Web page – info for new safeguarding page on the website

**Safeguarding & Policies**

## Hereford Pegasus take the safeguarding and welfare of all our participants very seriously and place the utmost importance on ensuring that a safe environment is provided.

To ensure that this is made possible, we have developed processes and procedures to help everyone keep safe.

If you have questions, please do not hesitate to contact a Club Welfare Officer:

**Kevin Bishop** **Tel: 07931971765**

**Email:** [bishy50@sky.com](mailto:bishy50@sky.com)

Alex Tootell **Email:** [alextootell@googlemail.com](mailto:alextootell@googlemail.com)

Non-immediate risk of harm, or concerns of poor practice can be reported to the Club Welfare Officer or County Designated Welfare Officer.

Any urgent concern where there may be an immediate risk of harm to a child must be reported to the Police or Children’s Social Care:

Herefordshire Multi-Agency Safeguarding Hub – 01432 260800

**Anna Thomasson**  
**Designated Safeguarding Officer**  
(Available Tues & Thurs 8-4pm)

**By Phone:** [*01432 342179*](tel:01432342179) / [*07555 754314*](tel:07555754314)

**By Email:**[Anna.thomasson@HerefordshireFA.com](mailto:Anna.thomasson@HerefordshireFA.com)

Please click [here](https://www.herefordshirefa.com/about/rules-and-regulations/safeguarding-and-welfare) to access Herefordshire FA and The FA Safeguarding:

Please click [here](https://www.thefa.com/football-rules-governance/safeguarding/safeguarding-children)to access The FA Safeguarding information.

***Police – 101***

The NSPCC also has a 24hr helpline which can offer further advice if Club or County Welfare staff are unavailable:

***NSPCC – 0808 800 5000***

If the Club or County Welfare Staff are not dealing with concerns adequately, The FA can be contacted directly:

The FA Safeguarding – ***safeguarding@thefa.com***

If there are concerns that someone may be behaving inappropriately or seeking to groom a child in an online environment, these can be reported to the Child Exploitation and Online Protection:

Child Exploitation and Online Protection – ***www.ceop.police.uk/safety-centre***

##### **If a child or young person is in immediate danger, call 999 and ask for the Police**

##### **Whistleblowing**

In a safeguarding context, whistleblowing means revealing and raising concerns over misconduct or malpractice within an organisation, or within an independent structure associate with it.

It can be used as an early warning system or when it’s recognised that appropriate actions have not been taken.

The above contact details can be used to report any concerns about a young person’s safety or welfare.

Policies to be added as separate hyperlinks to each document

**Hereford Pegasus Anti-bullying Policy**

We are committed to providing a caring, friendly and safe environment for all our members so they can participate in football in a relaxed and secure atmosphere.

Bullying of any kind is unacceptable at our club. If bullying does occur, all club members or parents should be able to tell and know that incidents will be dealt with promptly and efficiently.

We are a TELLING club. This means that anyone who knows that bullying is happening is expected to tell the Club Welfare Officer or any committee members.

What is Bullying? Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

• Emotional – being unfriendly, excluding (emotionally and physically), sending hurtful text messages, tormenting (eg hiding football boots/shin guards, threatening gestures)

• Physical – pushing, kicking, hitting, punching or any use of violence

• Racist – racial taunts, graffiti, gestures

• Sexual – unwanted physical contact or sexually abusive comments

• Homophobic – because of or focussing on the issue of sexuality

• Verbal – Name calling, sarcasm, spreading rumours, teasing

Why is it important to respond to bullying?

Bullying hurts. No-one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Individuals who are bullying need to learn different ways of behaving.

This club has a responsibility to respond promptly and effectively to issues of bullying.

**Objectives of this Policy**

• All club members, coaches, officials and parents/carers should have an understanding of what bullying is.

• All club members, officials and coaching staff should know what the club policy on bullying is and follow it when bullying is reported.

• All players and parents/carers should know what the club policy is and what to do if bullying occurs.

• As a club, we take bullying seriously. Players and parents/carers should be assured that they would be supported when bullying is reported.

• Bullying will not be tolerated.

• All club members, coaches, officials and parents/carers should have an appreciation of the signs and indicators of bullying.

**Hereford Pegasus Child Protection & safeguarding policy**

Hereford Pegasus 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 members.

A child or young person is anyone under the age of 18 engaged in any club football activity. We subscribe to The Football Association's Child Protection and Best Practice Policy and Procedures and endorse and adopt the policy statement contained in that document.

The key principles of The FA child protection policy are that:

• 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 regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation

• 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 or carers is essential.

We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.

Hereford Pegasus FC recognises that this is the responsibility of every adult involved in our club.

Hereford Pegasus FC has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The Football Association's Child Protection Regulation (see The FA Handbook) applies to everyone in football whether in a paid or voluntary capacity. This includes those who are a volunteer, match official, helper on club tours, football coach, club official or medical staff.

We endorse and adopt The FA's child protection and best practice guidelines for recruiting volunteers and will:

• Develop a role profile

• Request identification documents

• As a minimum meet and chat with the applicant(s) and where possible conduct interviews before appointing

• Request and follow up with two references before appointing

• Require an FA CRB Unit Enhanced Disclosure where appropriate in line with FA guidelines.

All current Hereford Pegasus FC coaches / managers with direct access to children and young people will be required to complete a CRB Enhanced Disclosure via The FA CRB Unit. If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of Hereford Pegasus FC, guidance will be sought from The Football Association. It is noted and accepted that The FA will consider the relevance and significance of the information obtained via The FA CRB Unit Enhanced CRB Disclosure and that all decisions will be made in the best interests of children and young people.

It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct sexual or physical harm to children and to minimise the risk of 'grooming' within football.

Hereford Pegasus FC supports The FA's Whistle Blowing Policy. Any adult or young person with concerns about a colleague can 'whistle blow' by contacting their local Child Welfare Officer at the Herefordshire FA or by going direct to the police, social services or the NSPCC. Hereford Pegasus FC encourages everyone to know about it and utilise it if necessary.

Hereford Pegasus FC has appointed a Club Welfare Officer (CWO) in line with The FA's role profile and required completion of the child protection and best practice workshop. The post holder will be involved with designated person's training provided by The FA. The CWO is the first point of contact for all club members and parents or guardians regarding concerns for the welfare of any child or young person. They will liaise directly with the CFA CPO and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing an awareness of poor practice and abuse amongst club members.

We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable at our club. If bullying does occur, all players, parents or guardians should be able to tell and know that incidents will be dealt with promptly. Incidents need to be reported to the CWO, a member of the committee or, in cases of serious bullying contact the CFA CPO. Codes of conduct for players, parents or spectators, officials and coaches have been implemented by Hereford Pegasus FC.

In order to validate these codes of conduct the club has clear sanctions to deal with any misconduct at club level and acknowledges the possibility of potential sanctions which may be implemented by leagues or the CFA in more serious circumstances. All prospective members will be informed of these codes.

Further advice on child protection matters can be obtained from:

Club Welfare Officer: Kevin Bishop

Tel: 07931971765

Email: [bishy50@sky.com](mailto:bishy50@sky.com)

Alternative Contact: Alex Tootell

Email: [alex.tootell@googlemail.com](mailto:alex.tootell@googlemail.com)

County Designated Safeguarding Officer: Anna Thomasson

Tel: 07555 754314

Email: [anna.thomasson@herefordshirefa.com](mailto:anna.thomasson@herefordshirefa.com)

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Police – 101

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If the Club or County Welfare Staff are not dealing with concerns adequately, The FA can be contacted directly:

The FA Safeguarding – [safeguarding@thefa.com](mailto:safeguarding@thefa.com)

**Hereford Pegasus Anti-Discrimination Policy**

As the governing body of the game, the Football Association is responsible for setting standards and values to apply throughout the game at every level.

Football belongs to, and should be enjoyed by, everyone equally. Our commitment is to eliminate discrimination whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or ability, and to encourage equal opportunities.

Hereford Pegasus FC is responsible for setting standards and values to apply throughout the club at every level. Our commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.

Equality of opportunity at Hereford Pegasus FC means that in all our activities we will not discriminate in any way or treat anyone less favourably on grounds of sex, gender identification, sexual orientation, race, nationality, ethnic origin, colour, religion or disability. This includes:

• Advertising for volunteers

• The selection of candidates for volunteers

• Courses

• External coaching and education activities and awards

• Football development activities

• Selection for teams

• Appointments to honorary positions.

Hereford Pegasus FC will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.

Hereford Pegasus FC is committed to the development of a programme of ongoing training, awareness raising events and activities, in order to promote the eradication of discrimination within its own organisation and within football as a whole.

**FA Respect Campaign Policy**

• RESPECT barriers are put up prior to the game for parents and spectators to stand behind. Coaching staff will be on the other side of the pitch in their technical area during the game.

• The technical areas for coaches and managers are clearly marked out. No more than 3 officials are allowed in this area during the game.

• During the game, coaches, supporters and players are not allowed behind the goals.

• At the start of the game, players and managers will line up and shake hands with the referee and the opposition.

• The captain of the team will wear a captain’s armband. The captain may at an appropriate time politely ask the referee to explain a decision.

• At the end of the game the captain will lead ‘3 cheers’ and then the captain, with the manager, will thank all the officials.

• It is the club’s responsibility to make the players, coaching staff and spectators are fully aware of these RESPECT code.

• Please let the coaches do their job. Parents, guardians and spectators are there to support and encourage sportsmanship.

• Referees are expected to adhere to the RESPECT code of conduct and ask players, supporters, coaches and managers for their support in ensuring this happens.

**Complaints Policy**

The Aim of our Policy is:

• To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.

• To make sure everyone at Hereford Pegasus Football Club knows what to do if a complaint is received

• To make sure all complaints are investigated fairly and in a timely way

• To make sure that complaints are, wherever possible, resolved and that relationships are repaired

• To gather information which helps us to improve what we do

In the event that any player, parent/carer, Club or FA Official or Coach feels that they have suffered discrimination, experienced or witnessed something of concern or that the Club’s Policies, Rules or Code of Conduct have been broken they should report the matter to The Club.

Frontline Resolution

For issues that are straightforward and easily resolved, requiring little or no investigation, a discussion with the Team Coach might remedy the issue or concern that has arisen. This is not to undervalue minor concerns, rather in some instances a remedy can be decided upon quickly and to the satisfaction of all (an apology, explanation or other action). For example, it may be some aspect of Club Policy has not been fully understood by a parent, or incorrectly applied by a Coach, or The Club policy itself is unclear or contradictory. A discussion with the ‘frontline’ person (e.g. Coach) might be the obvious and simplest approach to take. The Club would expect the issue to be resolved within one week and the Coach is required to report to the Chairman and Club Welfare Officer the concern and resolution offered so that this can be agreed and recorded in The Club minutes.

More Serious Concerns

There is always the potential for more serious concerns to arise that require a more significant intervention. If this happens, a more formal process is required so that the club can both record and address the issue or concern. Where a serious concern arises, this should be reported to any member of the Coaching Staff or Committee who is then required to pass this concern onto both the Chairman and Club Welfare Officer. Once reported, the Chairman and Club Welfare Officer are responsible for the investigation of the concern and for applying the following guiding principles:

• The Complainant should be asked to make their complaint in writing to either the Chairman or Club Welfare Officer detailing their complaint, and how they can be contacted so The Club can keep them informed of progress of their complaint;

• That the Club will remain in contact with the Complainant and deal with the complaint constructively;

• The Complainant will receive timely confirmation by phone or email that The Club has received and is dealing with their complaint and that this should not be more than 5 days from receiving the complaint;

• That the Club will investigate the complaint and respond to the complaint within 20 days of receipt (either with a proposed resolution, or details of further actions to be taken);

• That the Club will investigate the complaint by looking at what might have gone wrong and/or what needs to be done to rectify the cause of the complaint. The Club will also assess whether someone has suffered any injustice, and what remedy would be fair and proportionate in the circumstances;

• The Club will consider whether to consult or inform The FA in relation to any breach of FA rules or guidelines;

• Where the complaint indicates a law may have been broken, The Club will inform the relevant statutory authority;

• Complaints that have a general significance across the Club might necessitate wider consultation, (e.g. selection process for matches) which might have implications for the interests of players, parents/carers and Coaches but from different perspectives, and therefore involve wider consultation and may be brought up for discussion by The Club Committee;

• Sensitive complaints may need to be dealt with confidentially (e.g. that involve a Safeguarding context) and may require guidance from The FA;

• That learning from something that has gone, or is going wrong, and putting right mistakes, is paramount. Seeking to hide mistakes is counter to the wider interests of The Club, its players and volunteers and therefore any investigation should be open, fair and respectful to all concerned;

• The Club will refer any child protection concern, allegation or disclosure, regardless of the time-scale of receipt of the information to the relevant agencies within or outside of football.

Complaint Resolution

Hereford Pegasus FC will explore all ways to resolve a complaint. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

• An apology

• An explanation

• An admission that the situation could have been handled differently

• An assurance that the event complained of will not happen again

• An explanation of the steps that have or are to be taken to ensure that it will not happen again

• An undertaking to review club policies in light of the complaint

Contact Details

Chairman: **Kevin Bishop** **Tel: 07931971765**

**Email:** [bishy50@sky.com](mailto:bishy50@sky.com)

Welfare Officer: Alex Tootell Email: [alextootell@googlemail.com](mailto:alextootell@googlemail.com)

Herefordshire FA Designated Safeguarding Officer: Anna Thomasson Tel: 07555 754314 Email: [Anna.Thomasson@HerefordshireFA.com](mailto:Anna.Thomasson@HerefordshireFA.com)

If you wish to raise a complaint against Hereford Pegasus FC, please do so in writing including the following information;

• Contact details

• Who or what your complaint is related to

• Details of the complaint including date & location

• Details of any action you expect to be taken