

**West Bromwich Albion Football Club  
Safeguarding Children  
Policy & Procedures**



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**Prepared in consultation together with Walsall and Sandwell  
Social Services, Chief Inspector Mick Spellman and Richard Watson,  
Birmingham County FA Welfare Officer**

Reviewed by Chris Elliott – Safeguarding Manager  
June 2016

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## Section 1

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<b>1.1</b>	<b>Approval of Document</b>
<b>1.2</b>	<b>Foreword</b>
<b>1.3</b>	<b>A Statement of West Bromwich Albion Football Club Safeguarding Policy and Procedures</b>
<b>1.4</b>	<b>“The Children Act 1989”</b>
<b>1.5</b>	<b>Recruitment of Staff to a Position of Trust</b>

**West Bromwich Albion Football Club**  
**Safeguarding Policy & Procedures**

This Document has been prepared in accordance with legislative requirements and the rules of the Premier League and Football Association.

This document has been prepared in consultation with Sandwell and Walsall Social Services departments.

The document has been approved by

Chairman Mr J.Williams

S. Carrington, Legal Counsel/Secretary (West Bromwich Albion Football Club Safeguarding Lead)

C. Elliott, West Bromwich Albion Football Club Head of Safeguarding

A. Tripney, West Bromwich Albion Football Club Deputy Head of Safeguarding

M. Harrison and Paul Gardiner (WBA FC Academy)

A. Pincher, Safeguarding Officer (The Albion Foundation)

## **Foreword**

West Bromwich Albion Football Club recognises that children are the future and that their wellbeing is an important and shared responsibility.

The Club is committed to providing a protected environment for all children who are involved with the Club, whether through contact with the Academy or The Albion Foundation or by participating in one of the many Matchday activities which are available.

The Club's Safeguarding Policy is fundamentally designed to assist and support everyone at the Club who comes into contact with children, whilst providing a safe, friendly, happy and vibrant environment which can be enjoyed by all the children who visit us.

In this Policy, reference to West Bromwich Albion Football Club includes any club or company which is a subsidiary or associated club or company including, for the avoidance of doubt, The Albion Foundation and any other subsidiary or associated club.

**A Statement of  
West Bromwich Albion Football Club  
Safeguarding Policy & Procedures**

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The West Bromwich Albion Football Club Safeguarding Policy and Procedures have been written in accordance with the “Children Act 1989 and 2004”, “Working Together To Safeguard Children” (2010), and the requirements of Sandwell, and Walsall Safeguarding Children Boards.

The Policy is a professional guidance for all staff and is provided to ensure the security and protection of all children and young persons who work, train, play and visit us.

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## 1.4 The Children Act, 1989 and 2004

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1.4.1 All those working with children, and in particular those involved with Safeguarding, should be aware of the Children Act 1989 and 2004.

The following principles have been highlighted as being the most important for the purpose of these procedures

- a) The welfare of the child is Paramount.
- b) The wishes and feelings of the child must always be taken into consideration. We must all strive to hear the voice of the child.
- c) Race, culture, language, needs and religion must always be taken into account when working with children and families.
- d) Parents and guardians who have parental responsibility must be involved in all decisions about the child.
- e) If the parents are unmarried when the child is born, the mother will have parental responsibility but the father does not have parental responsibility. To gain parental responsibility the father must take steps to 'acquire' it, either through an agreement with the mother or by a court order.

In the case of children born after December 2003, fathers, although not married to the mother, but whose name appears on the birth certificate shall have parental responsibility.

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## 1.5 Recruitment of Staff to a Position of Trust

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### 1.5.1 General

A person who is regularly involved in caring for, training, supervising or being in sole charge of a child or young person and in the course of his involvement has unsupervised contact, whether face to face or by any other means, is deemed, in law, to be in a 'Position of Trust'.

No individual will be recruited on a temporary or permanent basis to a position of trust without satisfactory clearances from the Disclosure and Barring Service (DBS) for safeguarding purposes.

### 1.5.2 Disclosure and Barring Service (DBS)

West Bromwich Albion Football Club is a registered body of the Disclosure and Barring Service (DBS) and uses the Disclosure Service to assess the suitability of an applicant to work with children and young people.

No applicant who is conditionally offered a position of trust with West Bromwich Albion Football Club should commence employment with the Company before satisfactory clearance has been received.

All staff in a position of trust will be required to undergo regular Enhanced Disclosure Clearances, normally every three years, as a condition of their contract of employment. Should the duties of a worker in a position of trust change, or the worker move to another position of trust within the Company, they may be required to undergo further disclosure clearance depending on the nature of the additional duties/new position.

### 1.5.3 References

At least two references will be required. One should normally be from the applicant's current or most recent employer. If a reference raises any concern the matter should be referred to Chris Elliott, Safeguarding Manager.

Chris Elliott can be contacted by email at [chris.elliott@wbafc.co.uk](mailto:chris.elliott@wbafc.co.uk)

All staff shall receive a safeguarding induction to their relevant department.

All staff working or likely to work with Children under 8 years shall be liable to "Disqualification by Association" recruitment process. This requirement will comply with the Local Authority policies for schools as set out by Ofsted.



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## **Section 2**

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**2.1      Recognising Abuse**

**2.2      Definitions of Abuse**



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## 2.1 Recognising Abuse

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This section should be read with caution. It is not a comprehensive guide to assessing child abuse and must be seen in the context of the West Bromwich Albion Safeguarding Awareness training.

- 2.1.1 The presence of one or other of these features will not necessarily mean that a child or young person has been abused and should not be seen in isolation, but may indicate that careful investigation (by an appropriate person) is needed
- 2.1.2 'Child Abuse' may be described as harm to a child or young person, or the failure by a person with responsibility for a child or young person to provide reasonable care or a combination of both.
- 2.1.3 Abuse may take the form of physical injury, sexual or emotional abuse, or neglect. This will include bullying. This may take place in the real world or through social media . Harm to a child or young person may be caused by a child's (or young person's) parents or carer, a relative, a stranger or someone known to the child or young person, or even by another child or young person.

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## **2.2 Definitions of Abuse**

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### **2.2.1 Physical Injury**

Actual or likely physical injury to a child or young person, or failing to prevent physical injury or suffering to a child or young person.

Physical abuse may involve hitting, shaking, throwing, poisoning, and burning, scalding, drowning, suffocating or otherwise causing physical harm to a child or young person.

Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill-health to a child or young person they are looking after (fabricated or induced illness).

It should be noted that only a clinical medical officer or a consultant paediatrician should diagnose when an injury is non-accidental. It is not the responsibility of West Bromwich Albion staff to determine the cause of an injury.

### **2.2.2 Neglect and 'Failure to Thrive'**

Neglect is the persistent failure to meet a child or young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur in pregnancy as a result of substance misuse.

It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child or young person from physical harm or danger, or the failure to ensure access to the appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to a child or young person's basic emotional needs.

### **2.2.3 Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet or other social media). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

#### 2.2.4 Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

#### 2.2.5 Domestic Violence

Domestic Violence is an important indication of risk of harm to children.

Children may suffer directly and indirectly if they live in households where there is domestic violence.

Domestic violence is likely to have a damaging effect on the health and development of children. A child in a situation of Domestic Violence should be regarded as a "Child in Need". (See Section 1.3 "Procedures to follow if Abuse is suspected").

##### Honour based violence

Consideration should be considered when dealing with abuse within families. The impact upon all children within the household and the risk to them must be assessed accordingly

Bullying is a serious and harmful form of abuse whether it is by another child or staff member. This is dealt with more fully in a separate section.

- 2.2.6 Failure to act upon, report or refer concerns to the Safeguarding Manager, other statutory agency or member of management at WBA FC may be regarded as gross misconduct.

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### **Section 3**

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- 3.1 West Bromwich Albion Football Club Designated Persons for Safeguarding**
  
- 3.2 West Bromwich Albion Football Club Safeguarding Staff**

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### 3.1 West Bromwich Albion Designated Persons for Safeguarding

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West Bromwich Albion will appoint “Designated Persons for Safeguarding” for each appropriate area of Club Activity. See Section 3.1.3. - Contact Numbers for Designated Persons for Safeguarding at West Bromwich Albion.

#### 3.1.1 The Safeguarding Officers shall be responsible for designated activities and / or areas of work and shall report to the Head of Safeguarding Chris Elliott

- all aspects of Safeguarding within their area.
- ensuring that all issues of Safeguarding are dealt with in compliance with the West Bromwich Albion Football Club Safeguarding Policy and Procedures, and with the requirements of Sandwell and Walsall LSCB Child Protection Procedures.
- ensuring that all staff appointed have been checked by the Disclosure and Barring Service (DBS) and are considered being suitable and safe adults to work with children (see Section 1.5, “Recruitment of Staff to a Position of Trust”).
- the management and co-ordination of Safeguarding issues. He/she will set up and maintain a system of Safeguarding Records, including notes of all concerns referred by staff and will be responsible for the security and confidentiality of this information.
- ensuring that all staff are familiar with the West Bromwich Albion Football Club Safeguarding Policy and Procedures.
- ensuring that all staff receives initial Safeguarding Awareness Training.
- providing support to any member of staff in respect of any Safeguarding issue or concern
- seeking advice on Safeguarding concerns or allegations disclosed
- after consultation with the Head of Safeguarding, referring Safeguarding issues or concerns to the Local Authority for an investigation to be initiated
- seeking the advice of the Head of Safeguarding to ensure that, in the event of an allegation being made against a member of staff, the West Bromwich Albion Football Club Safeguarding Procedures are followed
- being responsible for contacting the parents of a child/children involved in any Safeguarding or welfare issues if appropriate (i.e. not placing the child at further risk).

3.1.2

Contact Numbers for Designated Persons for Safeguarding  
at West Bromwich Albion

<b>West Bromwich Albion FC – Strategic Safeguarding Lead</b>		
Simon Carrington	<a href="mailto:Simon.Carrington@wbafc.co.uk">Simon.Carrington@wbafc.co.uk</a>	Mobile: 07581 235 723

<b>West Bromwich Albion FC – Head of Safeguarding</b>		
Chris Elliott	Chris.Elliott@wbafc.co.uk	Mobile: 07976660953

<b>West Bromwich Albion FC – Deputy Head of Safeguarding</b>		
Allison Tripney	Allison.tripney@albionfoundation.co.uk	Mobile : 07908665864



<b>West Bromwich Albion FC – Safeguarding Officers</b>		
Anna Pincher (The Albion Foundation)	Anna.pincher@albionfoundation.co.uk	Mobile : 07808640091
Paul Gardiner (WBA FC Academy)	Paul.gardiner@wbaafc.co.uk	07919 212593
Martin Swain (WBA FC Director – Communications)	<a href="mailto:Martin.Swain@wbaafc.co.uk">Martin.Swain@wbaafc.co.uk</a>	07710 821215
Clive Whitfield (WBA FC Match Day Operations)	<a href="mailto:Clive.whitfield@wbaafc.co.uk">Clive.whitfield@wbaafc.co.uk</a>	07801 389524
Chris Harris (Health and Safety Officer)	<a href="mailto:Chris.harris@wbaafc.co.uk">Chris.harris@wbaafc.co.uk</a>	Mobile : 07805 740507
Cindy Joyce (WBA FC Match Day Mascots)	<a href="mailto:Cindy.joyce@wbaafc.co.uk">Cindy.joyce@wbaafc.co.uk</a>	07773 080915
Ian Kellett (WBA FC – Retail)	<a href="mailto:Ian.Kellett@wbaafc.co.uk">Ian.Kellett@wbaafc.co.uk</a>	0871 271 9791
Claire Mellor (WBA FC – Academy Education and Welfare Officer)	<a href="mailto:Claire.mellor@wbaafc.co.uk">Claire.mellor@wbaafc.co.uk</a>	07805 740382
Nicky Boswell – (WBA FC Fanzone Coordinator)	<a href="mailto:Nicola.boswell@wbaafc.co.uk">Nicola.boswell@wbaafc.co.uk</a>	07792 494657

**Non Executive members**

**Richard Watson Birmingham FA 07980 830n656**

**Det Inspector Michael Spellman West Midlands Police Sandwell 07970 969429**

The following are other useful contact numbers:

Walsall Children's Services (Social Care), Initial Response Service 01922 658170

<b>Education in Children Services – Advice &amp; Referrals</b>	-	0845 351 0131
<b>FA/NSPCC Helpline</b>	-	0808 800 5000
<b>Asian Helpline</b>	-	0800 096 7719
<b>Sandwell Hospital</b>	-	0121 553 1831
<b>West Bromwich Police Station</b>	-	0845 113 5000
<b>Disclosure &amp; Barring Service</b>	-	0870 909 0811
<b>Sandwell Race Equality Unit</b>	-	0121 541 1775
<b>Sandwell Child Protection Local Authority Designated Officer. (LADO) Usmah Bhati</b>	-	0121 569 4770
<b>Walsall Local Authority Designated Officer. (LADO) Charlotte Buckby <a href="mailto:buckbyc@walsall.gov.uk">buckbyc@walsall.gov.uk</a> (for allegations against staff)</b>	-	01922 646640

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### **3.2 West Bromwich Albion FC Safeguarding Staff**

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West Bromwich Albion Football Club has qualified and experienced Safeguarding Officers who are responsible for:

- Ensuring that the West Bromwich Albion Football Club Safeguarding Policy and Procedures are updated and in line with current legislation and regulations;
- Overseeing of all aspects of Safeguarding at West Bromwich Albion Football Club;
- The Head of Safeguarding will have responsibility for the implementation of Safeguarding training at West Bromwich Albion Football Club; this training will consist of, in house training and partnership training with Walsall and Sandwell Safeguarding Children Board
- The appointment of “Safeguarding Officers” in all sectors of West Bromwich Albion Football Club to which the Safeguarding Policy applies;
- To ensure the Implementation of West Bromwich Albion Football Club’s Safeguarding Policy and Procedures; acting as a counter signatory for the Disclosure and Barring Service (DBS) in conjunction with the Human Resources Department and those other sections of West Bromwich Albion.
- Acting liaison officer to Walsall and Sandwell Children’s Services Departments
- Liaison with the F.A. Premier League, the Football Association and other appropriate agencies in matters of Safeguarding

#### **3.2.2 The Independent Advisor**

West Bromwich Albion Football Club will appoint an Independent Advisor who will be an independent Social Worker, experienced in conducting investigations into abuse involving professionals. He/she will advise West Bromwich Albion Football Club of the appropriate course of action in respect of ensuring the safeguarding of children and young people working with West Bromwich Albion Football Club

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## **Section 4**

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- 4.1 Departmental Guidelines**
- 4.2 Duty of Care**
- 4.3 WBA FC Academy and The Albion Foundation Staff**
- 4.4 Suspicions or Allegations of Abuse**
- 4.5 One to One Situations**
- 4.6 Academy Parents/Carers**
- 4.7 Academy Physiotherapy Department**
- 4.8 Matchday Operations**

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**Departmental Good Practice**  
**Safeguarding Guidelines**

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These Guidelines, specific to each Department, are presented to meet the particular needs of individual departments. They do not stand alone and should be read in conjunction with West Bromwich Albion Football Club's "Safeguarding Policy & Procedures".

In compliance with West Bromwich Albion Football Club's terms and conditions of employment, all staff working with Children and Young people must undergo an enhanced DBS check as part of the process of ensuring they are appropriate and safe adults to work with children. These Guidelines must be followed in the appointment of any prospective member of staff.

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## 4.2 A 'Duty of Care'

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Because of your role and responsibilities at West Bromwich Albion Football Club, you have a 'Duty of Care' towards all the children and young people you come into contact within the course of your employment.

- Sport provides easy access for someone who wants to harm children. 'Positions of Trust', working with children and young people, will only be offered subject to an enhanced DBS check and two satisfactory references, one of which must be from the most recent previous employer.
- The close proximity of staff in an intense and competitive atmosphere places child and adult in vulnerable situations.
- Relationships between staff and young people must, at all times, be professional.
- Sport is uniquely placed to contribute towards safeguarding the welfare of children and young people.

### 4.2.1 Guidelines

You always have a legal and moral duty to report a Safeguarding concern.

- This is not always easy - but remember by reporting you will enable people with more experience and expertise to make the judgement as to whether or not a concern is abuse;
- You may fear the consequences of reporting a concern;
- You may feel a loyalty to friends and colleagues but this is misplaced if a young person's welfare is at risk;
- You may want to pretend it's not happening, that you are overreacting, or that it is simply not possible or believable;

#### **Report it! The welfare of the child is paramount.**

West Bromwich Albion Football Club and The F.A. will support anyone who, in good faith, reports concerns about a child's welfare. Please see the Club's 'Whistle Blowing Policy'.

#### 4.2.2. Texting/Social Networking

Communication between students, children, young people and coaches (and other West Bromwich Albion Football Club Staff) must be through the departmental office, specific project based social media (e.g. Kicks Facebook page) or on mobile phones provided through WBA FC or The Albion Foundation.

Under no circumstances should there be any texting/or communication of messages between coaches/staff personal phones and students, children or young people. This includes adding young people as 'friends' on personal social networking sites, such as Facebook.

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### 4.3 **Academy and Foundation Coaches / Staff**

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#### 4.3.1 General

West Bromwich Albion Football Club is committed to ensuring that all coaching staff has the ability and confidence to work supportively and positively. In this respect, coaches should ensure that:

- ✓ They respect the rights, dignity and worth of each student or player;
- ✓ They develop an appropriate working relationship with each student or player.  
Over familiarity between coach and student or player may be misunderstood, therefore clear boundaries must be established from the beginning;
- ✓ They exert no undue influences;
- ✓ They encourage and guide students and players to accept responsibilities;
- ✓ They ensure that all activities are appropriate;
- ✓ They clarify with students and players exactly what is expected of them and what they are entitled to expect from their coach;
- ✓ They co-operate fully with other specialists;
- ✓ They ensure that all students and players are aware of the procedures that are in place i.e., when injured reporting to the physiotherapist before training. Failure to observe this may result in the student or player being withdrawn from playing. Coaches must not encourage students and players to train or play with injuries;
- ✓ They consistently display high standards of behaviour and appearance;

4.3.2 Coaches Working with Children with Disabilities: This section should be considered together with the Vulnerable Adults Policy of West Bromwich Albion

As part of West Bromwich Albion Football Club's Equal Opportunities Policy, we will make every effort to ensure that students or players with disabilities receive treatment that is fair, equitable and consistent with their skills and abilities. In this respect, coaches should ensure that:

- ✓ They respect the rights, dignity and worth of each student or player regardless of disability;
- ✓ They are aware that instructions may need to be repeated or rephrased, particularly in the case of younger players;
- ✓ They develop an appropriate working relationship with each student or player by ensuring that good lines of communication are established with the disabled person and/or parent/carer;
- ✓ They exert no undue influence in encouraging participation;
- ✓ They support and guide students and players to their full potential;
- ✓ They establish that all activities are appropriate to the individual's abilities. Communicate with the disabled student or player and/or parent/carer to establish capabilities and offer support as necessary, to facilitate inclusion;
- ✓ They are aware of medical needs by communication with the disabled student or player and/or parent/carer;
- ✓ They are aware of physical/mental capabilities by communication with the disabled student or player and/or parent/carer, but don't make assumptions about the limitation of a student or player;
- ✓ They consistently display high standards of behaviour and appearance;
- ✓ They always use common sense judgement when planning sessions.



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#### 4.4 Suspicions or Allegations of Abuse

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4.4.1 **Chris Elliott** is the Head of Safeguarding to whom any concerns, allegations or referrals must be referred to. He can be contacted by email or mobile at anytime. If not available then see below

**Allison Tripney** is the Deputy Head of Safeguarding

**Safeguarding Officers** contact details can be found on page 15.

All suspicions or allegations of abuse or of inappropriate behaviour must be reported as a matter of urgency.

It must be remembered that all matters relating to Safeguarding are strictly confidential. Information should be discussed only with the appropriate member of staff.

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## 4.5 One to One Situations

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One to one situations may be necessary in a learning environment especially if they are to avoid damaging the self-esteem of a student or young player.

- Wherever possible it is advisable to draw the student or player to one side so that, although private, the discussion may take place in full view of others. This is for your protection. If it is considered that such a discussion will benefit from being away from others, a meeting should be organised with the knowledge of a senior member of staff. If possible, another member of staff should also be present or doors left open. Whenever possible parents should be present at such meetings. There should be nothing that is said to a young player that parents cannot hear.
  
- Feedback to players should always be constructive. Negative feedback can destroy young persons self esteem.

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## 4.6 Academy Parents/Carers

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### 4.6.1 Changes of Address/Telephone numbers

Parents/carers are requested to inform the Academy Recruitment Officer and their child's coach of any changes of addresses/telephone numbers as a matter of urgency.

### 4.6.2 Emergency contact numbers

The Academy Office requires two up to date emergency contact numbers.

### 4.6.3 Away Matches/Activities

Parents/carers are expected to read information sheets to check departure and return times for away matches and other activities. It is essential that boys are dropped off at the required time. Parents arriving early are to be responsible for the safeguarding of their child until the coach takes over at the appointed time.

Parents/carers should make sure that they hand over their child personally. They can then check that there are no changes to the existing arrangements.

There may be unavoidable delays in returning from away matches. If this occurs staff will endeavour to provide up dated information of arrival times. It is the responsibility of parents/carers to arrive at the collection point on time. Parents/carers are requested NOT TO BE LATE!

### 4.6.4 Collection of Children

The team coach and the Academy Office must be informed in writing of any change to the normal arrangements for the collection of a child.

Staff are instructed not to release a child to someone other than the usual 'collector' unless they have advance notice in writing of the change. A Proforma will be supplied for such emergencies. Copies of the Proforma will be available from the Club or member of staff.

The Academy does not approve of arrangements involving the use of unaccompanied taxi drivers to collect children.

All journeys conducted by WBA FC staff shall be with full parental consent and be in accordance with the Club transport policy.

#### 4.6.5 Pre-Tour Meetings

It is vital that parents/carers attend all pre-tour meetings so that they are properly briefed about tour arrangements. The Academy is not prepared to take children on tour whose parents/carers have not attended these essential meetings. In exceptional circumstances, with the agreement of the Academy, an appropriate representative may be appointed to attend on behalf of the parent/carer.

Post tour reports shall be completed, disseminated and retained by the academy office.

All overseas tour venues shall be risked assessed and have periodic pre tournament visits.

#### 4.6.6 Welfare of Children

Parents/carers are expected to inform the Academy and the child's coach of any personal or medical problem their child may have so that we can offer the highest standards whilst the child is in the Academy's care.

Children who have been absent from school because of illness should not attend for training or matches. Their coach should be informed at the earliest opportunity.

#### 4.6.7 Children other than Academy Students.

The Academy understands that, because of the difficulties with Child Care arrangements, it may be necessary to bring the brothers/sisters of Academy students to training sessions and matches. If this is necessary, the Academy requires parents/carers to supervise and control their children at all times.

Academy staff has their own jobs to do and are instructed not to take responsibility for non-Academy children. On all occasions parents/carers are asked not to allow their children out of the Academy building or away from pitches without supervision.

Children must not be allowed to play in car parks. The car parks at all Academy venues are dangerous places and parents/carers are reminded to supervise their children at all time to avoid accidents.

#### 4.6.8

##### Host Families

Host families provide accommodation for young players who are away from home. These arrangements are made with the consent of the parents/guardians and will always be with complete agreement of all parties. Where the child is under 16 years of age the placement will be compliant with the local authorities arrangements for "Private Fostering" This will be referred to by the club as AAA (Alternative Accommodation Arrangements).

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- All family members of Family Accommodation Providers and any other person over the age of 16 years must be checked by the DBS every three years. They must possess an enhanced DBS check.
- All accommodation must be visited and examined on a regular basis.
- Family Accommodation Providers should encourage the young players to adhere to the "Rules and Regulations Sheet" which is designed for the benefit of the players.
- It is good practice to knock before entering a player's bedroom. This respects players' privacy.
- Cover for absence should be arranged by prior agreement with the player, the player's family and the Head of Education and Welfare, Claire Mellor.
- If sensitive issues arise, they should be discussed with the player in an open, honest, sympathetic and frank manner but you must never promise to keep secrets
- The Host families shall be visited on a regular basis and examined for suitability and safety
- Training and safeguarding awareness shall take place with the Host Families
- Always approach the WBA FC Staff about any sensitive matters. These will be treated in the strictest of confidence at all times.

#### 4.6.9 Transportation of Students

The Transport Manager for WBA FC is Mark Link. Mark can be contacted on 07805 740 413.

##### The Transport Policy Summary

- Drivers will only transport students they have been officially authorised to transport. Drivers must check that the appropriate parental consent has been given. All drivers must have the appropriate business insurance.
- Drivers must ensure that all those being transported are wearing seat belts.
- Drivers must ensure that all those being transported remain seated throughout the journey.
- Should a driver be left with one student, they must ensure that the student is sitting in the rear of the car/mini bus.

#### 4.6.10 Staffing

There should always be two coaches to each age group activity. In the event that a member of staff is unable to attend, they must let the Club know as soon as possible so that a substitute can be arranged. Only qualified and vetted staff may be used.

#### 4.6.11 Changing

At the beginning of a new group of training sessions it may be necessary to distribute kit to new students. Parents may assist their child should they require help in changing. For all further sessions students will arrive and go home in their kit. At the end of a series of sessions, when a kit is to be collected, parents may assist their child where necessary. Centres should make spare kits available should they be required.

Two members of staff should be present when students are changing. Consideration should be given to dignity and privacy. Staff will wait outside the changing areas, A member of the team will inform the staff when they are changed

Students must change only in areas which are suitable and to which the general public do not have access.

Students who begin or leave a session, other than at the start or finish, should be supervised by parents / carers and a member of staff.

Staff must not get changed in the presence of students.

#### 4.6.12 Toilet Use

Parents should ensure students have visited a toilet before the student is given into our care. Where students meet collectively i.e. in changing rooms, they should be asked to visit the toilet before the start of a session.

In the event of a student needing to use the toilet during a coaching session, they must be accompanied by a member of staff or the child's parent/carer. Staff accompanying students should wait at the toilet door so they are able to communicate with the student. They must not be present in the toilets at the same time.

In the case of a 'toilet accident' a member of staff should, with a minimum of fuss, collect the student's parent/carer and take them to the changing room to be supplied with fresh kit. The parent/carer will supervise the student changing with the coach nearby. The student should then be taken back to join the coaching group.

#### 4.6.13 Arrival Collection

Parents/carers must supervise students at all times before they come under the care of the staff. Parents/carers must inform staff if they are not collecting their own child and what alternative arrangements have been made.

At the end of every coaching session, staff must supervise the collection of individual students by their parent/carer. Students must not be allowed to leave in a group unsupervised. Parents who wish to speak to staff can do so when all the students have been collected. Under no circumstances are students to be allowed out of the venue alone or with anyone you do not recognise as being 'in loco parentis'.

In the event of parents not arriving to collect their child on time, staff should telephone parents using the number provided and then the emergency number.

#### 4.6.14 Registration of New Students

Parents must complete the registration and medical information sheets. These should be checked carefully by staff before the student is allowed to participate in any activity.

Should there be any concerns about the student's medical form, staff should err on the side of caution and not allow the child to be physically involved until we are sure that training will not cause any problems. Staff should then obtain as much information as possible in order to refer the matter to the club physiotherapist or doctor.

Essential information concerning students should be readily available for reference if necessary.

#### 4.6.15 Footwear

All students must wear suitable footwear and have shin pads if involved in a competitive activity





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#### **4.7 Academy Physiotherapy Department**

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In compliance with West Bromwich Albion Football Club's Terms and Conditions of Employment, all physiotherapists employed to work in the Academy must have an enhanced DBS check.

- ✓ All staff involved in the Academy will be trained in and adhere to West Bromwich Albion Football Club's Child Protection Policy and Procedures.
  
- ✓ All members of staff should ensure that when treating or assessing a player with an injury on any part of the trunk or thigh that an adult chaperone is present. This chaperone may be the player's parent/carer or coach.
  
- ✓ Members of staff must ensure that they have an adult chaperone present when dealing with any player in any hotel room.
  
- ✓ No member of staff should enter a player's hotel bedroom without an adult chaperone being present.
  
- ✓

The above shall apply to any sports scientist or analyst

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## 4.8 Matchday Operations

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### 4.8.1 Home Matches

West Bromwich Albion Football Club recognises that it has overall responsibility for the effective operation of matchday activities and will seek to ensure that all staff has the ability and confidence to work supportively and positively:

### 4.8.2 Child Mascots

All staff escorting Match-day Child Mascots must have received Safeguarding Training and must be DBS checked. The coordinator and Safeguarding Officer for this activity is **Cindy Joyce**.

In all instances, Child Mascots must be accompanied by a parent/carer. Children, who have been brought along with the mascot, must remain under the supervision of a further parent/carer.

The parent/carer and escort will accompany the child mascots to the changing room. If the mascots require help with dressing, this will be done by the parents/carers. Should there be boy and girl mascots, arrangements will be made for them to change separately and appropriate supervision arranged.

Escorts will accompany and hand over mascots to the team captains in the tunnel.

At the end of the formalities, the mascots will be accompanied off the pitch by the escorts and the parents/carers. Mascots will be taken by the escorts and parents/carers to change and then be accompanied to their seats.

If a child with additional health needs is used as a mascot, it is necessary to report this to Cindy Joyce who will make any suitable arrangements.

Parents/carers will be informed of the club's Images Policy in information sent to them prior to the game. Should a mascot be subject to a Court Order, special reference must be made to the Images Permission Form.

### 4.8.3 Guidelines for Away Matches

In the event of any away matches, in which under 18's are part of the travelling group, the decision to arrange an overnight stay can only be made by a senior member of West Bromwich Albion Football Club.

The criteria for such a decision will be that consideration is given to distance, time of kick-off and the age range of the team.

Should any away match involve under 18's, appropriate chaperones must be available. There must be the correct ratio of chaperones to players.

Without the correct ratio of chaperones to under 18's, under 18's players may not travel to the match.

A pool of chaperones should be drawn from parents or other suitable adults who must be DBS checked by West Bromwich Albion and have received the West Bromwich Albion Football Club Safeguarding Awareness training.

Team members cannot be used to act as chaperones.

#### 4.8.4 Scouts

The Child Protection Policy Guidelines for Scouts is to ensure all necessary steps are taken to protect from harm young people who participate in football at all levels; the guidelines equally exist to protect the Scout.

These guidelines clarify what is expected of an individual scout and highlights the steps to be taken to safeguard children and young people.

Where possible all scouts should be enhanced DBS checked and shall receive safeguarding awareness training.

The key principles are:

- The child's welfare is and must always be of paramount importance.
- All children have the right to be protected regardless of age, gender, culture, racial origin, religious beliefs, disability or sexual identity.
- Close working with Birmingham County FA nominated person Richard Watson, Junior Clubs, management and the respective footballing bodies to ensure correct Safeguarding procedures are followed in identifying potential players for the West Bromwich Albion Football Club Academy.
- A transparent policy which concludes that West Bromwich Albion Football Club are determined that Scouting Procedures are followed and promote good practice towards all young people.

#### 4.8.5 Good Practice for Scouts

Pre contact of team management should be made where possible to notify them of your attendance at a fixture.

If pre contact is not possible, immediately on arrival at a fixture, contact must be made with the Team Managers responsible. Identification must be produced.

Gathering of information must only be done through the team management or parent at the beginning or end of the relevant fixture.

Permission from the Team Manager must be given prior to any discussion with the players' parents.

#### **Under no circumstances:**

- must Scouts approach players either before, during or after the games without management or parental presence, and only then with permission;
- should Scouts enter the dressing room areas of the teams involved;
- should Scouts escort players to toilets or dressing rooms at the request of team managers;
- should any photographic equipment be used in identifying players;

#### **Scouts must**

- ensure at all times they are in full view of the public and team management to avoid any false accusation;
- freely give Club contact numbers for clarification of identity when required;
- use as reference the FA's Child Protection Policy Guide (Child Protection Procedures and Practices Handbook).

Sound judgement must be used to avoid any unnecessary accusations of illegal approach. Do not allow yourself to be placed in a situation where no witnesses are present.

If information on a player is required but not forthcoming from the team management simply note the team and age group and pass all information to the Academy Staff. Contact will then be made via Club Secretaries and the League Registration Secretaries.

#### 4.8.6 Players' Children's Crèche

In compliance with the West Bromwich Albion Football Club's Terms & Conditions of Employment, all staff employed to work in the crèche must have an enhanced DBS.

Staff working in the crèche must:-

- ✓ Receive appropriate West Bromwich Albion Football Club Safeguarding Training or equivalent and be safeguarding aware;
- ✓ adhere to the West Bromwich Albion Football Club "Safeguarding Policy & Procedures";
- ✓ be aware of how and to whom a safeguarding issue or concern is to be reported;

A Designated Person must be appointed whose role is known to all staff working in the crèche.

The OFSTED "Early Years" ratios must never be exceeded:-

- Children under 2 years - 1 adult to 3 children
- Children 2 – 3 years - 1 adult to 4 children
- Children 3 - 7 years - 1 adult to 8 children.

There must always be a minimum of 2 members of staff on duty

- ✓ The crèche must operate for no longer than 1 hour 55 minutes.
- ✓ The register must be kept for each match recording times of arrival and departure and should include parents' emergency mobile phone numbers.
- ✓ All staff working in the crèche must be aware of the Stadium "Health & Safety and Fire Regulations", and be trained to follow such regulations in the event of an emergency.

#### NB

As of 2016/17 Season the Club crèche does not meet the criteria for crèche legislation.

#### 4.8.7 Stadium Tours

Children under 16 years of age will not be allowed on a tour unless they are accompanied by an adult.

All staff shall have completed an enhanced DBS

If a child puts himself/herself in a potentially dangerous situation, staff should either alert the parent/carer/group leader or take immediate action themselves.

Staff should ensure that, during tours, parents/carers/group leaders take responsibility for their child/children's behaviour on Health & Safety grounds.

If a parent/carer/group leader accompanying young people behaves in an inappropriate way to one of their charges (e.g. using abusive language), this should be reported verbally to a Safeguarding Officer. In the case of school or group party, details of the name of the school or group and a factual account of the incident should be written up on a concern form. If the member of staff feels that it is appropriate for them to intervene in the situation, they might inform the parent/carer/group leader of the existence of the West Bromwich Albion "Safeguarding Policy & Procedures".

Common sense should prevail; staff should not put themselves in a situation of conflict or potential aggression.

If there is any doubt or concern about any Safeguarding issues, staff should refer to the West Bromwich Albion Football Club "Safeguarding Policy & Procedures".

**Never assume that someone else will do something about "it".**

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#### **4.9 Child Sexual Exploitation**

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CSE involves exploitative situations, contexts and relationships where young people receive something (for example food, accommodation, drugs, alcohol, gifts, money or simply affection) as a result of engaging in sexual activities. Sexual exploitation can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts to seriously organised crime from groups or gangs.

What marks out exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim.

Relevant staff who are most likely to identify and work with or support young people at risk of CSE (e.g. The Albion Foundation Education and Engagement team who deliver a vulnerable girls programme, work with young people in care, deliver Kicks etc) are trained locally in CSE identification, referral and support.

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#### **4.10 PREVENT – Preventing Radicalisation and Tackling Extremism**

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The Government's PREVENT duty came into force on 1<sup>st</sup> July 2015 and involves protecting children from the risk of radicalisation. Key WBA FC and The Albion Foundation staff have been trained, informed and are able to recognise vulnerability and mitigate the risks. Currently there are a number of factors that can make young people vulnerable to radicalisation and if there are any such concerns about a child or young person a member of the Safeguarding team must be informed immediately.

Young persons attending at the academy as scholars shall receive prevent awareness training.

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## **Section 5**

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**5.1 Guidelines for UK Residential Courses & Tours**

**5.2 Dealing with a Homesick Student**



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## 5.1 UK Residential Courses & Tours

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This section should be read in conjunction with the Premier league Handbook sections N and O. It should be considered with the Academy document “Health and Safety”, Medical Procedures Policy and other relevant FA Child Protection Documents.

### 5.1.1 Guidelines:-

On arrival at any new venue a safety assessment must be made together with a fire/evacuation drill.

Frequently seek the views of the children either collectively or in small groups to ensure all are comfortable and satisfied with the conditions

- ✓ activities used with all groups are known and accepted by the Senior Coach;
- ✓ the Senior Coach must be informed and give approval to any changes to activities;
- ✓ a plan of activities must be kept;
- ✓ a programme of activities must be clearly outlined including any off-site activities e.g. swimming, bowling, football matches;
- ✓ they work in pairs especially in changing rooms/showering facilities.

### Coaches must NOT:-

- X shower with students, or be in areas where showering takes place.
- X work alone with students behind closed doors.
- X make favourites – make sure that all have access to selection and responsibility.

### Coaches should ALWAYS

- ✓ be accompanied and knock before entering a dormitory
- ✓ break up fights should they occur, but it is important not to use undue restraint.
- ✓ report the matter to the coach/ tour leader if a student is unwell.

Openness, absence of fear and lack of discrimination are essential in creating a safe and secure environment for both students and coaches in the residential situation.

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## 5.2 Dealing with a Homesick Student

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### 5.2.1 General

Students who are homesick can become very upset, and 'home sickness' may become 'contagious'. Such situations should be dealt with immediately and with sensitivity.

Be aware that in some cases this Residential Course/Tour may be the first time a student has been away without parents, and in the case of younger student this may be a considerable challenge.

Homesickness should always be dealt with 'immediately'

### 5.2.2 Accommodation

Coaches in charge of dormitories where younger students sleep should keep a very close watch on their charges especially in the early days of the residential.

Coaches should ensure that all students in a dormitory are at ease with one another. Wherever possible, students should be allocated accommodation with friends. If problems arise they should first be dealt with in a sensitive but low-key manner. Because of the complications it would entail to move a student to another dormitory, moving would be a last resort, when all else had failed. A decision on moving will only be made after approval by the senior coaches.

### 5.2.3 Observations

Coaches should be particularly vigilant in the first few days of the residential, especially after afternoon coaching activities have finished. Although this is 'free time' for the students, coaches should be unobtrusively available. They may tell their charges where they may be found if required.

Coaches should get to know all their charges and be able to notice if any student is particularly quiet, withdrawn, or appears to have been crying. If there is a concern, it is advisable to have a quiet word with the student to find out what is troubling them. The senior coach or manger will be available for support.

### 5.2.4 Procedure

If it is discovered that a student is homesick, conversation should be positive about what the student enjoys. If the student is inconsolable, refer to the senior coach. If phone calls have to be made, this must be approved by a senior coach who will give permission for the call to be made.

Should all attempts to console a student fail, parents/carers must be contacted and arrangements made for the student to return home. If the parents/carers cannot collect their child, a member of staff must be designated to accompany the child home. Parental consent must be given.



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## **Section 6**

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- 6.1 Best Practice in the Use of Images**
- 6.2 Employment within the United Kingdom**
- 6.3 Obtaining an Overseas Entertainment/Employment Licence**

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## 6.1 Best Practice in the Use of Images

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West Bromwich Albion Football Club is dedicated to the welfare and safety of its young players. As part of this commitment, in accordance with guidance from the Football Association, the only photography allowed at all Club activities will be that taken by designated Club officials. When taking photographs please ensure that:-

- All students are appropriately dressed.
- Photographs or recordings are focused on the activity and not on a particular student.
- Images are recorded in groups of at least four students
- Images of a student who is subject to a court order must never be used.
- Images published should not be accompanied by full name and/or personal details of the student.
- Parents/carers /students sign and return the 'Images Permission Form' at the start of each season

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## 6.2 Employment of Young People within the United Kingdom

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In order to 'employ' young people in the United Kingdom, the regulations require:-

Employ in this circumstance means 'paid'.

- a) A licence from the local Education Authority must be obtained if the activity is of five days or more.
- b) Written confirmation from the Head Teacher at the young person's school, where 'Leave of Absence' is required during term time and/or it may affect their educational attainment.
- c) Applications for the licence (obtainable from the Education Welfare Service) should be received by the Authority at least 21 days before any performance.
- d) Completed application forms should be returned with:
  - A copy birth certificate or other satisfactory evidence of a young person's age
  - Two identical, signed, recent photographs
  - A draft contract or agreement relating to the performance
  - A signed medical certificate from the young person's doctor.

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### **6.3 Obtaining an Overseas Entertainment/Employment Licence**

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It is the responsibility of West Bromwich Albion Football Club to obtain an Overseas Entertainment Licence for any U.K. young person used overseas for promotional activities. Licences are only issued by application to the Magistrates Court.

#### **6.3.1. Procedure**

In applying for such a licence the following documentation must be provided:-

- 1) A medical report from the young person's G.P. stating that the young person is fit and healthy to travel to the specified overseas location and is fit to perform the duties required
- 2) Written permission from the Head Teacher of the young person's school, if leave of absence is required during term time if he/she believes that the absence may effect the child's educational attainment.
- 3) A copy of the young person's contract, giving details of the nature of the work, terms and conditions, hours of work, names of chaperones, and all financial aspects.

The local police station must be given at least 7 working Days notice. The application to the police must state the nature of the journey and all the relevant details.

The Court must receive a response from the police before it will consider an application.

The applicant must contact the duty clerk at the Court to arrange a time/date – this is known as a Stipendiary Session. The Court may attach specific provisions within the licence e.g. hours of work etc.



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## Section 7

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- 7.1 Procedures to follow should a student not be collected at the end of a match or training session.
  
- 7.2 Procedures to follow should a student express reluctance or refusal to return home at the end of a match or training session

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## 7.1 If a Student is not collected at the end of a match or training session

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### 7.1.1. Guidelines

In the event of a parent/carer failing to collect their child after a match or training session, the following procedure must be followed.

Under no circumstances must a child be allowed off-site or left unsupervised.

All possible attempts must be made to contact the parent/carer using Emergency Contact Numbers.

If contact cannot be made with parent/carer or approved emergency contact, the coach must contact Chris Elliott, Safeguarding Manager, the Police Child Protection Unit or Social Services for advice. See Section 3.1.3 - Contact Numbers for Designated Persons for Safeguarding at West Bromwich Albion

#### THEN:-

- The coach must record the telephone contact made including the name and position of the person contacted;
- Continue to try to contact the parent/carer and emergency contacts;
- Continue to seek advice from the Police/Social Services C.S.M.;
- Keep senior West Bromwich Albion staff informed of the situation, including the Head of Safeguarding
- Prepare a full written report for the Head of Safeguarding
- Should it be necessary to transport the child home (with the permission of the parent/carer), it is preferable for two members of staff to accompany the child. The child must sit in the rear seat of the vehicle.

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## 7.2 If a student is reluctant, or refuses to return home at the end of a match or training session

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If a student speaks in confidence to a coach stating that they do not want to return home at the end of a session, the coach must remember that his/her first duty is to ensure the young person's safety.

### 7.2.1 Guidelines

- He/she must encourage the student to give reasons why he does not wish to return home. Coaches must inform the Head of Safeguarding Chris Elliott or Social Services.
- If the reasons given suggest that the student is being abused, coaches must inform Social Services or the Police Child Protection Unit (contact numbers available in Section 3.1.3. or Chris Elliott, Head of Safeguarding
- If the young person has been involved in an argument at home, coaches must use their considered judgement as to whether the student would be at risk by returning home.

This involves responsible and serious decisions being made. Should coaches have any doubts they should immediately contact the Safeguarding Manager. Alternatively Social Services or the Police Child Protection Unit may be contacted.

- If the reluctance to return home appears to relate to behavioural issues, petty quarrels at home, or trivial matters that do not put the young person at risk, the parents should be contacted to resolve the matter.

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## Section 8

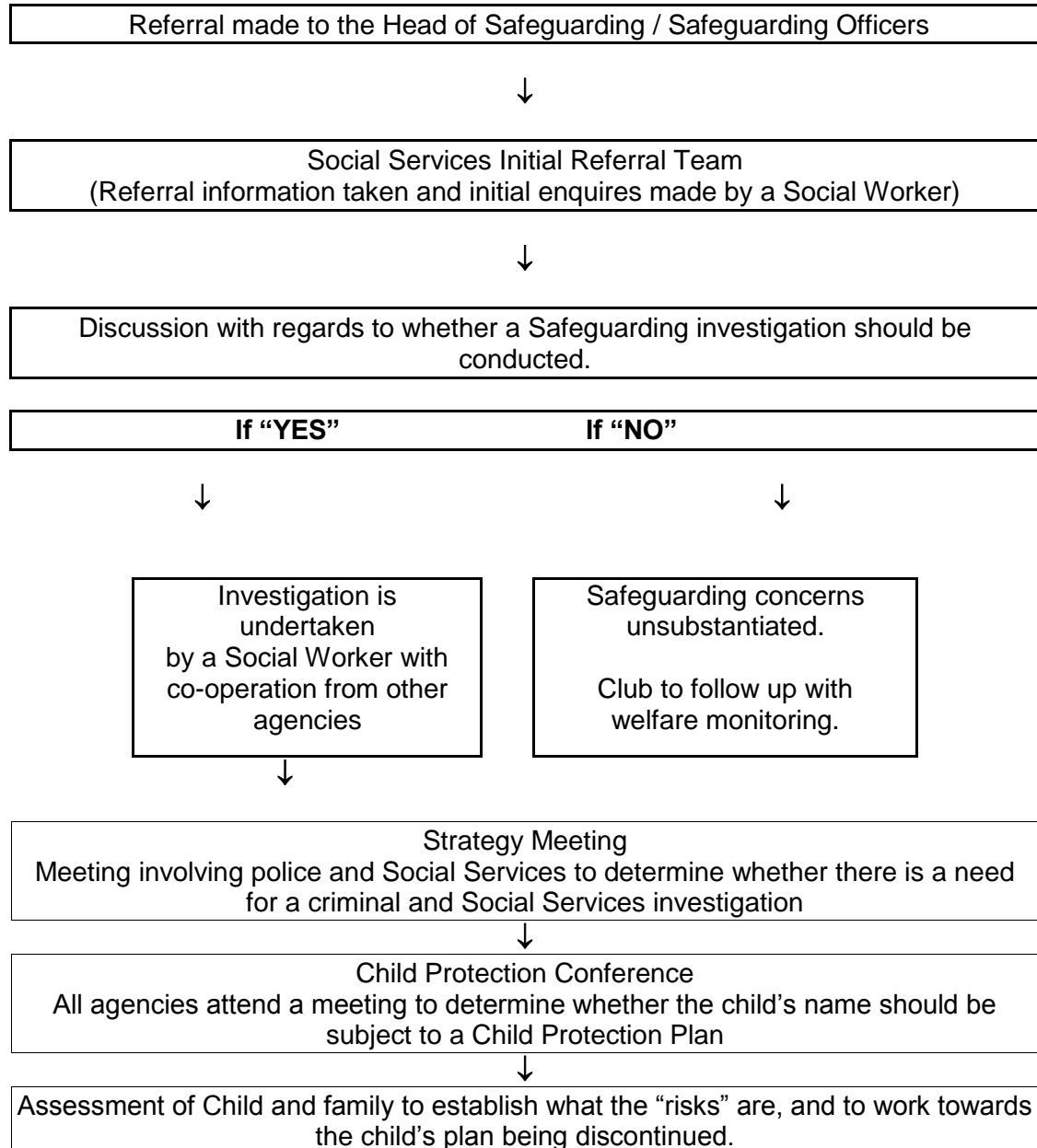
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- 8.1 What Happens when a Referral is made**
- 8.2 Referral to the Safeguarding Officers**
- 8.3 West Bromwich Albion Football Club Referral Sheet**
- 8.4 Good Practice in Safeguarding**

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## 8.1 What Happens when a Referral has to be made

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## **8.2 Referral to the Head of Safeguarding or Safeguarding Officer**

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### **The Head of Safeguarding or Safeguarding Officer will require:-**

1. The name, date of birth and the home address of the child/young person;
2. The name and address of the person with parental responsibility for the young person;
3. A clear statement of any injuries or concern, and if medical attention is required;
4. Any explanation or comment the young person or their parent/carer may have made for marks, injuries, or behaviour; You should quote the child / carer verbatim. Do not interpret what is said or use your words / language.
5. (For Coaching Staff) A general 'picture' of the young person in respect of how they normally present themselves at training sessions or activities
6. Any other relevant or useful information.

The referral must be submitted on a West Bromwich Albion Football Club Safeguarding Referral sheet or any note paper available.

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### 8.3 The West Bromwich Albion Referral Sheet

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**West Bromwich Albion Football Safeguarding Referral Sheet**

Name of child/young person .....

Date of Birth ..... Home telephone Number.....

Address .....

.....

Name and address of person with parental responsibility .....

.....

.....

Nature of concern/Details of the incident, date & time .....

.....

Urgent action taken (if any) .....

.....

Date referred to Designated Person .....

Name of Referrer .....

Name & Telephone number of Child/Young Person's General Practitioner .....

.....

Has the Family been informed of the concerns?  
.....

Any other relevant information e.g. relations with any other team member, changes in Attitude, behaviour, performance.  
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If any information is not available, or if you need help in completing this referral sheet, discuss the matter with the Head of Safeguarding / Safeguarding Officer.

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## 8.4 Good Practice in Safeguarding

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### 1. Record Keeping

Always make an accurate record of the things you have observed or have been told. This should include a note of the date and time of a particular incident, or when a particular concern came to your attention. If a young person has told you something, it is essential that you write this down in the young person's own words. The written record should include a note about the size and appearance of any injury (a sketch is helpful). Injuries a young person arrives with at the start of any session should be noted: any injuries received during a session should always be recorded in the "Accident Book". This information will be useful when making a referral about suspected abuse. Your Safeguarding Officer may ask to see these records should there be a referral to Children's Services.

### 2. Confidentiality of Information

The purpose of confidentiality is to protect young people, by providing appropriate privacy to young people and their families. West Bromwich Albion Football Club will ensure that abusers are not assisted by access to confidential information. Information (written or verbal) should be shared only on a need to know basis. All Safeguarding records should be kept separately from a young person's open records. They should be kept in a secure place and be accessed only by designated persons. Parents, Club staff and officials have no right of access to separate Safeguarding Records which remain confidential at all times.

### 3. Listening and Re-Assuring

Young people need to be listened to and allowed time and space to talk about their experiences, even if they might have chosen a time inconvenient to you. They need to know that they are being taken seriously and be reassured that they have done the right thing in telling you about their concern.

### 4. Appropriate Questioning

It is important to know that interviewing young people in cases of abuse is a specialist role, which should be done only by trained social workers and police officers. Remember that the young person may be asked to talk to someone else at a later stage. Try to avoid interrupting or questioning the young person and instead allow them to talk at their own pace and in their own words but you can reassure that the young person is being taken seriously.

### 5. Your Own Feelings

Try not to make assumptions about what you are told and avoid using emotive words such as 'rape' 'assault' or 'beating' which might make the experience of telling even more difficult. It is important not to criticise the abuser e.g. 'X is a bad person'. Try not to project your own feelings onto the young person. It might help you to sort out your own feelings if you talk to the Designated Person later.



## 6. Never Make Promises

Be honest and realistic: you should never promise not to tell or say you can do something you are unable to do. You have a duty to pass on any allegations or suspicions about abuse to the appropriate person. If you are going to pass information on, it is right to let the young person know why you are doing this and who you will be contacting. Older children will naturally be able to understand more fully what is to happen.

## 7. Relationships with Parents/Carers

If there is any reason to believe that alerting the parent/carer might compromise the young person's welfare, you are advised not to discuss the matter with the parent/carer but you should contact the Designated Person immediately. Otherwise, if you see an injury about which you have suspicions or you have concerns about a young person's behaviour or welfare, you should ask the parent/carer for an explanation. If the parent/carer, when asked seems unaware of the injury, or will say nothing at all, is evasive or is inappropriately hostile, this may support your suspicions that the injury was non accidental. Tell the parent/carer that you are concerned. Say that injuries to young people must be investigated because young people are vulnerable. Say that there is a procedure you must follow. Tell the parent/carer that the procedure is to provide help for parents/carers as well as protection for children.

## 8. Urgency

Prompt action needs to be taken in all instances in which abuse is suspected or discovered.

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## Section 9

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- 9.1 West Bromwich Albion Football Club Safeguarding Policy & Procedures Summary**
- 9.2 West Bromwich Albion Football Club Anti-Bullying Policy**
- 9.3 West Bromwich Albion Football Club Special Needs Policy**
- 9.4 To be read and considered in conjunction with the Vulnerable Adults Policy.**

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## 9.1 West Bromwich Albion Football Club Safeguarding Policy & Procedures Summary

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### **POLICY**

- This document must be read in conjunction with West Bromwich Albion Football Club's Safeguarding Policy & Procedures which is available from Head of Safeguarding or Safeguarding Officers.
- The procedures outlined in this document are designed specifically for West Bromwich Albion Football Club in particular, for all staff who come into direct contact with children and young people who may be, or may become, victims of abuse
- West Bromwich Albion Football Club is committed to ensuring that all staff have the ability and confidence to work supportively and positively in order to ensure that within their skill area, they are empowered to fulfil the spirit of this policy.
- The Procedures and guidelines apply to all children and young people under the age of 18 who are associated with the Club in any capacity. This includes matchday attendees, visitors to the ground, shop or other facilities; Academy members and The Albion Foundation participants.

### **PROCEDURES**

- All children and young people who attend any designated activity at or with West Bromwich Albion Football Club have access to "Independent Persons" and a complaints procedure. In all Safeguarding issues, the Club will work under the guidance of the local safeguarding children board.
  -
1. West Bromwich Albion Football Club – Safeguarding Officers
    - 1.1 Safeguarding Officers are trained and qualified in all aspects of Safeguarding to ensure that systems are in place to protect the welfare of children and young persons. Activities include the Academy, The Albion Foundation, Media, Retail, Match Day Experience (including Fanzone, Player Mascots), each of which has an appointed Safeguarding Officer.
    - 1.2 All such staff shall receive appropriate training in "Safeguarding Awareness" and West Bromwich Albion Football Club's "Procedures" for implementing its Safeguarding Policy.
    - 1.3 West Bromwich Albion Football Club will ensure that all staff are checked as to their suitability to work with children and young people.
    - 1.4 The parents and carers of children and young people enrolling with West Bromwich Albion Football Club will be informed of its "Safeguarding Policy and Procedures".

## 2. If Abuse is Suspected

- 2.1 If a child makes any allegation of abuse, it is strongly advised that the person receiving the information should, where possible, have another member of staff present. If this is impractical, the member of staff should, for his or her own protection, make every effort to inform a senior member of staff what she / he is doing.
- 2.2 Should an allegation of abuse be made, this should be reported to the Head of Safeguarding or Officer. See Section 3.1.3, Safeguarding Policy & Procedures – Contact Numbers for Designated Persons for Safeguarding at West Bromwich Albion Football Club.
- 2.3 In all cases of suspected abuse, the concerns should only be discussed with the Head of Safeguarding or Officer. Confidentiality must be maintained at all times.

## 3. In Cases of Suspected Abuse

- 3.1 If a specific incident or injury gives cause for concern or if a child or young person says that something has happened to them that falls within the remit of “Recognised Abuse”, the Head of Safeguarding must be contacted immediately and a “West Bromwich Albion Football Club Referral Sheet “must be completed.
- 3.2 A list of Children’s Services/Safeguarding contact numbers is provided in Section 3.1.3, Contact Numbers for Designated Persons for Safeguarding, to enable the Head of Safeguarding or Safeguarding Officer to contact Social Services for referral or advice.

## 4. In Cases of Non Specific Abuse

- 4.1 Concerns can sometimes arise about a child or young person without any specific incident or injury having occurred. These may be concerns that a member of staff has monitored over a period of time and should be discussed with appropriate Safeguarding Officer.
- 4.2 It is important to mention any concern as this could be vital in preventing a situation from becoming worse. In these circumstances, the concern should be written up on the “West Bromwich Albion Football Club Referral Sheet” and urgent contact with the appropriate Safeguarding Officer or Head of Safeguarding should be made.
- 4.3 The Head of Safeguarding will consider whether to convene a “Child in Need” meeting. A “Child in Need” meeting would decide whether a referral to Children’s Services is required or whether advice should be sought from the Children’s Services Contact.

5. In the Case if an 'Allegation' is Made Against a Member of Staff

- 5.1 All incidents or allegations of abuse involving a member of staff must be reported to the Head of Safeguarding or Safeguarding Officer immediately or as soon as practically possible on that day.
- 5.2 In the event of the Head of Safeguarding or Safeguarding Officer being the subject of concern, then this must be reported to his deputy who will then undertake the role of Head of Safeguarding for the purpose of this investigation. Simon Carrington the safeguarding lead must be informed
- 5.3 All allegations of abuse against a member of paid or voluntary staff, should be referred to the Local Authority Designated Officer.

6. Allegations of Abuse

- 6.1 In all cases of alleged abuse the Head of Safeguarding must report the concerns to the Police Child Protection Unit. The Police, as a matter of course, will refer to the local Children's Services.

**N.B:** The child or young person should not be questioned by anyone other than the police and Children's Services, or the "Independent Advisor" if the Joint Investigative team agrees that the "Independent Advisor" can speak to the child or young person.

- 6.2 The parents of the child or young person should be informed of the concerns and of how the matter is being dealt with.
- 6.3 On the advice of the Police/Children's Services, the Head of Safeguarding will inform the employee that he/she will be withdrawn from his duties that day.

**N.B:** If the suspended staff member has any other employment that involves working with children or young people, that employer should be informed following consultation with the Local Authority Designated Officer.

- 6.4 The Independent Advisor will be called in. He/she will advise West Bromwich Albion Football Club of the appropriate course of action in respect of ensuring the protection of all children or young people working with the club. The Independent Advisor will:
- help the Head of Safeguarding look at the allegations against the staff member;
  - attend any Strategy Meeting convened by the Joint Investigative Team to advise and assist the Safeguarding Manager
  - liaise with the relevant Children's Services Department on behalf of West Bromwich Albion Football Club.

6.4 In the event of there being no police prosecution, a separate assessment of the staff member should be carried out to determine whether the staff member should continue to work with children or young people or whether the employee should be dismissed, in line with the Company's disciplinary procedure.

8. Allegations of Abuse Carried out by Children and Young People

8.1 When it is alleged that the abuse of a child or young person has been carried out by another child or young person, it is important that the Child Protection Procedures should be followed in respect of both the victim and the alleged abuser.

8.2 When such an incident is alleged, it should be reported immediately to the Designated Person. Whilst these allegations are being investigated, West Bromwich Albion Football Club, in conjunction with the Independent Advisor, need to consider whether the child or young person accused should continue to attend any club activity because of the risk they may pose to others.

8.3 Contact Numbers for West Bromwich Albion Football Club's Safeguarding team

<b>West Bromwich Albion FC – Strategic Safeguarding Lead</b>		
Simon Carrington	<a href="mailto:Simon.Carrington@wbafc.co.uk">Simon.Carrington@wbafc.co.uk</a>	Mobile: 07851 235 723

<b>West Bromwich Albion FC – Head of Safeguarding</b>		
Chris Elliott	<a href="mailto:Chris.Elliott@wbafc.co.uk">Chris.Elliott@wbafc.co.uk</a>	Mobile: 07976660953

<b>West Bromwich Albion FC – Deputy Safeguarding Manager</b>		
Allison Tripney	<a href="mailto:Allison.tripney@albionfoundation.co.uk">Allison.tripney@albionfoundation.co.uk</a>	Mobile : 07908 665 864

<b>West Bromwich Albion FC – Safeguarding Officers</b>		
Anna Pincher (The Albion Foundation)	<a href="mailto:Anna.pincher@albionfoundation.co.uk">Anna.pincher@albionfoundation.co.uk</a>	Mobile : 07808640091
Paul Gardiner (WBA FC Academy)	<a href="mailto:Paul.gardiner@wbafc.co.uk">Paul.gardiner@wbafc.co.uk</a>	07919 212 593
Martin Swain (WBA FC Director – Communications)	<a href="mailto:Martin.Swain@wbafc.co.uk">Martin.Swain@wbafc.co.uk</a>	07710 821215
Clive Whitfield (WBA FC Match Day Operations)	<a href="mailto:Clive.whitfield@wbafc.co.uk">Clive.whitfield@wbafc.co.uk</a>	07801 389524

Chris Harris (Health and Safety Officer)	<a href="mailto:Chris.harris@wbafc.co.uk">Chris.harris@wbafc.co.uk</a>	Mobile : 07805 740507
Cindy Joyce (WBA FC Match Day Mascots)	<a href="mailto:Cindy.joyce@wbafc.co.uk">Cindy.joyce@wbafc.co.uk</a>	07773 080915
Ian Kellett (WBA FC – Retail)	<a href="mailto:Ian.Kellet@wbafc.co.uk">Ian.Kellet@wbafc.co.uk</a>	0871 271 9791
Claire Mellor (WBA FC – Academy Education and Welfare Officer)	<a href="mailto:Claire.mellor@wbafc.co.uk">Claire.mellor@wbafc.co.uk</a>	07805 740382
Nicky Boswell – (WBA FC Fanzone Coordinator)	<a href="mailto:Nicola.boswell@wbafc.co.uk">Nicola.boswell@wbafc.co.uk</a>	07792 494657

The following are other useful contact numbers:

<b>Education in Children Services – Advice &amp; Referrals</b>	-	0845 351 0131
<b>FA/NSPCC Helpline</b>	-	0808 800 5000
<b>Asian Helpline</b>	-	0800 096 7719
<b>Sandwell Hospital</b>	-	0121 553 1831
<b>West Bromwich Police Station</b>	-	0845 113 5000
<b>Disclosure &amp; Barring Service</b>	-	0870 909 0811
<b>Sandwell Race Equality Unit</b>	-	0121 541 1775
<b>Walsall Children’s Services, Social Care</b>	-	01922 658170
<b>Sandwell Child Protection Local Authority Designated Officer. (LADO)</b>	-	0121 5694770
<b>Walsall Local Authority Designated Officer. (LADO) Charlotte Buckby (for allegations against staff)</b>	- -	01922 646640 buckbyc@walsall.gov.uk





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## 9.2 Anti-Bullying Policy

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### **POLICY**

- West Bromwich Albion Football Club's aim is to promote an ethos within a safe environment in which children and young people who attend West Bromwich Albion Football Club have a fundamental right to be free from bullying and intimidation in all of its forms. This includes cyber bullying on line such as, social networking sites, texting, tweeting etc.
- In issuing this policy, West Bromwich Albion Football Club has three main objectives:
  1. To encourage all coaches and staff working with West Bromwich Albion Football Club to take an active role in combating all forms of bullying.
  2. To ensure that no person, employee or child participates in any form of bullying.
  3. To demonstrate to all children and young people that they can rely upon West Bromwich Albion Football Club's support in cases of bullying and that all reported cases are dealt with efficiently, effectively and fairly.

### **PROCEDURE**

#### 1. General

Bullying may include any unwanted verbal or physical abuse and/or advances and/or behaviour which a child or young person may find offensive and which causes them to feel threatened, humiliated, patronised, distressed or harassed. It will not necessarily be a defence that such incidents consist of words or behaviour which might be claimed to be "common place" or which were intended as a joke or were not intended to be offensive.

Bullying is the repeated, deliberate attempt by an individual or group to hurt, torment, tease, frighten or upset someone causing him/her to feel intimidated, uncomfortable or unhappy. Bullying includes racist and homophobic behaviour.

Examples of bullying may include:-

- Name calling
- Teasing
- Hitting, pushing or unwelcome physical contact
- Demanding food or money
- Passing comments about someone of their family
- Tripping, punching or hair pulling
- Forcing or encouraging someone to do wrong
- Belittling

- Bullying is equally as likely to occur on line on social media as it is face to face.
- Hiding items

Bullying can often take place through “cyber bullying” on-line, texting or other social media such as Facebook etc.

Bullying can be the physical, mental or emotional abuse of a person. It can take many forms, some more obvious than others. The above examples are not exhaustive and each incident of bullying will be viewed on its individual facts. Bullying may be deliberate or unconscious, open or covert, direct or indirect, an isolated incident or a series of repeated actions. It may also include, in certain circumstances, off-duty conduct.

Separate training and guidance forms part of West Bromwich Albion’s commitment to safeguarding and protection from bullying.

## 2. Procedure

Bullying is best prevented by staff being alert and aware at all times to ensure that -

- all students, children and young people who take part in West Bromwich Albion activities are aware that bullying will not be tolerated.
- if bullying is suspected or spotted, it should be dealt with immediately in a sensitive manner. Coaches and activities designated staff should speak to the student, child or young person they suspect is being bullied to try to determine what the problem might be. If the student, child or young person alleges bullying is taking place, details of the incident/s should be taken.
- a student, child or young person against whom the allegation has been made should be sensitively questioned. Two members of staff should always be present when questioning takes place, although care should be taken that their presence is not intimidating.
- if the allegation is serious i.e., severe physical abuse or persistent emotional abuse the senior coaches and the activities designated person must decide whether the student will continue within the activity.
- parents should be informed in all circumstances – parents also have a responsibility.
- parents of students who are responsible for bullying others must be involved in, and support, any disciplinary actions the coaches and activities designated staff decide are appropriate.

Parents should be encouraged to inform coaches if they suspect their child is being bullied. Once such an allegation is made, the above strategies should be applied.

### 3. Guidelines

Coaches and staff need to be aware that it is important that during coaching sessions or other West Bromwich Albion Football Club activities that they do not intimidate belittle or undermine a student, child or young person.

NB: Adults, too, may be guilty of bullying!

Therefore, please ensure that you avoid -

- Sarcasm and humiliation, no matter how playfully delivered;
- Aggressive, abusive shouting or bad language;
- Use of excessive physical punishments i.e. 'press-ups'

As professionals, coaching staff must be models of fairness:

- Competition is healthy but reticent students are to be encouraged not penalised.
- Criticism should **ALWAYS** be constructive.
- An early apology or clear explanation of intent by a coach will often prevent misunderstandings.

Bullying is a form of harassment and will not be tolerated by West Bromwich Albion Football Club under any circumstances. Any member of staff who bullies another employee, student, child or young person with the Club, will be subject to disciplinary action, in line with the Company's disciplinary procedure. In serious cases, such behaviour may constitute gross misconduct and result in summary dismissal.

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## **9.2 An Outline of the “Additional Needs” Policy for Activities at West Bromwich Albion Football Club and The Albion Foundation**

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**NB. This section should be considered together with the Vulnerable Adults Policies of West Bromwich Albion.**

West Bromwich Albion Football Club is committed to meet the individual additional needs of all young people who take part in WBA FC-related activities or The Albion Foundation programmes.

The overall aim of this policy is to ensure:-

- a) That the individual additional needs are identified and subsequently met;
- b) That parents are involved integrally with the process and development of their child in community programmes;
- c) That all young people who attend West Bromwich Albion Football Club community programmes feel valued, motivated and confident both about themselves and their work;
- d) That all West Bromwich Albion Football Club and Foundation staff have the ability and confidence to work supportively and positively in order to ensure that within their skill area, they are empowered to fulfil the club’s policy on Additional Needs.

The objectives of this policy are to set up:-

- a) Structures to make provision for young people with Additional Needs;
- b) Structures to provide community staff with the skills and professional knowledge of how to work effectively with young people with Additional Needs;
- c) Structures which continue to identify the changing need of resources.

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## 10.1 References

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1. The Children Act, 1989 and 2004
  
2. Working Together to Safeguard Children 2010.  
Department for Children Schools and Families
  
3. The Bichard Inquiry Report, June 2004  
Stationary Office
  
4. Sexual Offences Act, 2003 (Chapter 24)
  
5. Child Protection Policy & Procedures of Walsall and  
Sandwell Safeguarding Children Boards.

NB. The West Bromwich Albion football ground and the Foundation are located within **Sandwell Children's Services** area of responsibility. The training ground is situated within the **Walsall Children's Services** area of responsibility