



# **Safeguarding Children and Young People Policy and Procedures**



## TABLE OF CONTENTS

<b>SAFEGUARDING POLICY STATEMENT .....</b>	<b>5</b>
<b>PROCEDURES .....</b>	<b>8</b>
<b>1. DUTY OF CARE AND POSITION OF TRUST .....</b>	<b>8</b>
<b>2. GENERAL DEFINITIONS .....</b>	<b>9</b>
<b>3. DEFINITIONS OF ABUSE .....</b>	<b>12</b>
<b>4. POLICY AIMS .....</b>	<b>15</b>
<b>5. SAFE RECRUITMENT AND SELECTION .....</b>	<b>16</b>
<b>6. PROMOTING GOOD PRACTICE .....</b>	<b>17</b>
<b>7. INDICATORS OF ABUSE .....</b>	<b>19</b>
<b>8. RESPONDING TO CONCERNs, ALLEGATIONS AND DISCLOSURES .....</b>	<b>25</b>
<b>9. REPORTING AND RECORDING AN INCIDENT.....</b>	<b>27</b>
<b>10. WHAT TO DO IF YOU HAVE AN ALLEGATION MADE AGAINST YOU?.....</b>	<b>32</b>
<b>11. WHAT HAPPENS NEXT? .....</b>	<b>32</b>
<b>12. ADDITIONAL INFORMATION .....</b>	<b>33</b>
<b>13. POLICY REVIEW PROCESS .....</b>	<b>33</b>
<b>14. APPENDICES .....</b>	<b>34</b>

## **Supporting Documents**

- Coerver Coaching Staff Induction Form
- Coerver Coaching Risk Management Policy
- Coerver Coaching Health and Safety Policy
- Coerver Coaching Staff Code of Conduct
- Coerver Coaching Away Day Trips and Fixtures Checklist
- FA Concussion Guidelines
- CPSU Safe Recruitment and Selection Procedures
- CPSU Safer Recruitment of Coaches/Staff from Overseas
- CPSU Guidelines for Physical Contact and Young People in Sport
- CPSU Sample Online Safety and Social Media Policy
- CPSU Transporting children guidelines

**Other policies and procedures currently being developed, include:**

- Adult to child supervision ratios
- Anti-bullying policy and procedures
- Photography and image sharing guidance
- Child protection records retention and storage policy
- Whistleblowing policy
- Equality Policy



## **SAFEGUARDING POLICY STATEMENT**

**THIS POLICY STATEMENT APPLIES TO COERVER COACHING LICENSEES AND TO ALL WHO WORK ON BEHALF OF, OR REPRESENT, COERVER COACHING OR DELIVER COERVER COACHING PROGRAMMES, INCLUDING DIRECTORS, LICENSEES, PAID STAFF AND VOLUNTEERS.**

Coerver Coaching is the leading brand name in independent football education globally, delivering skill-based football coaching in numerous countries around the world. Coerver is a comprehensive coaching program for young players, teaching both individual skills and team play to both boys and girls with programs for players of all ages and abilities.

The purpose of this policy statement is:

- to protect children and young people who receive coaching or any other services through Coerver Coaching
- to provide parents/carers, staff and volunteers with the overarching principles that guide our approach to child protection.

This policy statement applies to anyone working on behalf of Coerver Coaching, including its directors, Licensees, paid staff and volunteers.

### **Legal Framework**

This policy statement has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England and Wales.<sup>1</sup>

Coerver Coaching Licensees outside of England and Wales are however required to operate in line with the legislation, policy and guidance in their respective territories.

In terms of the fundamental principles of this policy statement:

Coerver Coaching believes that;

- children and young people should never experience any kind of abuse
- everyone involved in the delivery of Coerver Coaching has a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

Coerver Coaching recognises that;

- the welfare of children is paramount
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation have a right to equal protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children and young people, their parents/carers and other agencies is essential in promoting young people's welfare.

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<sup>1</sup> A summary of the key legislation and guidance is available from [www.nspcc.org.uk/childprotection](http://www.nspcc.org.uk/childprotection)

Coerver Coaching will seek to keep children and young people safe by;

- valuing, listening to and respecting them
- appointing a nominated child protection/safeguarding lead, a deputy child protection/safeguarding lead and a lead trustee/board member for child protection/safeguarding
- developing child protection and safeguarding policies and procedures which reflect best practice
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know; involving children, young people, parents, families and carers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal with any bullying that does arise
- developing and implementing an effective online safety policy and related procedures
- sharing information about child protection and safeguarding best practice with children, their families, staff and volunteers; via leaflets, posters, group work and one-to-one discussions
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- implementing a code of conduct for staff and volunteers
- using our procedures to manage any allegations against staff and volunteers appropriately
- ensuring that we have effective complaints and whistleblowing procedures in place
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- recording and storing information professionally and securely.

#### Related Policies and Procedures

This policy statement should be read alongside Coerver Coaching's organisational policies and procedures, and other guidelines that we have chosen to adopt, including:

- Coerver Coaching Staff Induction Form
- Coerver Coaching Risk Management Policy
- Coerver Coaching Health and Safety Policy
- Coerver Coaching Staff Code of Conduct
- Coerver Coaching Away Day Trips and Fixtures Checklist
- FA Concussion Guidelines
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- CPSU Transporting children guidelines

Other policies and procedures currently being developed, include:

- Anti-bullying policy and procedures
- Photography and image sharing guidance
- Child protection records retention and storage policy
- Whistleblowing policy
- Equality Policy

More information about what these policies and procedures should include is available from [www.nspcc.org.uk/safeguarding](http://www.nspcc.org.uk/safeguarding)

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+44 (0) 808 800 5000

## PROCEDURES

**THESE PROCEDURES APPLY TO COERVER COACHING LICENSEES AND TO ALL WHO WORK ON BEHALF OF, OR REPRESENT, COERVER COACHING OR DELIVER COERVER COACHING PROGRAMMES, INCLUDING DIRECTORS, LICENSEES, PAID STAFF AND VOLUNTEERS.**

### 1. DUTY OF CARE AND POSITION OF TRUST

Coerver Coaching is committed to ensuring that all young people taking part in its programs are able to do so in a safe environment, where they are free from harm.

*'Duty of Care' is the duty that rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of any person involved in an activity for which the individual or organisation is responsible.*

This means that anyone working on a Coerver Coaching programme has a duty to safeguard and protect children, to ensure they can participate and enjoy football with the highest possible standards of care.

All Coerver Coaching Licensees, staff and volunteers should have a clear understanding of what their duty is and how this relates to their position in relation to the provision of coaching activities and other services and being responsible for others.

Within a sport such as football, keeping young people safe is all about managing the risk. Whilst all those taking part in sport have a duty to others, we should be aware that in organised activity (e.g. coaching sessions) we have a heightened duty of care. We should also be aware that the principle risks in organised activity extend to the quality of control exercised by those in charge.

Coerver Coaching Licensees, staff and volunteers should therefore take 'all reasonable' steps to safeguard young people at any time where they may be deemed to be responsible - this will include but is not limited to; coaching sessions, matches, training camps etc.

Coerver Coaching Licensees should also be aware that their staff and volunteers are in a '*position of trust*' in relation to the children and young people involved in their programmes.

*A 'position of trust' involves a person in a position of authority over another person.*

Based on the position of trust relationship, there is a specific need to protect young people aged 16 and 17 who, despite reaching the age of consent for sexual activity, are considered to be vulnerable to sexual abuse and exploitation, in defined circumstances. This includes sexual activity and relationships with adults who hold a position of trust, responsibility or authority in relation to them and, as a result, have a considerable amount of power and influence in their lives.

Providing measures to ensure that children and young people are protected from sexual or any other form of abuse is at the forefront of the Coerver Coaching Safeguarding and Protecting Children Policy and Procedures, and practical guidelines for coaches are covered in the Staff Code of Conduct.

## 2. GENERAL DEFINITIONS

**Whilst some of the definitions below relate to the agencies and arrangements for safeguarding children and young people in England and Wales, there will be similar arrangements in other countries.**

**Coerver Coaching Licensees are therefore required to find out about the local arrangements and authorities for safeguarding and protecting children in their respective territories and are required to comply with the arrangements of such authorities.**

**Adult**

A person over 18 years old.

**Child**

Anyone under 18 years old.

**Duty of Care**

The duty that rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of any person involved in an activity for which the individual or organisation is responsible.

**Position of Trust**

A position of trust involves a person in a position of authority over another person. There is a specific need to protect young people aged 16 and 17 who, despite reaching the age of consent for sexual activity, are considered to be vulnerable to sexual abuse and exploitation, in defined circumstances. This includes sexual activity and relationships with adults who hold a position of trust, responsibility or authority in relation to them and, as a result, have a considerable amount of power and influence in their lives.

**The Police**

The Police have a responsibility to uphold the law, prevent crime and disorder and to protect people. In relation to child abuse, they have units within each force dedicated to taking primary responsibility for investigating cases. (In England they are often called Child Abuse Investigation Teams (CAITs) or Child Abuse Investigation Units (CAIUs), but their titles can vary). They are however primarily concerned with whether or not a crime has been committed within a family context or by someone in a position of trust, either against or by a child. Information you have received about a child's welfare may be needed in a multi-agency discussion to determine the action needed to safeguard the child concerned. This happens by either bringing those with relevant roles, responsibilities and/or information together in a meeting, or through contact with individuals or organisations by telephone and written means to collect the information required to inform decision making.

### Children's Social Care

The Local Authority statutory agency with responsibility for safeguarding and protecting children and families, formerly known as Social Services (or equivalent authorities in your territory). Children's Social Care will work in partnership with the Police to investigate allegations of child abuse. They have a duty to provide services to children who are deemed to be "in need" and to investigate concerns about a child "suffering" or being "at risk of suffering" significant harm. In order to do this Children's Social Care will assess the child's situation using the Assessment Framework, which is a tool which enables them to consider a child's needs in a comprehensive way. Any information you provide will contribute to the overall picture of the child and will help to inform the assessment. Children's Social Care can also be a source of support and advice for you and for children and their families. If you have a concern about a child, it is absolutely fine to contact them to ask for advice.

### National Society for the Protection of Cruelty to Children (NSPCC)

The National Society for the Protection of Cruelty to Children (NSPCC) is a charity campaigning and working to end cruelty to children. It is the only UK children's charity with statutory powers to take action in order to safeguard children at risk of abuse.

The NSPCC also has a helpline for anyone who has concerns about a child and the number is [+44\(0\)808 800 5000](tel:+448088005000).

ChildLine is another service provided by the NSPCC and children can call ChildLine directly should they wish to talk to someone about their concerns on [+44\(0\)800 1111](tel:+448001111).<sup>2</sup>

### The Child Protection in Sport Unit (CPSU)

The NSPCC also has a dedicated team called the Child Protection in Sport Unit (CPSU), which helps sports organisations to develop and implement safeguarding policies, procedures and child-focused practices. The team also supports the development of a range of safeguarding learning opportunities and resources for the sport sector and has developed a workshop called "Time to Listen" to equip Welfare Officers for their role.

### Designated Officers (DOs) also known as Local Authority Designated Officers (LADOs)

The role of the Designated Officer/Local Authority Designated Officer (or equivalent in your territory) is to support organisations where concerns have arisen in relation to the behaviour of a member of staff or volunteer in a position of trust or responsibility towards a child or children. Whether or not a parallel abuse investigation is considered or undertaken, DOs/LADOs will work with organisations (often to the conclusion of the case) to ensure that internal complaints, and disciplinary and investigative processes are applied effectively. The way in which DOs/LADOs become involved does however vary from case to case.

### Multi-Agency Safeguarding Hubs (MASH)

The Multi-Agency Safeguarding Hubs (or equivalent group that operates in your territory) provide a single point of contact for all professionals to report safeguarding concerns.

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<sup>2</sup> Ideally the ChildLine number or equivalent should be displayed and/or made available to all young people participating in your sessions.

The MASH brings together professionals from the Police, Health, Probation Trust, Education, Children's Social Care and Community Safety to facilitate early, better quality information sharing, analysis and decision making to safeguard vulnerable children and young people more effectively.

### Welfare Officer

The Welfare Officer is the person who is responsible for safeguarding children and young people within the Coerver Coaching Licensed Territory.

All Coerver Coaching Licensees must have an appointed Welfare Officer. It should be the Licensee or someone who is not involved in the direct delivery of coaching, or related to someone that is involved in the direct delivery of coaching.

The Welfare Officer must establish who the Designated Officer (or equivalent person that operates in your territory) is, where they are based, and how referrals can be made to them.

It is also worth noting that each MASH operates slightly differently, so once again it is recommended that you find out more about your local MASH (or equivalent group that operates in your territory) to clarify their procedures in advance of needing to contact them about a concern.

### Disclosure and Barring Service (DBS)

The DBS was formed through a merger of the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA). A DBS check (or equivalent check in your territory) will access an individual's criminal record information for registered bodies who deploy people working with children, so that they can make an informed decision about the individual's suitability to work in that position. Additionally, the DBS will complete a Barring Status Check on an individual whose role fulfils the relevant criteria of Regulated Activity.

### Barring Status Check

A check against the list of individuals who may be barred from working with children and therefore should not be engaging in Regulated Activity.

### Regulated Activity

Regulated Activity involves contact with children and is:

Of a specific nature e.g. training, teaching, supervising, advice, treatments or transport provided for the purposes of the activity

Or

In a specified place e.g. schools, children's homes and hospitals, juvenile detention facilities, adult care homes

And

Occurs once a week or more

And/or

Occurs on four or more occasions in a 30-day period

And/or

Occurs overnight between 2am and 6am.

An additional element to this definition is that “unsupervised” volunteers and employees in regulated activity may be required to have a check (additional to the criminal records check) to ascertain whether they are barred from working with children.

#### Regulated Activity Provider

The person or organisation responsible for employing or deploying workers to facilitate an activity, whether these workers are paid or unpaid.

#### Coach

An appropriately qualified individual who delivers coaching activities to young people on an employed or voluntary basis.

#### Parent

A generic term which includes parents/carers and guardians.

#### In Loco Parentis

The additional obligation on a coach, or other individual with responsibility for children, to act as a ‘reasonable parent’ would be expected to act.

#### Risk Assessment

A procedure to help identify possible sources of danger and take appropriate action to minimise these risks. The risk assessment process considers, the number, age and competence of participants plus the nature of the activity, playing surface etc.

#### Lead Child Protection/Safeguarding Officer

Person responsible for safeguarding within Coerver Coaching.

#### Deputy Lead Child Protection/Safeguarding Officer

Works with the Lead Safeguarding Officer and deputises for them, as and when required.

#### Welfare Officer

The designated individual with responsibility for safeguarding in a Coerver Coaching Licensed Territory.

### **3. DEFINITIONS OF ABUSE**

#### Neglect

- Neglect is the ongoing failure to meet a child's basic needs and is the most common form of child abuse.
- A child may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care.
- A child may be put in danger or not protected from physical or emotional harm.

- They may not get the love, care and attention they need from their parents/carers.
- A child who is neglected will often suffer from other abuse as well.
- Neglect is dangerous and can cause serious, long-term damage - even death.

### Different Types of Neglect

- Physical: Failing to provide for a child's basic needs such as food, clothing or shelter. Failing to adequately supervise a child or provide for their safety.
- Emotional: Failing to meet a child's needs for nurture and stimulation, perhaps by ignoring, humiliating, intimidating or isolating them (this is often the most difficult type of neglect to prove).
- Medical: Failing to provide appropriate health care, including dental care and refusal of care or ignoring medical recommendations.
- Educational: Failing to ensure a child receives an education.

### Physical Abuse

- Physical abuse is deliberately hurting a child, causing injuries such as bruises, broken bones, burns or cuts.
- It is not accidental - children who are physically abused suffer violence such as being hit, kicked, poisoned, burned, slapped or having objects thrown at them.
- There is no excuse for physically abusing a child. It causes serious, and often long-lasting, harm - and in severe cases, death.

### Sexual Abuse

- A child is sexually abused when they are forced or persuaded to take part in sexual activities.
- This does not have to be physical contact and it can happen online.
- Sometimes the child will not understand that what is happening to them is abuse.
- They may not even understand that it is wrong. Or they may be afraid to speak out.
- There are 2 different types of child sexual abuse. These are called contact abuse and non-contact abuse.

Contact abuse involves touching activities where an abuser makes physical contact with a child, including penetration.

It includes:

- forcing or encouraging a child to take part in sexual activity
- rape or penetration by putting an object or body part inside a child's mouth, vagina or anus
- sexual touching of any part of the body whether the child is wearing clothes or not
- making a child take their clothes off, touch someone else's genitals or masturbate.

Non-contact abuse involves non-touching activities, such as grooming, exploitation, persuading children to perform sexual acts over the internet and flashing.

It includes:

- encouraging a child to watch or hear sexual acts
- not taking proper measures to prevent a child being exposed to sexual activities by others
- meeting a child following sexual grooming with the intent of abusing them
- online abuse including making, viewing or distributing child abuse images
- allowing someone else to make, view or distribute child abuse images
- sexually exploiting a child for money, power or status (child exploitation)
- showing pornography to a child.

### Emotional Abuse

- Emotional abuse is the ongoing emotional maltreatment of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development.
- Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them.
- Children who are emotionally abused are often suffering another type of abuse or neglect at the same time - but this is not always the case.

### Bullying and Cyberbullying

- Bullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone.
- It can happen anywhere - at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally.
- Cyberbullying is bullying that takes place online and it can be devastating for a young person. Unlike bullying in the real world, online bullying can follow the child wherever they go, via social networks, gaming sites and apps and mobile phone.

Bullying can take different forms. It could include:

- physical bullying, such as hitting, slapping or pushing someone
- verbal bullying, such as name calling, gossiping or threatening someone
- non-verbal abuse, such as hand signs or text messages
- emotional abuse, such as threatening, intimidating or humiliating someone
- exclusion, such as ignoring or isolating someone
- undermining, by constant criticism or spreading rumours
- controlling or manipulating someone
- making silent, hoax or abusive calls
- racial, sexual or homophobic bullying
- bullying someone because they have a disability.

## 4. POLICY AIMS

Every child and young person who plays football should be able to participate in an enjoyable and safe environment and be protected from any and all forms of abuse and this is the responsibility of every adult involved in the game.

Coerver Coaching recognises that child abuse is a very emotive and challenging subject. Whilst it is important to understand the feelings involved, we must not allow them to interfere with our judgement about any action to be taken.

Coerver Coaching also recognises its responsibility to safeguard the welfare of all children and young people by protecting them from neglect, physical, sexual or emotional harm and from bullying.

Coerver Coaching is determined to meet its obligation by ensuring that Licensees providing football coaching programs for children and young people on its behalf provide the highest possible standards of care.

This policy is designed to ensure that everyone knows exactly what is expected of them in relation to the protection of children and young people under their supervision. It is essential that those children and young people attracted to and participating in football can do so in a quality, safe, supportive and enjoyable environment.

In striving to attain this, Coerver Coaching has two mandatory requirements:

- I. A requirement that all persons representing Coerver Coaching read our rules, regulations and policy statements relating to safeguarding and child protection and agree to abide by these documents at all times
- II. Subject to this being legally possible in the territory in which they operate it is a requirement that all persons who actively represent Coerver Coaching undertake the following background checks
  - i. Criminal offenders
  - ii. Sexual offenders

In addition to the above, Coerver Coaching also has the following aims and objectives:

- To raise awareness of child protection issues and equip children with the skills needed to keep them safe;
- To develop and implement procedures for identifying and reporting cases, or suspected cases, of abuse and/or poor practice
- To establish a safe environment in which children can learn and develop.

The key principles underpinning this policy are that:

- The safety and welfare of children and young people are our primary 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 identity
- All Coerver Coaching Licensees will work in partnership with children and young people and their parents/carers
- All suspicions and allegations of abuse will be taken seriously, and we will respond swiftly and appropriately
- All Coerver Coaching Licensees will also work in partnership with statutory agencies, including the Police and Children's Social Care (or equivalent in the territory in which they operate), to ensure that children are protected.

## 5. SAFE RECRUITMENT AND SELECTION

**Whilst the below describes the process recommended by the CPSU, the general principles should be adopted by all Coerver Coaching Licensees, in conjunction with any local arrangements specific to the territories in which they operate.**

The delivery of Coerver Coaching programs relies on a well-motivated workforce made up of staff and volunteers. Safe recruitment and selection procedures will help to ensure a safe and enjoyable environment by screening out and deterring individuals who are deemed to be unsuitable to work with children.

The development and delivery of effective recruitment and selection procedures benefit everyone by ensuring that:

- Staff and volunteers have clearly defined roles and responsibilities
- Parents/carers are assured that measures are being taken to only recruit people who are suitable to work with children
- Organisations reduce the risk to their reputation

The key steps to safe recruitment for each post should include:

- Job Role/Job Description
- Person Specification
- Job/Role Advert
- Application Form
- Written References
- Risk Assess Information
- Interview
- Identity and Qualification Checks
- Criminal Records Checks
- Induction Training
- Probationary/Trial Period

These steps are covered in more detail in the NSPCC Child Protection in Sport Unit (CPSU) Briefing Paper - Safe Recruitment and Selection Procedures, which is available on the Coerver Coaching intranet site.

## 6. PROMOTING GOOD PRACTICE

Everyone involved in the delivery of Coerver Coaching should be encouraged to demonstrate exemplary behaviour at all times. In order to achieve this coaches and others should follow the Good Practice Guidelines set out below. This will also reduce the likelihood of allegations being made.

### Good Practice Guidelines

- Create a positive and welcoming environment where everyone has the opportunity to participate.
- Maintain an environment that is free of fear and harassment.
- Avoid any form of sexual intimacy with children or young players, either while coaching them or in the period immediately following the end of the coaching relationship.
- Always be publicly open when working with children and young players and avoid situations where you and an individual child or young player are completely alone and/or unable to be observed.
- If groups are to be supervised in changing rooms, always ensure that adults work in pairs, and that the supervision is gender specific.
- Where mixed groups of male and female players are involved at least one male and one female adult should always be available to supervise.
- Football is a physical game. Situations will occur when, in order to teach or coach certain techniques, it will be necessary for the coach to make physical contact with a young player. Where this is the case, it is important for the coach to ensure that the physical contact with the player is appropriate. Coaches should also inform the player what they are going to do in advance and request the player's permission.
- Respect the rights, dignity and worth of every child or young player and treat them equally, regardless of ability.
- Promote the welfare and best interests of children and young players.
- Promote the concept of a balanced lifestyle, supporting the wellbeing of children and young players both within and outside of the Coerver Coaching environment.
- Place the well-being and safety of the child or young player above the development of performance.
- Be aware of the physical needs of children and young players (particularly at the developmental stage) and ensure that training loads and intensities, including the number of matches being played, is appropriate to the age group being coached.
- Avoid overplaying of players (particularly talented players). All players need and deserve an equal opportunity to play.
- Remember that a lot of children and young players play football for fun and enjoyment and for this age group winning isn't necessarily the most important aspect of the game.
- Ensure that contact skills are taught in a safe and controlled manner, paying due regard to the physical development of children and young players.

- Never allow children or young players to train or play when injured.
- Ensure the environment is as safe as possible, identifying potential hazards and taking the appropriate action to minimise the risk of these causing harm. This should include ensuring that the equipment and facilities are safe and the activities are appropriate for the age and ability of the players.
- Hold current Federation Coaching Licences and First Aid qualifications.
- Have undertaken the appropriate Background Checks including Criminal Records.
- Promote the positive aspects of the sport (e.g. fair play), and never condone cheating or rule violations, including the use of prohibited substances.
- Communicate with, and provide feedback to, children and young players in a manner that demonstrates care and respect.
- Actively work towards empowering young players to be responsible for their own planning and decision-making.
- Never overtly criticise players or use language or actions, which may cause the child, or young player to lose self-esteem or confidence.
- Be discreet in conversations and discussions about children and young players, parents, coaches or others.
- Communicate and cooperate with parents/guardians and others in the best interests of children and young players.
- Ensure the activities which you direct or advocate, are appropriate to the age, maturity and ability of the players.
- Clarify the nature of the coaching services being offered.
- Consistently demonstrate high standards of personal behaviour and appearance.
- Be fair, considerate and honest to children and young players and their parents/guardians and others involved in the sport.
- Act as a positive role model and provide a high-quality service at all times.
- Be professional and accept responsibility for your actions.
- Actively promote the benefits of sport and physical activity to children and young players, including the positive contribution it makes to physical and mental wellbeing, and educational outcomes.
- Contribute to the development of Coerver Coaching and coaching in general by sharing knowledge and exchanging ideas through formal coach education programmes and informal networks.
- If you have concerns about the behaviour of an adult towards a child or young player or the welfare of a child, either within or outside of a Coerver Coaching setting, you must take action immediately. This should include following the reporting guidelines outlined in the Coerver Coaching Safeguarding Children and Young People Policies and Procedures document.
- In relation to concerns about the welfare of a child, inform parents/guardians immediately but only if you feel this is in the best interests of the child.

All staff involved in the delivery of Coerver Coaching programs will also be expected to abide by the Coerver Coaching Staff Code of Conduct (see Appendix A).

## 7. INDICATORS OF ABUSE

Recognising that abuse is, or may be happening is not particularly easy, even for those who are experienced in this field. Feelings of shock and anger can interfere with the recognition of abuse and it can be easy for individuals to deny it isn't happening.

It is therefore important to be aware of the possible signs and indicators of abuse and to recognise that these can be both physical and emotional.

This section is not designed to make you an expert but to make you more alert to the possible signs of abuse and/or poor practice.

### Neglect

Neglect involves adults consistently or regularly failing to meet a child's basic physical and/or psychological needs, which can result in serious impairment to the child's health or development. Whilst this is something which can go unnoticed for a long time it can have long-lasting and very damaging effects on children. Children who do not receive adequate food or physical care often develop and mature more slowly, whilst those who are left alone or unsupervised will often find it difficult to make friends and socialise.

Physical signs of neglect include:

- Frequently being unkempt (dirty or smelly)
- Constantly hungry (sometimes begging for or stealing food from other children)
- Weight loss or being underweight
- Inappropriate clothing (particularly for adverse weather conditions)

Behavioural signs of neglect include:

- Regularly being left alone or unsupervised
- Being tired all the time
- Not having many friends
- Not attending or being late for school
- Failing to attend medical appointments

Neglect in a sports situation could include a coach failing to ensure that children are comfortable and safe e.g. exposing them to extreme weather conditions (heat or cold) or unnecessary risk or injury.

### Physical Abuse

Physical abuse involves deliberately hurting a child, causing injuries such as bruises, broken bones, burns or cuts. It isn't accidental and children who are physically abused suffer violence such as being kicked, punched or slapped, having objects thrown at them or even being burned or poisoned.

Sometimes Parents or carers will make up or cause the symptoms of illness in their child, perhaps giving them medicine they don't need and making them unwell. This is known as fabricated or induced illness (FII).

There is no excuse for physically abusing a child. It causes serious and often long-lasting harm, and in severe cases, death.

Physical signs of physical abuse include:

- Physical injuries, particularly ones which cannot easily be explained
- Non-typical injuries, such as to the cheeks, chest or thighs
- Bruising that reflects hand or finger marks
- Untreated or poorly treated injuries
- Bite marks or cigarette burns
- Scalding

Behavioural signs of physical abuse include:

- Flinching when approached or touched
- Reluctance to get changed in front of others
- Covering up with tracksuit bottoms or long sleeves (even in hot conditions)
- Showing signs of depression or mood swings
- Aggressive behaviour or outbursts
- Running away or fear of going home
- Reluctance to have parents contacted
- Unnaturally compliant to parents

Physical abuse in a sports situation could include where the nature and intensity of training and competition exceed the capacity of a child's immature and growing body. Likewise, encouraging children and young people to train or take part in competitive sport whilst they are injured, or before they have fully recovered. Encouraging the use of performance enhancing drugs would also come into this category.

### Sexual Abuse

A child or young person making a disclosure (i.e. telling you they are being sexually abused) is comparatively rare. Concerns about sexual abuse are most likely to be detected through changes in a child or young person's behaviour. Concerns may also be reported to you by a third party, such as the friend of a child or another adult, who has heard or noticed something that gives rise for concern.

We do however need to be mindful that a direct disclosure from a young person will have taken an enormous amount of courage, because it is likely that they will feel ashamed, afraid and confused. They may also have been threatened by the abuser and be worried about the potential consequences e.g. being told by the abuser that they will not be believed and either sent to prison or put into care.

In all cases where children or young people disclose information it is because they want the abuse to stop. It is vital therefore that we listen to the child and take what they are saying seriously, the same as we would if we were being told the information by an adult.

Physical signs of sexual abuse include<sup>3</sup>:

- Bruising or bleeding around the genitals
- Pain or itching in the genital area
- Having a sexually transmitted disease
- Vaginal discharge or infection
- Discomfort when walking or sitting down
- Stomach pains
- Pregnancy

Behavioural signs of sexual abuse include:

- Sudden or unexplained changes in behaviour
- Saying they have secrets that they can't tell anyone about
- Unexplained sources of income
- Running away from home
- Apparent fear of someone
- Not being allowed to have friends (particularly in adolescence)
- Taking over a parental role at home beyond their age level
- Sexual knowledge beyond their age or developmental level
- Sexually explicit actions towards adults or other young people
- Using sexually explicit language
- Self-harming, mutilation and possible suicide attempts
- Substance or drug abuse
- Eating disorders
- Having nightmares
- Bed wetting

Or alternatively a child or young person may tell you they are being abused.

Examples of sexual abuse in a sports context include where an individual targets certain sports organisations to gain access to, groom or abuse children or where a coach uses physical contact within a sports activity to mask their inappropriate touching of a child.

Individuals taking photographs or videos of young people semi-clothed or in vulnerable positions would also fall into this category.

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<sup>3</sup> If you suspect or become aware of such signs, under no circumstances should you be checking this yourself. You should refer the child/young person to a medical expert immediately and discuss your concerns with your Welfare Officer or Lead Child Protection/Safeguarding Officer.

### Emotional Abuse

Emotional abuse is possibly the most difficult form of abuse to measure. Children and young people who on the face of it appear to be well cared for may be being emotionally abused by constantly being taunted, put down or belittled. Similarly, children and young people may be being emotionally abused through a lack of love, affection and attention.

Parents, coaches and other adults involved in sport also need to consider the potential emotional abuse that comes from excessive pressure to constantly perform at a high-level during training and in competition.

Physical signs of emotional abuse include:

- Failure to thrive or grow, particularly if this is happening in other circumstances.  
e.g. whilst away from the parents
- Delayed development, either physical or emotional
- Suddenly developing speech disorders

Behavioural signs of emotional abuse include:

- Not wanting to play
- Excessive fear of making mistakes
- Fear of parents being contacted
- Self-harm or mutilation

In a sports situation this could include children and young people being subjected to constant criticism, name-calling, sarcasm, bullying or even racism. It could also include children and young people being put under unrealistic pressure to perform to high expectations (either from their parents or the coach).

### Bullying

Bullying, although technically not a category of abuse, is a significant issue for many young people and therefore shouldn't be underestimated. It can cause considerable distress to the extent that it affects their health and development, and can cause significant harm.

Physical signs of bullying:

- Physical injuries
- Headaches or stomach aches
- Damage to clothes
- Loss of possessions
- Fatigue (from lack of sleep)
- Excessive use of alcohol and/or smoking
- Binge eating

Behavioural signs of bullying:

- Fear and/or avoidance of a particular individual or group
- Reluctance to go to school and/or training
- A fall in performance at school or in training and competition
- Becoming withdrawn and/or depressed
- Mood swings, including being unusually tearful
- Becoming very clingy
- Self-harm or mutilation
- Attempted suicide

Whilst the information outlined above provides a useful guide to the signs of abuse, it is important to understand that even if children display some or all of these signs, it doesn't necessarily mean they are being abused.

It is however important to be aware of the signs, so that you can identify any causes for concern at an early stage and pass these on to your Welfare Officer without delay.

It is also important to remember that your observations could be the missing piece of information in a much larger jigsaw of concerns being pieced together by child protection professionals, such as the Police and Children's Social Care.

#### Key Point

The key point to remember being:

***It is not your responsibility to decide whether or not a child is being abused***

***But it is your responsibility to act by passing on the information if you have any concerns.***



## 8. RESPONDING TO CONCERNS, ALLEGATIONS AND DISCLOSURES<sup>4</sup>

Child abuse, particularly sexual abuse, can arouse very strong emotions. Whilst this is a completely normal response it is important not to allow these feelings to interfere with our judgement in terms of taking the appropriate action.

To help with this process Coerver Coaching have produced a clear set of guidelines for dealing with concerns, allegations and disclosures both within the coaching and playing environment and outside of the sport.

All individuals have a moral responsibility to report any concerns they may have about a child or young person in any context.

Concerns may arise if:

- A child or young person informs you directly that they are concerned about someone's behaviour towards them
- You become aware, through your own observations or through a third party, of possible abuse occurring.

In relation to allegations about a member of staff or a volunteer, Coerver Coaching will support anyone, who in good faith, reports a concern that a colleague is, or may be, abusing a child or young person, even if the concern is ultimately proved to be unfounded.

Other key indicators of abuse highlighted in Section 7 include but are not limited to; changes in the child or young person's behaviour, appearance, attitude towards or relationship with others.

It is however important for coaches to continue to observe the appearance and behaviour of the children and young people they are working with and to report any concerns as soon as they arise.

Similarly, where the concern is outside of a Coerver Coaching environment, the matter should be reported to the local Police or Children's Social Care.

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<sup>4</sup> The term disclosure in this context is used to describe the sharing of a child protection concern(s) by one individual to another as opposed to the Disclosure and Barring Service (DBS) which provides a formal record of an individual's convictions and other relevant information.



## 9. REPORTING AND RECORDING AN INCIDENT

If a child or young person informs you directly that they are concerned about someone's behaviour towards them, this is what is known as a disclosure. The disclosure may involve the child or young person giving you all of the information at once. However, it is more likely that the information will be given slowly over time.

Regardless of how the information is provided, the person receiving the disclosure should:

- Remain calm and ensure the child or young person is safe
- Reassure them and tell them that they are not to blame and they were right to tell
- If they need immediate medical treatment, take them to hospital or telephone for an ambulance.
- Inform the doctors of your concerns and ensure that they are aware that this is a child protection issue as it is their responsibility to refer this on to the Police or Children's Care Services
- Listen to what the child or young person has to say
- Take what they say seriously
- Keep any questions to a minimum, only asking for clarification
- In the event of suspicion of sexual abuse try to avoid the child bathing or showering until given permission to do so, as this may destroy valuable evidence
- Take a detailed written record of what the child has said to you using the Coerver Coaching Incident Reporting Form (Appendix B).
- Report any concerns using the Coerver Coaching reporting procedures
- Involve the child's Parents, where appropriate
- Be discreet, wherever possible

Actions to avoid in relation to handling a disclosure.

Do not:

- Share information with anyone who doesn't need to know
- Rush into actions - if you are not sure what to do, discreetly seek advice from others
- Make promises you cannot keep e.g. promising a child that you will keep their disclosure a secret
- Take sole responsibility - ensure you pass on your concerns to your Welfare Officer or to a Coerver Coaching Lead Child protection/Safeguarding Officer.

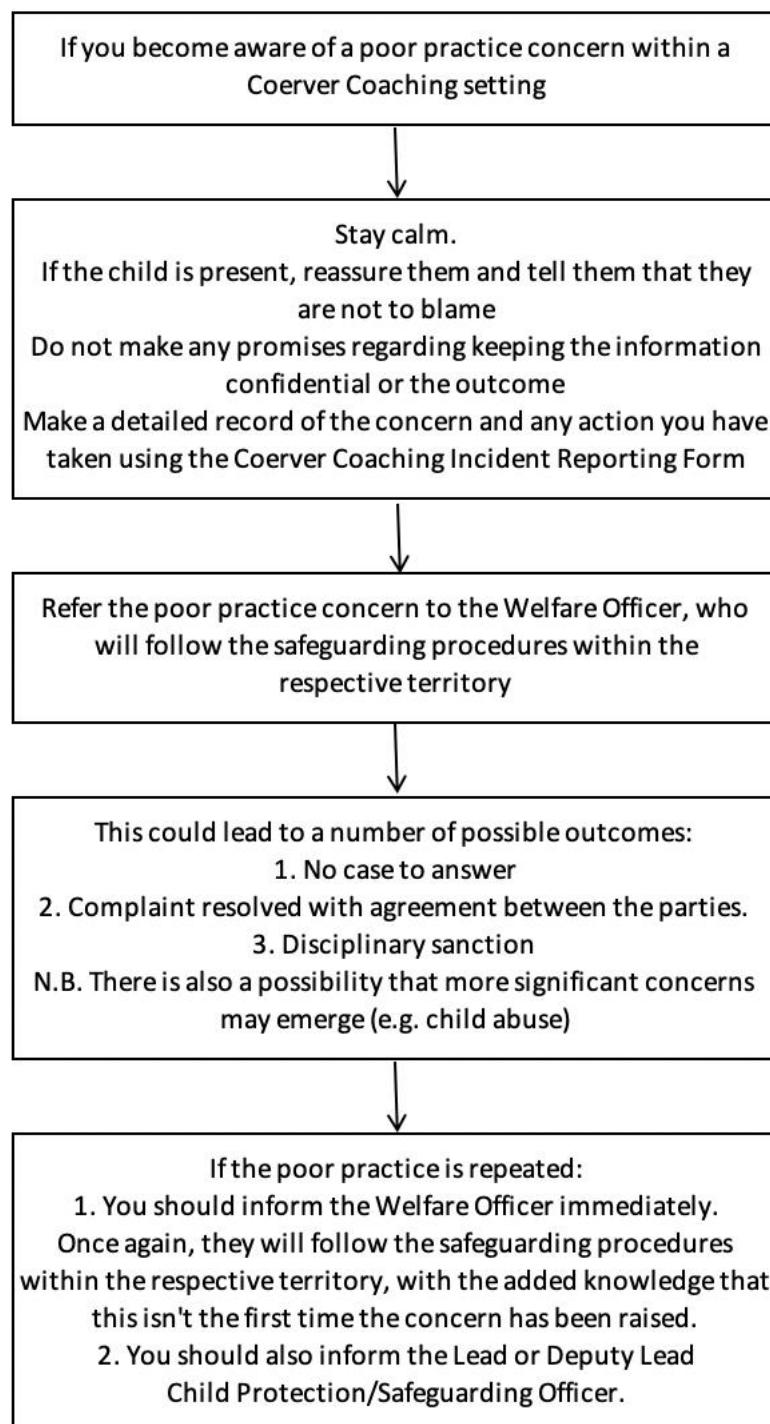
## Coerver Coaching Reporting Procedures

Whether you are informed directly by a child, via a third party or through your own observations within a Coerver Coaching setting you should follow the Coerver Coaching reporting procedures outlined below and in the flow charts on the next pages.

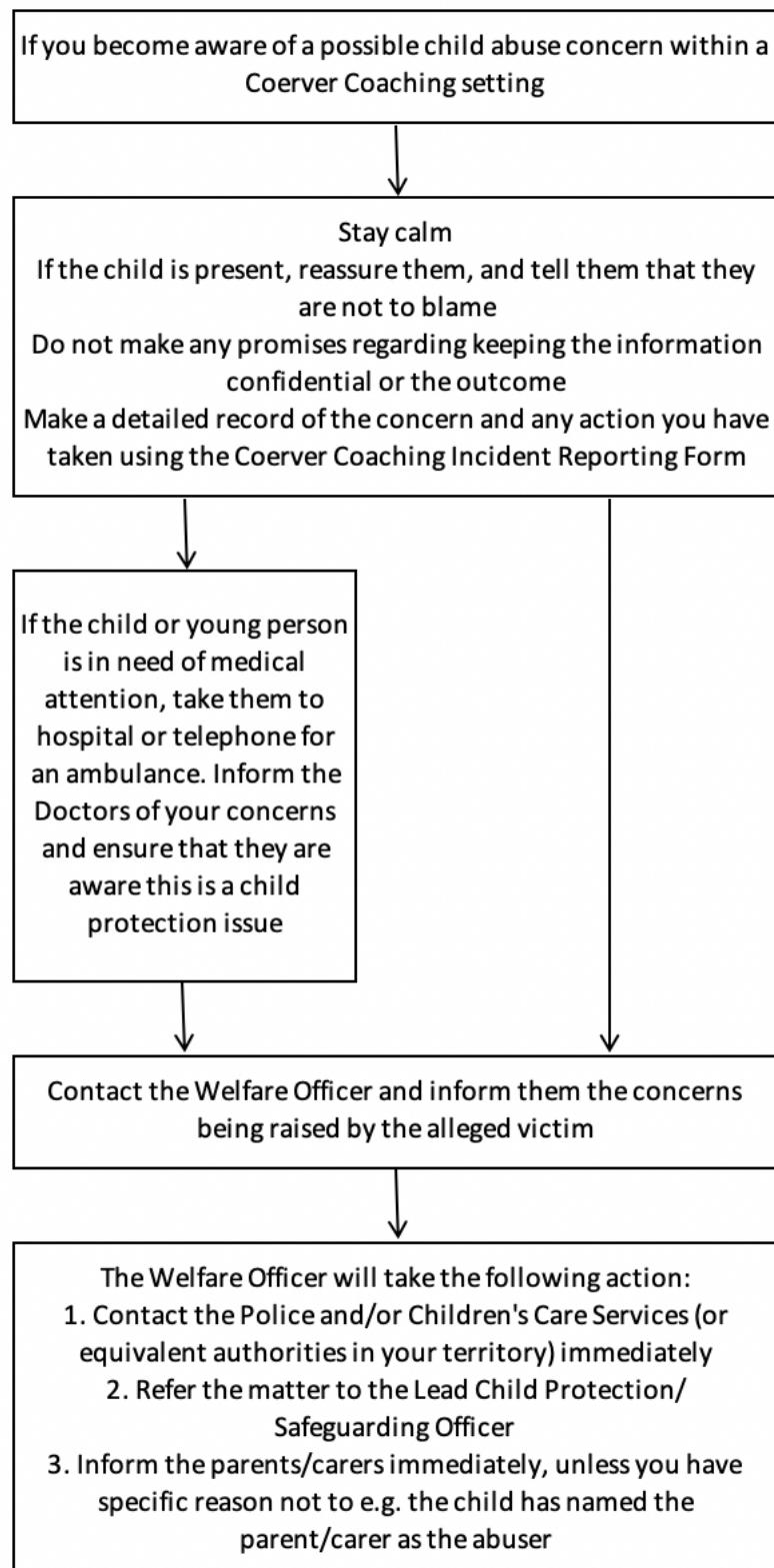
- I. Ensure the immediate safety of the child or young person.
- II. If the child or young person needs immediate medical treatment, take them to hospital or telephone for an ambulance.
- III. Inform a medical doctors of your concerns and ensure that they are aware this is a child protection issue.
- IV. Report the concerns to your Welfare Officer, unless the concerns are about this person.
- V. If the Welfare Officer is not available or the concerns are about this person, report your concerns to the Coerver Coaching Lead Child Protection/Safeguarding Officer or Deputy Lead Child Protection/Safeguarding Officer.
- VI. If neither the Lead Child Protection/Safeguarding Officer or Deputy Lead Child Protection/Safeguarding Officer are available report your concerns to the Police, Children's Social Care or equivalent authorities in your territory.
- VII. These agencies will advise you whether a formal referral is necessary and what further action you need to take. If you are advised to make a formal referral you must make it clear to the Police or Children's Social Care (or equivalent authorities in your territory) that this is a child protection referral.
- VIII. All Police forces in the U.K. have dedicated Child Protection Teams (CPTs) which deal with allegations of abuse within the family setting and by people in a position of trust and they can be contacted in an emergency by phoning 999.
- IX. The flow charts on the following pages explain step by step how to deal with a concern about possible poor practice and/or child abuse both within and outside of a Coerver Coaching setting.
- X. The definitions in Section 3 will help you to decide whether the issue is likely to be poor practice or abuse.
- XI. If you decide the concern relates to poor practice in a Coerver Coaching setting use Flow Chart 1.
- XII. If you decide the concern relates to possible child abuse in a Coerver Coaching setting use Flow Chart 2.

XIII. If you decide the concern relates to a concern outside of Coerver Coaching use Flow Chart 3.

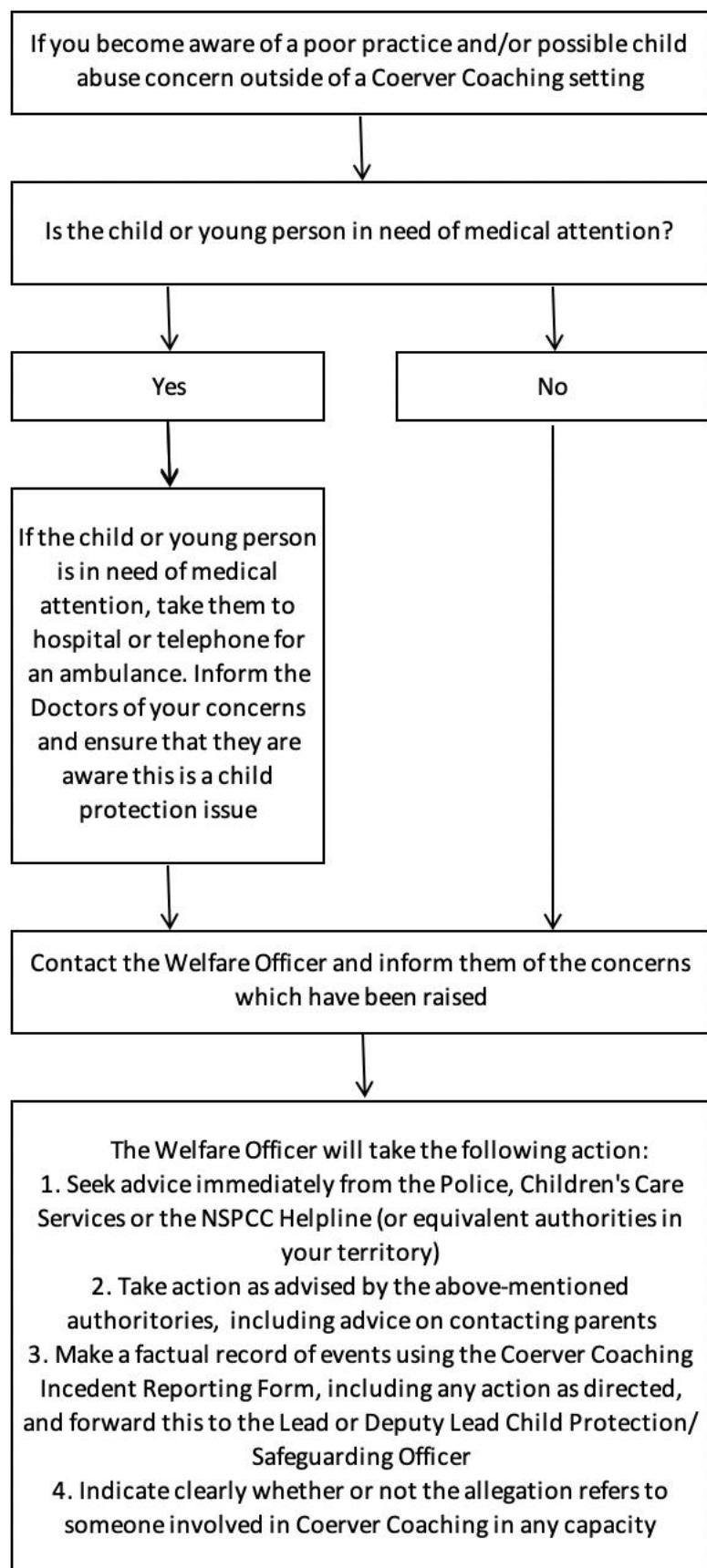
**Flow Chart 1 - Dealing with poor practice in a Coerver Coaching setting**



## **Flow Chart 2 - Dealing with possible child abuse in a Coerver Coaching setting**



### **Flow Chart 3 - Dealing with concerns outside of a Coerver Coaching setting**



## 10. WHAT TO DO IF YOU HAVE AN ALLEGATION MADE AGAINST YOU?

If you have an allegation made against you and you require support you should contact the Coerver Coaching Licensee for your territory who will be able to provide you with the contact details of an independent party who can offer this support.

## 11. WHAT HAPPENS NEXT?

When someone reports a concern or allegation about a colleague or member of staff one of the concerns may be what happens next.

Depending on the concern or allegation, it is possible that one of the following may be triggered:

- An internal disciplinary investigation
- A child protection investigation
- A criminal investigation

However, following an initial investigation it is possible that the level of concern does not warrant any further action being taken.

The Welfare Officer will also be able to talk this through with the Lead Protection/Safeguarding Officer or the Deputy Lead Protection/ Safeguarding Officer.

### Key Point

Whilst the Welfare Officer can also feedback general information to the person who raised the initial concern, it is essential to remember:

***It is not your responsibility to undertake investigations***

***However, you would be expected to clarify information and report any concerns***

The person to whom you made the referral will also advise you on your next course of action.

## **12. ADDITIONAL INFORMATION**

Please find below a list of websites which can be used to find additional information.

### Safe Sport International

An International Perspective on Safeguarding Children: [www.safesportinternational.com](http://www.safesportinternational.com)

### International Safeguards for Children in Sport

International Safeguards for Children in Sport: [https://downloads.unicef.org.uk/wp-content/uploads/2014/10/International-Safeguards-for-Children-in-Sport-version-to-view-online.pdf?\\_ga=2.100299102.1571445111.1553969314-45942063.1524145819](https://downloads.unicef.org.uk/wp-content/uploads/2014/10/International-Safeguards-for-Children-in-Sport-version-to-view-online.pdf?_ga=2.100299102.1571445111.1553969314-45942063.1524145819)

### The National Society for the Protection of Cruelty to Children

Campaigning to end cruelty to children [www.nspcc.org.uk](http://www.nspcc.org.uk)

### ChildLine

A dedicated helpline for children and young people: [www.childline.org.uk](http://www.childline.org.uk)

### The Child Protection in Sport Unit

Safeguarding Children in Sport: [www.thecpsu.org.uk](http://www.thecpsu.org.uk)

### The Child Exploitation and Online Protection command

Online Protection of Children: [www.ceop.police.uk](http://www.ceop.police.uk)

## **13. POLICY REVIEW PROCESS**

The Coerver Coaching Safeguarding Children and Young People Policy and Procedures, together with any associated documents will be reviewed annually.

Policy last reviewed - April 2019

## **14. APPENDICES**

Appendix A - Coerver Coaching Staff Code of Conduct

Appendix B - Coerver Coaching Incident Reporting Form

## **Appendix A - Coerver Coaching Staff Code of Conduct**

Staff means any person representing Coerver Coaching. Since the Licensor/Franchisor and the Licensee/Franchisee are particularly concerned to ensure that all participants are coached in a safe and secure environment at all times, the Licensee/Franchisee agrees with the Licensor/Franchisor that the Licensee/Franchisee shall use all reasonable endeavours to ensure that all Coerver Coaching child protection and health and safety related policies, procedures, guidelines, codes of conduct, forms and checklists from time to time in force (updated details of which are set out on the Coerver Training and Resources Site [www.coerver.eu](http://www.coerver.eu) ) are fully implemented by any person representing Coerver Coaching. Each member of Staff has a duty of care in respect of health and safety not only to themselves, but to other coaches, players, parents, customers and members of the public.

You must also adhere to general health and safety rules and procedures.

All accidents, no matter how minor, are to be reported without delay. Staff are required to fully co-operate with all subsequent enquiries as to the cause, consequences and future prevention, of accidents.

Alcohol for personal consumption is not allowed in Coerver Coaching settings, and you should refrain from consuming alcohol during working hours, this includes during lunch breaks etc. Staff are also not permitted to smoke at any time, whilst on duty.

Under no circumstances should you present yourself for work whilst under the influence of alcohol, intoxicants, drugs or other substances. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules.

Staff should avoid:

- Spending amounts of time alone with children or young players, away from others
- Taking children, or young players alone on car journeys, however short the journey
- Taking children or young players to your home.

If it should arise that such situations are unavoidable they should only take place with the full knowledge and consent of someone in charge in the club/governing body and/or a person with parental responsibility for the child, or young player.

If you accidentally hurt a child, or young player, or cause distress in any manner, or the child or young player appears to respond in a sexual manner to your actions, or misunderstands, or misinterprets something you have done, report the incident to a colleague supported by a brief written report of the incident as soon as possible.

Parents/carers should also be informed of the occurrence.

Staff should also always operate within the Coerver Coaching Good Practice Guidelines, as follows:

- Create a positive and welcoming environment where everyone has the opportunity to participate.
- Maintain an environment that is free of fear and harassment.

- Avoid any form of sexual intimacy with children or young players, either while coaching them or in the period immediately following the end of the coaching relationship.
- Always be publicly open when working with children and young players and avoid situations where you and an individual child or young player are completely alone and/or unable to be observed.
- If groups are to be supervised in changing rooms, always ensure that adults work in pairs, and that the supervision is gender specific.
- Where mixed groups of male and female players are involved at least one male and one female adult should always be available to supervise.
- Football is a physical game. Situations will occur when, in order to teach or coach certain techniques, it will be necessary for the coach to make physical contact with a young player. Where this is the case, it is important for the coach to ensure that the physical contact with the player is appropriate. Coaches should also inform the player what they are going to do in advance and request the player's permission.
- Respect the rights, dignity and worth of every child or young player and treat them equally, regardless of ability.
- Promote the welfare and best interests of children and young players.
- Promote the concept of a balanced lifestyle, supporting the wellbeing of children and young players both within and outside of the Coerver Coaching environment.
- Place the well-being and safety of the child or young player above the development of performance.
- Be aware of the physical needs of children and young players (particularly at the developmental stage) and ensure that training loads and intensities, including the number of matches being played, is appropriate to the age group being coached.
- Avoid overplaying of players (particularly talented players). All players need and deserve an equal opportunity to play.
- Remember that a lot of children and young players play football for fun and enjoyment and for this age group winning isn't necessarily the most important aspect of the game.
- Ensure that contact skills are taught in a safe and controlled manner, paying due regard to the physical development of children and young players.
- Never allow children or young players to train or play when injured.
- Ensure the environment is as safe as possible, identifying potential hazards and taking the appropriate action to minimise the risk of these causing harm. This should include ensuring that the equipment and facilities are safe and the activities are appropriate for the age and ability of the players.
- Hold current Federation Coaching Licences and First Aid qualifications.
- Have undertaken the appropriate Background Checks including Criminal Records.
- Promote the positive aspects of the sport (e.g. fair play), and never condone cheating or rule violations, including the use of prohibited substances.
- Communicate with, and provide feedback to, children and young players in a manner that demonstrates care and respect.

- Actively work towards empowering young players to be responsible for their own planning and decision-making.
- Never overtly criticise players or use language or actions, which may cause the child, or young player to lose self-esteem or confidence.
- Be discreet in conversations and discussions about children and young players, parents, coaches or others.
- Communicate and cooperate with parents/guardians and others in the best interests of children and young players.
- Ensure the activities which you direct or advocate, are appropriate to the age, maturity and ability of the players.
- Clarify the nature of the coaching services being offered.
- Consistently demonstrate high standards of personal behaviour and appearance.
- Be fair, considerate and honest to children and young players and their parents/guardians and others involved in the sport.
- Act as a positive role model and provide a high-quality service at all times.
- Be professional and accept responsibility for your actions.
- Actively promote the benefits of sport and physical activity to children and young players, including the positive contribution it makes to physical and mental wellbeing, and educational outcomes.
- Contribute to the development of Coerver Coaching and coaching in general by sharing knowledge and exchanging ideas through formal coach education programmes and informal networks.
- If you have concerns about the behaviour of an adult towards a child or young player or the welfare of a child, either within or outside of a Coerver Coaching setting, you must take action immediately. This should include following the reporting guidelines outlined in the Coerver Coaching Safeguarding Children and Young People Policies and Procedures document.
- In relation to concerns about the welfare of a child, inform parents/guardians immediately but only if you feel this is in the best interests of the child.

And coaches should never:

- Discriminate on the grounds of gender, age, race, disability, sexual identity, marital status, religious beliefs or political opinion.
- Allow any form of discrimination to go unchallenged.
- Engage in behaviour that constitutes any form of abuse (Neglect, Physical, Emotional, Sexual or Bullying).
- Engage in any form of sexually related contact or activity. This extends to flirting or inappropriate gestures and terms, including making sexually suggestive comments to a child or young player, even in fun.
- Engage in inappropriate physical contact, including horseplay.
- Permit any form of inappropriate touching.
- Share a room with a child or young player.
- Agree to meet a child, or young player on your own, outside the context of the normal coaching or mentoring process.

- Do things of a personal nature that a child or young player can do for himself or herself. Such tasks should only be carried out with full understanding and consent of the parent/carer. There is also a need in these instances to be responsive to the child or young player's reaction - if a child, or young player is fully dependent upon you, talk with him/her about what you are doing and give choices where possible.
- Permit children or young players to use unacceptable or sexually explicit language and allow this to go unchallenged. In the case of sexually explicit language, this should also be reported to the Welfare Officer and/or Statutory Agencies in the respective Coerver Coaching territory.
- Act dishonestly, including but not limited to misrepresenting your qualification.
- Assume responsibility for any role for which you are not qualified or prepared.
- Criticise or engage in demeaning descriptions of others, either publicly or privately.
- Engage in any form of behaviour which is, or could be perceived as, bullying.
- Smoke, drink alcohol or use recreational drugs, either before or whilst coaching.
- Allow allegations made by a child or young player to go unchallenged, unrecorded and not be acted upon.

N.B. Staff are deemed to have a position of power over the children and young players they coach. This is sometimes referred to as a 'position of trust'. A 'position of trust' involves a person in a position of authority over another person. In relation to 'position of trust' there is a specific need to protect young people aged 16 and 17 who, despite reaching the age of consent for sexual activity, are considered to be vulnerable to sexual abuse and exploitation, in defined circumstances. This includes sexual activity and relationships with adults who hold a position of trust, responsibility or authority in relation to them and, as a result, have a considerable amount of power and influence in their lives. By entering into an intimate/sexual relationship with a child or young player, the member of Staff would be deemed to have abused the position of trust.

Abuse of the position of trust would constitute a serious breach of the Coerver Coaching Staff Code of Conduct and may also be illegal in some Territories.

## Appendix B - Coerver Coaching Incident Reporting Form

Your name:	Name of organisation:
Your role:	
Contact information (you): Address:     Postcode:  Telephone numbers:  Email address:	
Child's name:	Child's date of birth:
Child's ethnic origin: Please state	Does child have a disability? Please state
Child's gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Parent's / carer's name(s):	
Contact information (parents/carers): Address:     Postcode:  Telephone numbers:  Email address:	

Have parents / carers been notified of this incident?

- Yes
- No

If YES please provide details of what was said/action agreed:

Are you reporting your own concerns or responding to concerns raised by someone else?

- Responding to my own concerns
- Responding to concerns raised by someone else

If responding to concerns raised by someone else: Please provide further information below

Name:

Position within the sport or relationship to the child:

Telephone numbers:

Email address:

**Date and times of incident:**

**Details of the incident or concerns:**

Include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay.

**Child's account of the incident:**

Please provide any witness accounts of the incident:

Please provide details of any witnesses to the incident:

Name:

Position within the club or relationship to the child:

Date of birth (if child):

Address:

Postcode:

Telephone number:

Email address:

Please provide details of any person involved in this incident or alleged to have caused the incident / injury:

Name:

Position within the club or relationship to the child:

Date of birth (if child):

Address:

Postcode:

Telephone number:

Email address:

Please provide details of action taken to date:

Has the incident been reported to any external agencies?

- Yes
- No

If YES please provide further details:

Name of organisation / agency:

Contact person:

Telephone numbers:

Email address:

Agreed action or advice given:

<b>Your Signature:</b>		<b>Print name:</b>	
<b>Date:</b>			

**You should also send a copy of this form to the Coerver Coaching Lead or Deputy Lead Child Protection/Safeguarding Officer.**