they have concerns about the behaviour of an adult towards a young person.
- Relevant personnel to gain appropriate first aid training (where necessary).
- An induction during which the practical application of the child protection policies and procedures will be explained and a copy of the Code of Conduct and Safeguarding of Children Policy should be signed and retained on their personal file.

2.2 Recruitment of Staff and Volunteers

Super Sport will endeavour to ensure that all reasonable steps are taken to prevent unsuitable people from working with children. This will include robust recruitment and selection methods and appropriate pre-employment checks.

During the recruitment stage, all candidates will complete an Application Form to ascertain whether their skills, qualifications and experience are appropriate for the position for which they have applied. As part of Super Sport application form, all candidates will be required to

complete details of any criminal convictions which are not yet spent under the Rehabilitation of Offenders Act 1974 (ROA).

All candidates applying for a position whether paid or unpaid which involves working with children or vulnerable adults will also be required to complete a Criminal Conviction Self Declaration form for any criminal convictions, cautions, reprimands or warnings whether spent or unspent under the ROA. The Criminal Conviction Self Declaration Form will also state that successful candidates will be required to undergo an Enhanced Level Criminal Record Disclosure from the Criminal Records Bureau (CRB). Evidence of identity will be necessary in accordance with the CRB Enhanced Disclosure application requirements.

If the information obtained from the Self Declaration form significantly impacts on the candidate's suitability to undertake the post for which they have applied, the candidate's application will not be taken any further.

If the Enhanced Disclosure reveals criminal convictions, cautions, reprimands or warnings not previously disclosed on the Criminal Conviction Self Declaration form completed at application stage, the offer of employment will be withdrawn regardless of the nature of the conviction.

If a member of staff whose position involves working with children or vulnerable adults receives a criminal conviction, cautions, reprimands or warnings during the course of employment, it must be reported immediately to either the Company's Child Protection Officer or the Human Resources Manager. The suitability of employees with a criminal record will vary, depending upon the nature of the job and the details and circumstances of any convictions. If after careful consideration involving a thorough risk assessment of all the circumstances of the offence, we cannot continue employment, then the employment will be terminated.

As part of the employment process, 2 confidential references are taken and checked, one of which must include a current or most recent employer or school/college as appropriate).

As a minimum, if working with young people or vulnerable adults in football, recruitment should involve;

- A role/job specification
- Interview Process
- FA enhanced CRB clearance for work in football
- Verification of identification and qualifications
- The taking up of 2 written references

3. Positions of Trust

As a result of their knowledge, position, and/or the authority invested in their role, all adults working with Children within Super Sport are in positions of trust in relation to the young people in their care. It is vital for all those in such positions of trust to understand the power this can give them over those for whom they are responsible for, and the responsibility they must exercise as a consequence.

Staff should always maintain appropriate professional boundaries and avoid behaviour

which might be misinterpreted by others. They should report and record any incident giving cause for concern.

3.1 Behaviour

All Staff should adopt high standards of personal conduct in order to maintain the confidence and respect of their peers, Children, the public and the parents of Children involved at Super Sport.

Staff should recognize that they should not;

Behave in a manner which would lead any reasonable person to question their suitability to work with Children or act as a role model;

Make (or encourage others to make) unprofessional personal comments which scapegoat, demean or humiliate, or might be interpreted as such.

This means that Staff should;

Be aware that behaviour in their personal lives may impact upon their work with Children;

Follow the guidelines and codes of conduct of, Super Sport.

3.2 Infatuations

Staff must be aware that occasionally Children may develop an infatuation with a member of Staff who works with them. Such situations should be responded to sensitively to maintain the dignity and safety of all concerned.

This means that Staff should:

Report and record any incidents or indications (verbal, written or physical) that suggest a Child may be infatuated with a member of Staff

Always acknowledge and maintain professional boundaries.

3.3 Social Contact

Staff should not establish or seek to establish social contact with Children for the purpose of securing a friendship or to pursue or strengthen a relationship. If a Child, or parent seeks to establish social contact, or if this occurs coincidentally, the member of Staff should exercise her/his professional judgement in making a response, but should always discuss this, at the earliest opportunity, with a Senior Manager. Staff must be aware that such social contact can be misconstrued as grooming, which is an offence under the sexual Offences Act, 2003.

3.4 Personal Living Space

No Child should be in the home of a Staff member, or be invited into their home by a Staff member unless that home has been designated by the Company as "Family Accommodation

Provision". This guidance also applies to all persons living in or visiting the accommodation

This means that Staff should:-

Be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in vulnerable situations;

Challenge any request for their accommodation to be used as an additional resource for Super Sport;

Remember to maintain professional boundaries;

Refrain from asking Children to undertake personal jobs or errands.

3.5 Sexual Contact

Staff must understand the need to maintain appropriate boundaries in their contacts with Children. Any sexual activity between a member of Staff and a Child may be a criminal offence. Allowing or encouraging a relationship to develop in a way which might lead to a sexual relationship is unacceptable.

This means that Staff Should not;

Have any form of communications with a Child which could be interpreted as sexually suggestive or provocative i.e. verbal comments, letters, notes, electronic mail, phone calls, texts, physical contact;

Make sexual remarks to, or about, a Child;

Discuss their own sexual relationships with, or in the presence of Children.

3.6 Physical Contact

Some work with Children at Super Sport will involve physical contact. A 'no touch' approach is both impractical and undesirable.

Where feasible, Staff should seek the Child's permission or explain to the Child what they are going to do before initiating contact. Staff should listen, observe and take note of the Child's reaction or feelings and — so far as is possible use a level of contact and/or communication which meets the needs of the Child.

This means that Staff should;

Be aware that even well intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described;

Always report and explain actions and accept that all physical contact be open to scrutiny;

Recognise where they should refer a situation or incident to the company's CPO.

In all circumstances where a Child initiates contact, it is the responsibility of the adult to sensitively deter the Child and help them understand the importance of personal boundaries.

3.7 Intimate Care

Some job responsibilities necessitate physical contact with Children on a regular basis, for example assisting young Children with toileting, providing intimate care for Children with disabilities. The nature, circumstances and context of such contact should comply with professional codes of practice or guidelines and/or be part of a formally agreed plan, which is regularly reviewed.

This means that Staff should:-

Adhere to Super Sport Guidelines;

Make other Staff aware of the task being undertaken;

Explain to the Child what is happening;

Ensure that any changes to the agreed care plan are discussed, agreed and recorded.

3.8 Physical Intervention

The use of physical intervention should, wherever possible, be avoided. However, there are occasions when the use of physical intervention is appropriate in order to control or prevent a potentially dangerous or harmful situation. The minimum force necessary should be used and the techniques deployed should be those with which the adults involved are familiar and able to use safely.

Reasonable Physical restraint may include:

Physically interposing between Children

Blocking a Child's path

Holding

Leading a child by the hand or arm

Shepherding a Child by placing a hand in the centre of his/her back

The following actions would be deemed as unreasonable and unsafe and must never be used:

Any hold that restricts a person's breathing;

Exerting excessive pressure on any part of a Child's body;

Forcing a Child's arm up his back;

Lifting a Child off the floor in order to intimidate.

In all cases where physical intervention is employed the incident and subsequent actions should be documented and reported and parents/carers should be informed.

3.8 Personal Care

Children are entitled to respect and privacy at all times and especially when in a state of undress, changing clothes, bathing/showering or undertaking any form of personal care.

Staff need to be vigilant about their own behaviour, ensure they follow agreed guidelines and be mindful of the needs of the Children with whom they work.

This means that Staff should:

Avoid any physical contact when Children are in a state of undress;
Avoid any visually intrusive behaviour
Where there are changing rooms, announce their intention of entering.

This means that Staff should not:-

Change in the same place as Children,
Shower with Children;
Assist with any personal task which a Child can undertake by themselves.

2 One to One Situations

Meetings with Children outside normal working arrangements should not take place without the agreement of a Senior Manager and/or the Child Protection Officer and when parents are present.

This means that Staff should:-

Ensure that when working alone is an integral part of their role, full and appropriate risk assessments have been conducted and agreed;

Ensure that contact with Children should be conducted in public view. Avoid the use of 'engaged' or equivalent signs wherever possible.

Always inform other colleagues about the contact(s) beforehand, assessing the need to have them present or close by;

Always report any situation where a Child becomes distressed or angry to a senior colleague;

Carefully consider the needs and circumstances of the Child/Children when in one to one situations.

Toilet procedures and supervision

Children should be encouraged to use the toilet before or during natural breaks in the course. This may mean building into the programme a toilet break.

Young people must seek permission from a member of staff to leave a session in order to go to the toilet. In younger children a member of staff will ensure children are accompanied to the toilet area, the toilets checked to ensure they are safe. The children will then enter, the adult will wait outside until all the children are ready to return to the coaching area.

Children should not be allowed to leave the practice area alone or unsupervised.

5. Transportation and Trips

5.1 Late Collection

Late collection of children by parents presents clubs and coaches with a potentially difficult situation. The guidelines should:

- Make clear that it is not your responsibility to transport children home on behalf of parents who have been delayed.
- Include a staff contact number and an instruction to parents/carers to phone if there is any likelihood of late collection.
- Ask parents to provide where possible two alternative contact names and numbers including the relationship to the child, for staff to use when they are not available on their usual numbers. Remind parents/carers of the policy relating to late collection.
- In the event of a parent/guardian failing to collect a child at the agreed session finish time, Wait with the child/young person at the sport facility, with other staff/volunteers or parents present if at all possible.

It is important that you keep a record of all calls, times and outcomes.

The coach will then make all the necessary arrangements to attempt contact with the parent/guardian using emergency contact numbers. If all attempts fail the coach should then contact the Super Sport Child Protection Officer for further guidance. Where possible this should be done in an open environment with another coach in attendance.

You should Never:

- Never take the child home or to any other location.
- Never send the child home with another person without permission from a parent or carer.
- Never ask a child to wait in a vehicle or sport facility with you alone.
- Never spend time alone with children away from others.
- Never transport a child to or from an event or activity.

Health and Safety

6.1 Good Practice

At Super Sport we are committed to achieving high standards of health, safety and environmental practice. Players will be fully supervised and every precaution necessary will be taken to prevent or deal with injuries. However football is a physical contact sport; injuries may occur through no negligence of staff and coaches. We believe it is our responsibility to ask players to ensure their own safety by coming appropriately equipped to each training session e.g. wearing correct footwear, appropriate clothing for the weather conditions, shin pads, consuming adequate drinks and food for the duration of the session, as well as any medication that may be required.

We intend to ensure the health and safety of all persons who may be affected by our activities by:

- Consulting with and involving our staff and players in matters relating to their own health and safety.
- Providing, managing and maintaining our workplaces, grounds, and properties so that they are, as far as reasonably practicable, safe and that risks to health are controlled. As well as maintaining equipment so that it is, so far as reasonably practicable, safe and that risks to health are controlled.
- Identifying hazards and conducting formal risk assessments when appropriate in order to minimise the risk for all activities undertaken by the Academy and ensuring that control measures and emergency procedures are in place
- Implementing systems of work that are safe and where risks to health are controlled.
- Keeping up to date with best practice in relation to health and safety and complying with all relevant legislation and authoritative guidance.

6.2 Risk assessment

All staff that intends to work with children, young people or vulnerable adults should ensure that they understand the implications of this policy and code of practice before commencing any programme, event, visit or other activity.

A designated member of staff should complete a risk assessment before any new or changed programme, event, visit or any other activity involving children, young people or vulnerable adult.

The risk assessment is not only a way to mitigate or remove any potential risks but it may also be a prompt to consider alternative working practices. The risk assessment should:

- Incorporate the standard health and safety risk assessment;
- Identify the nature, length and frequency of the contact;
- Consider children, young people and adults who are particularly at risk;
- Consider whether any children, young people or vulnerable adults have allergies, on medication, any disabilities (physical or mental), behavioural difficulties;
- Identify any potential areas for harm and detail action to prevent harm occurring, which might include consideration of alternative working practices.

7. Technology

7.1 Mobile Phones

There are situations when access to a mobile phone will make a positive contribution to the safety and welfare of children and young people, particularly when an emergency occurs.

Therefore the use of mobile phones by coaches during training or at competitions, except for the purposes of making or receiving an emergency call we would consider to be both unsafe and inappropriate conduct.

Contacting children and young people by phone, text or e-mail should never be undertaken without parental knowledge or consent. Ideally contact by coaches would be primarily on a face to face basis. Additional communication relating to events, training and other information should be directed to the child or young person's parents or legal guardian. If the

club should wish to communicate via mobile phone directly to the child, they should first get the parents' consent, and ensure that all communications are in relation to specific club activities.

Recognise that text messaging is rarely an appropriate response to a Child in a crisis situation or at risk of harm. It should only be used as a last resort when other forms of communication are not possible.

7.2 Use of photographic/filming equipment

Following advice from the F.A. Premier League it is Super Sport's policy to request permission from parents and players for the taking and possible publishing of images. These could be photographs or videos.

Images will usually be taken by a designated company official, and could occasionally be used in the programme, local press, web-site or any other promotional material. Where photographs are published i.e. on the website, players names will not be published along side their picture.

Parents will be asked for written consent for their Parents will be asked for written consent for their children to be photographed by a Super Sport photographer.

Parents are not to take photographs at either training, matches or any other Academy event unless permission is given.

If parents see what they deem to be unauthorized photography they should immediately report it to a full time member of Super Sport staff.

There will be several occasions each season where the club photographer will take official photographs of Super Sport players. These photographs will be made available for parents and families to purchase.

6.3 Videoing as a Coaching Aid

On occasions Super Sport may wish to video a game or training session using video equipment as a legitimate coaching aid. However, performers and their parents/carers should be made aware that this is part of the coaching programme and their consent obtained, and such films should be stored safely.

6.4 Websites and Social Networking Sites

With the increase use of the internet and social networking sites, Super Sport advise coaches not to communicate with players through social networking sites, or allow players access to theirs. Children and young people should be advised by their coaches, parents/carers and CWO to always tell an adult they trust about communications that make them feel uncomfortable or where they've been asked not to tell their parent/carer about the communication. At no time should there be any personal communications, 'banter' or comments between coaches and players.

Any websites run by Super Sport will have appointed people who are able to contribute to messages and are accountable for the posts written. The CWO will monitor the content of

the site on a regular basis, and any communications that make a child feel uncomfortable should be reported to the club CWO as soon as possible.

Super Sport ensures the following does not happen;

- Host children's or young people's details where they can be seen or used by others to contact them. Any details hosted should only be done with written parental/carer consent.
- Place pictures of individuals on Web Pages without the express permission of parents/carers.
- Post irrelevant detail of individuals which may lead them to be identified e.g. school class/year, player profiles detailing personal information e.g. favourite foods, movies, teams etc.
- With regard to U8 matches please remember there should be no information published that reveal the result to the reader.
- Post or host items which may be considered to be hurtful, insulting, offensive, abusive, threatening, racist or discriminatory or otherwise may cause offence or harm to another or might incite such behaviour in others.

8. Equality and Diversity Policy

8.1 Policy Guidelines

The aim of this policy is to ensure that everyone is treated fairly and with respect and that Super Sport is equally accessible to them all.

Super Sport is responsible for setting standards and values to apply throughout the club at every level. Football belongs to and should be enjoyed by, anyone who wants to participate in it. Our commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities.

This policy is fully supported by Super Sport who are responsible for the implementation of this policy. Super Sport, in all its activities will not discriminate, or in any way treat anyone less favourably on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. It means that Super Soccer will ensure that it treats people fairly and with respect and that it will provide access and opportunities for all members of the community.

In Line with our policy on bullying, we will not tolerate harassment, bullying, abuse or victimisation of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination.

Super Sport will work to ensure that such behaviour is met with appropriate action in whatever context it occurs. Super Sport is committed to taking positive action where inequalities exist and to the development of a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination and promote equality in football.

The Company is committed to a policy of equal treatment of all members and requires all members to abide and adhere to these policies and the requirements of the relevant equalities legislation - Race Relations Act 1976, Sex Discrimination Act 1975 and Disability Discrimination Act 1995 as well as any amendments to these acts and any new legislation.

Super Sport commits itself to the immediate investigation of any claims when brought to its attention, of discrimination on the above grounds and where such is found to be the case, a requirement that the practice stop and sanctions are imposed as appropriate.

8.2 Bullying

If bullying is suspected, the same procedure should be followed as set out in 'Responding to suspicions or allegation's.

8.2.1 Action to help the victim and prevent bullying in sport:

- Take all signs of bullying very seriously.
- Encourage all children to speak and share their concerns.
- Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else.
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to the Company Child Protection Officer .

8.2.2 Action towards the bully(ies):

- Talk with the bully(ies), explain the situation, and try to get the bully (ies) to understand the consequences of their behaviour. Seek an apology to the victim(s).
- Inform the bully's parents.
- Insist on the return of 'borrowed' items and that the bully(ies) compensate the victim.
- Provide support for the victim's coach.
- Impose sanctions as necessary.
- Encourage and support the bully(ies) to change behaviour.
- Hold meetings with the families to report on progress.
- Inform all organisation members of action taken.
- Keep a written record of action taken.

8.3 Complaints and Appeals Procedure

Super Sport is a responsible, attentive and caring institution. Its aim is to offer its young players the best possible atmosphere in which to develop. Part of this aim involves working with both players and parents to ensure that all problems are dealt with swiftly and to the satisfaction of all parties so that the player can continue to develop within the company and benefit from all that it has to offer.

The company does not wish any grievance to remain unresolved and, to this end, operates a permanent 'open door' policy that allows any player or parent to discuss any matter with a member of staff.

It is hoped that with this culture firmly in place, grievances will not be allowed to develop. However, if you have a problem regarding any matter to do with the company, please inform us. If this cannot be resolved on an informal basis the following procedure should be put into place.

If you wish to make a complaint

Firstly, speak to the Team Coach. Try to be clear about the problem and be as calm as you can about matters.

If the coach is unable to resolve the complaint discuss your concerns with the full time member of staff responsible for the age group.

If the complaint involves an issue relating to child protection, Super Sport has a designated Child Protection Officers (Education and Welfare Officer) who is trained to assist with these matters.

If you remain concerned please speak to the company directors.

If you are not happy with the explanation you receive, or feel you cannot talk about it, make your complaint in writing to the company director. Try to be as clear as you can be in the letter about the problem.

Staff Members

Staff members with a complaint or grievance should speak, firstly to their line manager. If the issue is specifically with the line manager a member of staff should refer the issue to the company director who will take appropriate action.

11.1 Listening to Children

If a child tries to talk to you about something that is worrying them, it is important to listen carefully and respond sensitively:

If the child tells you about abuse they are experiencing, listen carefully to what they tell you.

Don't ask direct questions. Avoid 'Who?', 'What?', 'When?', 'Where?'

Encourage them to talk - 'Do you want to tell me about this?' - But do not pressurise them.

Keep calm and even if you find what they are saying difficult or painful keep listening.

Be honest with them about what you can and cannot do. Tell them you are not able to keep what they have told you secret and that you will try to find them the help they need.

When they have finished make a detailed note of what was said, seen or heard using the words used, using an incident record form if possible.

Incident/Accident Report Form



**Super Sport
ACCIDENT/INCIDENT REPORT FORM**

Date and Time of incident _____

Where did incident occur _____

Injured person Name _____

Age _____

Full address _____

Post Code _____

Give details of how accident occurred. _____

Give details of the action taken including any First Aid treatment and the names of First Aider. _____

Was any of the following contacted?

Parent/Carer Yes/No

Ambulance Yes/No

Police Yes/No

Other Yes/No

If Yes to any of the above please give details _____

What happened to the injured person following the accident _____

All the above facts are a true and accurate record of the incident/accident

Name(print) _____ Sign _____ Date _____

Parent/Carer informed Yes/No

Parent/Carer Name(print) _____ Sign _____

11.3 Disclosure Record Form

Referrers name:
Referrers phone number:
Referrers position:
Child's name:
Child's address:
CONTACTED YES <input type="checkbox"/> NO <input type="checkbox"/>
Parents/carers names, address and phone number:
Child's date of birth:
Date and time of any incident:
Your observations KEEP FACTUAL:
Exactly what the child said (using the child's language) and what you said: (Remember, do not lead the child – record actual details. Continue on separate sheet if necessary)

Sign	Date	Time
DO NOT DELAY IN THE SUBMISSION OF THIS FORM BECAUSE YOU ARE UNABLE		

Details of alleged / suspected abuser:

Name:

Their position:

Address:

Any other details that you feel will be important:

External agencies contacted in an emergency or when the Designated Officer was not contactable:

Police:

Name and number of contact:

Action Agreed:

Social Services:

Name and number of contact:

Action Agreed:

I can confirm that to the best of my knowledge the information provided above is correct, and that I will be available to answer any further questions on this matter.

Referrers Signature:

Print name:

Date:

ANY INCIDENT MUST BE REPORTED IMMEDIATELY TO THE DESIGNATED OFFICER.

11.4 Useful Contact Details

The NSPCC	Helpline: 0808 800 5000	www.nspcc.org.uk
CRB (Criminal Records Bureau)	0870 909 0811	www.crb.gov.uk
British Association for Counselling and Psychotherapy	0870 443 5252	www.bacp.co.uk
Local Authority Designated Officer (LADO)	Frazer Smith/ Mel Leicester-Evans 01992556936/35	
Emergency Duty Team	0300 123 4043	
Herts FA Welfare Officer	Richard Drake 01462 650215	
FA General Safeguarding Enquiries	08452108080	
Samaritans:	08457 909090	www.samaritans.org.uk