



## **Hamilton Academical Women & Girls FC**

### **Child Wellbeing and Protection Policy**

Hamilton Academical Women's & Girls FC acknowledges its responsibility to safeguard the welfare of every child and young person who has been entrusted to its care and is committed to working to provide a safe environment for all members. A child or young person is anyone under the age of eighteen, engaged in any football activity. We affiliate to the Scottish FA child protection and best practice policy and procedures and endorse and adopt the policy statement contained in that document. We also know that Section 97 of the Protection of Vulnerable Groups (Scotland) Act 2007, we must have an appointed person who is Responsible for Child Protection at the club.

#### **1. INTRODUCTION**

##### **1.1 Overarching Aim for Child Wellbeing and Protection in Scottish Football**

###### **Vision**

Children flourish because we put their safety, wellbeing, rights and enjoyment at the heart of every level of Scottish football.

###### **Mission**

Children are the priority. We lead with confidence taking responsibility to create a culture of safety and wellbeing. We empower children through active promotion of their rights.

##### **1.2 Definitions**

###### ***Definition of the Child Wellbeing and Protection Policy***

Hamilton Academical Women's & Girls FC Child Wellbeing and Protection Policy includes:

- Introduction – Overarching Aim, Definitions, Children's Wellbeing in Scotland, Risks to Children's Wellbeing in Scottish Football, Everyone's Responsibility and Review
- Policy Statement
- Set the Standards – Behaviours, Expectations and Requirements
- Procedures – Appointment and Selection, Responding to Concerns and Case Review
- All associated Practice Notes

Herein all the documents listed above will be referred to as the 'Child Wellbeing and Protection Policy' or 'this policy'.

###### ***Definition of Child***

Article 1 of the United Nations Convention on the Rights of the Child states that everyone under 18 has the rights set out in the Convention. Within the Children and Young People (Scotland) Act 2014, a child is defined as anyone who has not reached the age of 18.<sup>1</sup>

For the purpose of this policy "children", "child", "young person" and "young people" refer to persons under the age of 18.



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The Child Wellbeing and Protection Policy applies to all children and young people regardless of age, gender, sexual orientation, disability, race, religion, nationality, socio-economic status or family circumstance.

#### ***Definition of Adult***

For the purpose of this policy an “adult” is any individual aged 18 and over or any individual under the age of 18 years old but who is in a ‘position of trust’.

#### ***Definition of Child Abuse***

Child abuse is the act or omission that harms a child or young person.

An individual may abuse a child or young person directly or may indirectly be responsible for abuse because they fail to prevent another person from harming that child or young person, or their inaction leads to harm or risk of harm. Abuse can be physical, emotional, sexual or by neglect. Abuse can take place in person or online. Although typically thought of as when an adult is mistreating a child or young person, children and young people can also be perpetrators of abuse against other children or young people.

#### ***Definition of Safeguarding***

Safeguarding is taking action to ensure that *all* children and young people are safe from harm when involved in football. It means proactively doing everything possible to minimise risk and prevent abuse of children and young people.

#### ***Definition of Child Protection***

Child protection refers to the actions in response to a *specific* concern for a child or young person who is at risk or suffering from abuse. Child protection is an essential part of safeguarding if there is a concern that a child or young person is being abused or their safety is compromised.

### **1.3 Children’s Wellbeing in Scotland - *Getting It Right for Every Child***

The Scottish Government’s Getting It Right for Every Child (GIRFEC) is based on children’s rights, and its principles reflect the United Nations Convention on the Rights of the Child (UNCRC). The GIRFEC approach is child focused, based on an understanding of the wellbeing of a child or young person in their current situation, and based on tackling needs early in a collective way. As part of the Children and Young People (Scotland) Act 2014, the concept of wellbeing and the GIRFEC approach is now enshrined in law in Scotland.

The GIRFEC approach supports children and young people so that they can grow up feeling loved, safe and respected, and can realise *their* full potential. Children and young people should be: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included. These are the eight wellbeing factors and are commonly known as SHANARRI Indicators.



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A child or young person's wellbeing is influenced, both positively and negatively, by everything around them and the different experiences and needs they have at different times in their lives. There is no set level of wellbeing that a child or young person should achieve, but each child should be helped to reach *their* full potential as an individual. The wellbeing indicators make it easier for everyone to be consistent in how they consider the quality of a child or young person's life at a particular point in time.

By having a universal language and understanding for everyone who works with children and young people, collectively we can contribute to promoting, supporting and safeguarding a child's wellbeing whether they are in an educational, health, community or sporting setting. It is essential that in Scottish football the wellbeing indicators are understood and if worried that something is impacting a child or young person's wellbeing staff and volunteers know how to respond and with whom to share that information.

### **Wellbeing Concern**

A wellbeing concern is if a child's wellbeing (measured using the 8 SHANARRI indicators) is, or is at risk of being, adversely affected.

A range of experiences can have a negative impact on children and young people. These can range from harmful or abusive behaviour to a family bereavement or social economic factors, such as poverty. The nature of a wellbeing concern will influence how to support the child or young person.

Behaviour which is abusive or neglectful and is, or is likely to cause harm, will often be referred to as a 'child protection concern'. Regardless of whether a concern is a wellbeing or child protection concern, it must be responded to in line with the Responding to Concerns Procedure.

### **1.4 Risks to Children's Wellbeing in Scottish Football**

The protection and wellbeing of all children and young people involved in Scottish football must be a priority for everyone working, volunteering or participating in the game, including spectators. For children and young people involved in football there may be risks associated with their involvement whether it be injury, the despair of their team losing, or exposure to poor practice or abusive behaviour. It is essential that those working or volunteering with children and young people are alert to the associated risks and take steps to prevent, minimise or respond to the risks.

In addition to recognising risks to all children and young people, it is important to understand that some children and young people may be more vulnerable to particular risks associated with taking part in football.



### ***Increased vulnerability***

Hamilton Academical Women's & Girls FC is committed to ensuring the safety of all children and young people in football across all levels of the game. Children and young people who have additional care needs or who come from a minority ethnic group may face a range of additional challenges. Staff and volunteers will be encouraged and supported to challenge and address any behaviour or attitudes which compromise a child or young person's wellbeing or acts as a deterrent to the participation of some children and young people.

### ***Children and young people who are deaf and disabled***

In line with Article 23 of the United Nations Convention on the Rights of the Child (UNCRC), a child with a disability "should enjoy a full and decent life, in conditions which ensure dignity, promote self-reliance and facilitate the child's active participation in the community".

Children and young people who have a disability have the same needs as other children and young people but may also have additional needs associated with their disability. For example, additional steps may be needed to promote their wellbeing, or they may be at an increased risk of abuse due to their vulnerability. Research has shown that children with a mental or physical disability are more likely to be abused than non-disabled children.<sup>2</sup>

Children and young people who are deaf, disabled or have a learning disability can be additionally vulnerable because they may:

- Depend on a number of people for care and handling, some of which can be intimate care
- Depend on the abuser for their involvement in sport
- Fear disclosing abuse
- The signs of abuse can be misinterpreted as a symptom of the disability
- Have a reduced capacity to resist either verbally or physically
- Have significant communication differences – this may include very limited verbal communication, the use of sign language or other forms of non-verbal communication
- Lack a wide network of friends who support and protect them
- Lack access to peers to discover what is acceptable behaviour or to understand the inappropriateness of actions
- Not be believed due to negative attitudes towards children and young people with disabilities or possible failure to recognise the impact of abuse on children and young people with disabilities

### ***Children and young people from black, Asian a minority ethnic community***

The UNCRC sets out the general principle of non-discrimination and that children should be protected from all forms of discrimination. It also states that children have the right to learn and use the language, customs and religion of their family, whether or not these are shared by the majority of people in the country where they live<sup>3</sup>. Unfortunately, within wider society and football, discriminatory behaviour still exists therefore children and young people from black, Asian and minority ethnic communities are additionally vulnerable because they may:

- Experience racism and racist attitudes
- Experience people in authority ignoring or not responding to racist abuse or comments

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<sup>2</sup> Source: Jones, L et al *Prevalence and risk of violence against children with disabilities: a systematic review and meta-analysis of observational studies (NSPCC) (2012)*

<sup>3</sup> Article 30 of the United Nations Convention on the Rights of the Child



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- Experience no action being taken by others for fear of upsetting cultural norms
- Be afraid of further abuse if they challenge others
- Want to fit in and not make a fuss
- Be using or learning English as a second language

#### **Children in elite football**

For many children and young people, it is their dream to play football professionally. When they have the talent, skill and dedication to realise this dream they will pursue it. Unfortunately, this can lead to a number of increased risks for children and young people involved in football at an elite level. For example, rivalry among their peers, inappropriate or detrimental relationships with their peers, pressure from their family, friends and the wider public, or, in some cases, exploitation by a trusted adult who can, or who they perceive can, help them 'achieve' this dream.

Research by Celia H. Brackenridge in 2010<sup>4</sup> highlighted the following about the risk to children and young people at an elite level:

- The greatest risk of emotional and sexual abuse occurs among the highest ranked athletes
- Poor practice, emotional abuse and bullying are probably more prevalent in sport than sexual abuse
- Athletes perpetrate more sexual harassment on their peers than coaches
- Athlete-athlete bullying is widespread
- Coach perpetrators are often very highly qualified and very highly respected which acts as a mask for their poor practice and abuse

#### **1.5 Everyone's Responsibility**

The responsibility to safeguard, promote, support and protect a child or young person's wellbeing does not rest on one person. **We are all responsible.**

Football can contribute in many different ways to a child or young person's positive wellbeing including health benefits of being active, the achievements they can make in gaining new skills and their experiences of being included and respected as part of a team. Supporting and promoting a child or young person's wellbeing at all times includes forming positive relationships, understanding their circumstances and responding appropriately to any concerns about their wellbeing. To ensure we can respond when a child or young person needs help or support, we must firstly understand their rights and the meaning of wellbeing.

Secondly, we must recognise and acknowledge the risks that exist for children and young people in football and put in place a range of safeguards that minimise these risks. Leadership is essential to ensure that these safeguards are managed and promoted, and this will be done by staff and volunteers within particular roles at Hamilton Academical Women's & Girls FC who receive specific training for their level of responsibility. However, *everyone* must understand the risks associated for children and young people, and the appropriate processes which are in place should a child or young person's wellbeing be at risk, or they are in need for protection.

Everyone has the responsibility to recognise the concern, to ensure the child or young person is safe if they are at risk of *immediate* harm, and to report the concern to the Child Wellbeing and Protection Officer. Thereafter

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<sup>4</sup> Brackenridge, C.H (2010) 'Myths and evidence – learning from our journey', keynote address to the conference 'How Safe is Your Sport' held at the Excel Sports Centre, Coventry on 25 Feb, hosted by the Coventry Sports Foundation and the NSPCC Child Protection in Sport Unit.

Available at <http://bura.brunel.ac.uk/handle/2438/4177>



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the Child Wellbeing and Protection Officer will respond appropriately in line with the Responding to Concerns Procedure.

The Child Wellbeing and Protection Policy combined with relevant training, mentoring and support will give us the confidence and support needed to fulfil our role and responsibility to keep children and young people safe in football. In addition to this, advice can be sought at any point from the Child Wellbeing and Protection Officer.

No matter your role or involvement in Scottish football, *you* have a responsibility to safeguard, promote, support and protect the wellbeing of all children and young people involved in Scottish football.

If you have *any* concerns about the wellbeing of a child or young person or about the conduct of any adult, then you *must* report the matter to the Child Wellbeing and Protection Officer William McKenzie 07758 820 218 or [wellbeing@accieswfc.co.uk](mailto:wellbeing@accieswfc.co.uk)

Full information on how to record and report a concern can be found in the Responding to Concerns Procedure

### 1.6 Review

The Child Wellbeing and Protection Policy will be regularly reviewed and will include children and young people's participation and feedback on the content and actual experience of implementation as part of the review.

This policy will be reviewed:

In accordance with changes in legislation and guidance on children's wellbeing, protection or rights

Following the review of an issue or concern raised about the wellbeing or protection of children within

Hamilton Academical Women's & Girls FC I when the case review suggests that this policy should be reviewed in all other circumstances, at least every three years.

## 2. POLICY STATEMENT

Hamilton Academical Women's & Girls FC is committed to ensuring that every child who takes part in football, in any capacity, is able to participate in an enjoyable and safe environment, which promotes inclusion and protects them from harm, poor practice, exploitation, bullying or abuse. Hamilton Academical Women's & Girls FC values a rights-based approach within our sport, and our child wellbeing and protection policy is based on the fundamental rights of children as set out in the United Nations Convention on the Rights of the Child (UNCRC).

**The Child Wellbeing and Protection Policy is based on the following principles:**

1. We will act in the best interests of children and young people
2. The protection and wellbeing of all children in our care is everyone's responsibility
3. A child or young person's rights, wishes and feelings should be respected and promoted. For example:
  - A child or young person, whatever their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual identity has the right to protection from all forms of harm, abuse and exploitation
  - We see the child or young person before the player, coach, volunteer, spectator or referee
  - Children and young people have the right to express views on matters that affect them, should they wish to do so, and to have those views taken into account
  - Children and young people have the right to relax, play, and join in a wide range of sporting activities



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4. The best way to promote the wellbeing, health and development of a child or young person is to work in partnership with each other, the child or young person, their parents/carers and other relevant organisations

All staff and volunteers, when working or volunteering with children and young people involved in Hamilton Academical Women's & Girls FC activities, will be:

#### **INCLUSIVE**

Football is for everyone, irrespective of background. We celebrate what makes us unique and embrace our differences. We create a culture where rights are respected and everyone is treated fairly, with dignity and respect

#### **APPROACHABLE**

We are visible, accessible, open and caring. We build respectful and supportive relationships, listening to children's voices, and championing their views in everything we do

#### **EMPOWERING**

We are forward facing and strive to be the best for children and young people. We are brave, challenging ourselves and others to continually strive for the best outcomes for children and young people. We encourage and support children and young people to express their views.

#### **ACCOUNTABLE**

We accept responsibility and take ownership of the wellbeing and protection of children in our game. Our collective leadership calls upon integrity, consistency and confidence in our everyday behaviours.

### **3. SET THE STANDARDS - BEHAVIOURS, EXPECTATIONS AND REQUIREMENTS**

Every member of staff and volunteer at Hamilton Academical Women's & Girls FC will be asked to sign up to the following standards outlining the behaviours, expectations and requirements of staff and volunteers working or volunteering with children and young people.

Creating an environment where children and young people are respected, their rights are promoted, and they are supported to have fun, learn, and develop in a safe environment is essential to inspire them to love the game.

To achieve this goal Hamilton Academical Women's & Girls FC expects all its staff and volunteers to embody the Wellbeing and Protection Values – Inclusive, Empowering, Approachable and Accountable - to create a positive football environment, and by displaying exemplary behaviour and implementing practices that make football a safe, fun, and positive experience for all children and young people involved.



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<b>On and off the pitch, I will:</b>	
<ul style="list-style-type: none"> <li>• Make football a fun and enjoyable experience where everyone is involved</li> <li>• Always show respect to everyone involved in the game</li> <li>• Encourage children and young people to be respectful to everyone involved in the game</li> <li>• Appreciate the importance of everyone involved in the game</li> <li>• Be proud of being part of the same 'team' and encourage others to be proud of their achievements</li> </ul>	<ul style="list-style-type: none"> <li>• Be a positive role model by:</li> <li>• leading with enthusiasm and encouragement</li> <li>• never engaging in, or tolerating, offensive, insulting or abusive behaviour whether in person or online</li> <li>• being gracious in victory and defeat</li> <li>• challenging and reporting behaviour that does not meet the standards expected</li> </ul>
<b>When working with children and young people, I will:</b>	
<ul style="list-style-type: none"> <li>• Treat all children and young people equally with respect, dignity, honesty, sensitivity and fairness</li> <li>• Promote the best interests of the young person and put their wellbeing before winning or achieving performance goals</li> <li>• Promote and protect the rights of all children and ensure that children and young people are aware of their rights</li> <li>• Allow young people the right of being involved in decisions affecting them</li> </ul>	<ul style="list-style-type: none"> <li>• Never have favourites but praise children and young people that demonstrate commitment, positive attitude and good behaviour</li> <li>• Consult with children and young people allowing them the chance to be heard by having a 'door open' approach</li> <li>• Always listen to and act upon any concerns raised by a child or young person</li> </ul>

Sign up:

I confirm that I have read and agree to abide by Hamilton Academical Women's & Girls FC Child Wellbeing and Protection Policy including the Policy Statement, Procedures and all associated Practice Notes.

I agree to abide and demonstrate the Wellbeing and Protection Values.

I understand that a breach of the Child Wellbeing and Protection Policy will be taken seriously and will be responded to in line with the Responding to Concerns Procedure and, where applicable, Hamilton Academical Women's & Girls FC Disciplinary Procedure.

Name:	
Date:	
Witnessed by:	



#### 4. Procedures

##### **APPOINTMENT AND SELECTION PROCEDURE**

Hamilton Academical Women's & Girls FC will take all reasonable steps to ensure that its staff and volunteers working with children and/or young people in football have been recruited appropriately and that the individuals work in a way that reflect the Wellbeing and Protection Values – Inclusive, Approachable, Empowering and Accountable.

As part of this process, we aim to select the best possible candidate for the role. For those working in a role which is regulated work with children and young people, Hamilton Academical Women's & Girls FC will fulfil its legal duty under the Protection of Vulnerable Groups (Scotland) Act 2007 to ensure that individuals who are barred from regulated work with children are not engaged (either paid or unpaid) in regulated work with children and young people within Hamilton Academical Women's & Girls FC.

The following procedure will be completed for all staff and volunteers who will be working in a role which requires them to be in contact with children and young people.

##### **1. Pre-application Information**

Individuals who are applying for a position with Hamilton Academical Women's & Girls FC will be provided with pre-application information for the positions available to applicants and will include:

- A role description outlining the roles and responsibilities of the position
- A person specification, stating qualifications or experience of working with children required
- An application form

##### **2. Application Form**

Applicants will be requested to complete an application form. The purpose of the application form is to obtain relevant details for the position and referee contact details.

##### **3. Review Applications and Interview**

Hamilton Academical Women's & Girls FC will review application forms and consider applicants for interview. Successful applicants will be invited to interview. Interviews will then be carried out.

##### **4. Offer of Position**

Once a decision has been made to offer appointment, the applicant will be notified either in writing or verbally. The applicant will be given details of the position, any special requirements and any obligations e.g. agreement to the Child Wellbeing and Protection Policy, the probationary period and responsibilities of the role.

The successful applicant will be sent a Basic Disclosure form to complete and return, unless the role involves regulated work within the club in which case they will require to be a member of the PVG scheme.

Regulated work with Children



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If the role involves regulated work with children and/or young people, the applicant will receive a PVG Scheme Membership Form and Self-Declaration Form to complete from Child Wellbeing and Protection Officer.

The applicant's appointment will only be confirmed when:

- Two references have been received, checked and accepted.
- Self-declaration form has been returned and approved; and
- PVG Scheme Record/Scheme Record Update has been received and accepted.

#### 5. References

References will be sought for all staff and volunteers working within Hamilton Academical Women's & Girls FC.

Two references will always be requested and thoroughly checked. Where possible at least one of these references will be from an employer or a voluntary organisation where the position required working with children and/or young people. References from relatives will not be accepted. If the applicant has no experience of working with children or young people, specific training requirements may be agreed before their appointment commences.

#### 6. Membership of the PVG Scheme

Hamilton Academical Women's & Girls FC must be registered with Disclosure Scotland or Volunteer Scotland. All staff and volunteers carrying out regulated work with children and young people must have a PVG application processed and issued on behalf of Hamilton Academical Women's & Girls FC. PVG scheme records are required to be updated through the club every 3 years and are non-transferable.

##### ***Suitability for position***

Should Hamilton Academical Women's & Girls FC receive any information via the self-declaration form and/or PVG scheme record that needs risk assessed, this will be carried out by Hamilton Academical Women's & Girls FC Child Wellbeing and Protection Officer and/or Hamilton Academical Women's & Girls FC Safeguarding Panel.

The Safeguarding Panel will consist of at least three members, including the Child Wellbeing and Protection Officer, Academy Lead and Chairperson. This risk assessment considers any criminal convictions or other information that would be considered relevant to the role. The decision is either unanimous or by majority. The outcome of the decision with the Safeguarding Panel then contributes to the final decision of the applicant's appointment as mentioned at point 4 above.

##### **Overseas Applicants**

Applicants from overseas being appointed to regulated work with children and/or young people within the club are required to join the PVG Scheme. If the applicant is applying for a position of employment, they must prove their 'right to work' in the UK and be asked to provide a police check from their relevant country where possible. For further information see [Criminal records checks for overseas applicants - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Where this is not possible, or in addition to the police check, the following information, where relevant to the position, will be requested:

A statement from the governing body in the country of origin of the applicant and/or the country from which they are transferring in regard to their participation and suitability for the position.



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A statement from the international federation of the sport in regard to their participation and suitability for the position.

#### **7. Induction and Training**

Staff and volunteers will receive a club induction from Hamilton Academical Women's & Girls FC. This process should include clarification of the expectation, roles and responsibilities of the position and identify any training needs.

Newly appointed staff and volunteers should complete recommended training over an agreed period. This training will include an introduction to the Child Wellbeing and Protection Policy. Further training, where the role works directly with children and young people, is then provided.

#### **8. Probation**

Newly appointed members of staff may complete an agreed period of probation.

#### **9. Review of ongoing suitability**

All members of staff and volunteers will have a performance review on a regular basis. Performance reviews should include an evaluation of progress and identification of training needs.

All individuals in regulated work for Hamilton Academical Women's & Girls FC will require to complete a self-declaration form on an annual basis and apply for a Scheme Record Update every three years. This ensures we are continually risk assessing members of staff and volunteers to keep children safe.

#### **10. New vetting information**

If new vetting information becomes available through a self-declaration form or PVG scheme record updates, this will be considered through a risk assessment by Hamilton Academical Women's & Girls FC safeguarding Panel. Should any risk be identified, it will then be necessary to follow the Responding to Concerns Procedure.

#### **11. Consideration for Children's List or Barred Individuals**

If Disclosure Scotland notify the club that a member of staff or volunteer is being considered for listing, that individual will be suspended as a precaution, or not contracted in regulated work with Hamilton Academical Women's & Girls FC until the outcome of the case is determined. Suspension is not a form of disciplinary action and does not involve pre-judgment. In all cases of suspension, the best interests of the child will be the primary consideration.

If Disclosure Scotland inform the club that an individual is barred, that member of staff or volunteer will be removed from regulated work with children and/or young people immediately in line with the Protection of Vulnerable Groups (Scotland) Act 2007 section 5 duties for organisations.



## RESPONDING TO CONCERNS PROCEDURE

- **RECOGNISE**
- **RECORD**
- **REPORT**
- **RESPOND**

In all cases where there are concerns about a child or young person and/or the conduct of an adult which affects, or may affect, a child or young person, the best interests and wellbeing of the child or young person will be the paramount consideration.

The purpose of this Procedure is to safeguard and protect children and young people involved in Scottish football and to respond appropriately to any concerns ensuring they are dealt with in a timely, appropriate and proportionate manner. Following set of published procedures when dealing with concerns helps:

- To avoid those receiving information from engaging in subjective judgments
- Reassure those who report concerns that an appropriate course of action will ensue
- Support those charged with managing concerns by providing them with a step-by-step process to follow
- Safeguard the rights of those against whom complaints or allegations have been made

No staff or volunteer in receipt of information that causes concern about a child or young person, or the conduct of an adult shall keep that information to themselves or attempt to deal with the matter on their own. Instead in all cases the following procedure **must** be followed regardless of whether the concerns arise through the adult or child or young person's involvement in football or from outside of football.

### REMEMBER:

**If you are concerned about the *immediate* safety of the child or young person:**

1. **Take whatever action is required to ensure the child's immediate safety.**
2. **Pass the information immediately to the police and seek their advice.**
3. **Report the concern to the Child Wellbeing and Protection Officer, advising that the matter has been reported to the police**

At any time if you have a concern about the wellbeing of a child or young person, or think you may have a concern, you can contact Hamilton Academical Women's & Girls FC Child Wellbeing and Protection Officer for advice and support on **07758 820 218** or at [wellbeing@accieswfc.co.uk](mailto:wellbeing@accieswfc.co.uk)

## 1. EVERYONE'S RESPONSIBILITY

A concern may range from mild verbal bullying to physical or sexual abuse and occur either through football or outside of it, for example in the child's home. All concerns will be investigated by the Child Wellbeing and Protection Officer. If a member of staff or volunteer has a concern it is **NOT** their responsibility to investigate **BUT** it is their responsibility to:

- Reassure the person making the report that they have done the right thing in raising the concern with them
- Listen openly without judgement
- Record anything that is said
- Report the concern to Hamilton Academical Women's & Girls FC Child Wellbeing and Protection Officer
- If there is a concern about the immediate safety of the child or young person, take the necessary steps to ensure their safety and contact the police



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Everyone has a responsibility to **recognise** a concern, to **record** the concern either on the Concern Recording Form or in email format and **report** the concern to the Child Wellbeing and Protection Officer.

**2. RECOGNISE**

Staff and volunteers may become aware of a concern in different ways. For example:

- Direct disclosure by the child or young person.
- Observation of the concern, such as a change in the behaviour, appearance or nature of the child or young person or the conduct of an adult.
- Information that is shared from another individual or organisation e.g. an incident observed by another child or young person or adult and reported to them

All concerns must be reported to the Child Wellbeing and Protection Officer on the day the concern arises or as soon as practically possible thereafter.

***What to do if a child or young person discloses abuse***

<b>DO:</b>	
<ul style="list-style-type: none"> <li>• Stay calm – ensure that the child or young person is safe and feels safe</li> <li>• Listen to the child or young person and take what they say seriously. Do not show disbelief. Show and tell them that you are taking what they say seriously</li> <li>• Reassure the child or young person that they are not to blame and were right to tell someone</li> <li>• Avoid projecting your own reactions onto the child or young person</li> </ul>	<ul style="list-style-type: none"> <li>• Be aware of interpreting what a child or young person says, especially if they have learning or physical disabilities which affects their ability to communicate, or English is not their first language</li> <li>• Avoid asking any questions. If necessary, only ask enough questions to gain basic information to establish the <i>possibility</i> that abuse may have occurred. Only use open-ended, non-leading questions e.g. What? When? Where? Who?</li> </ul>
<b>• DON'T:</b>	
<ul style="list-style-type: none"> <li>• Panic</li> <li>• Show shock or distaste</li> <li>• Probe for more information than is offered</li> <li>• Speculate or make assumptions</li> <li>• Rush into actions that may be inappropriate</li> <li>• Make negative comments about the person against whom the allegation has been made</li> <li>• Make promises or agree to keep secrets and give a guarantee of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Approach the individual against whom the allegation has been made</li> <li>• Assume that the experience was bad or painful - it may have been neutral or even pleasurable e.g. the child or young person may think that they are in a consenting relationship with the adult</li> <li>• Introduce personal information from either your own experiences or those of other children</li> </ul>

**3. RECORD**

Record keeping is of critical importance and all information should be recorded in line with the following:

<b>DO:</b>	<b>DON'T:</b>
<ul style="list-style-type: none"> <li>• Make a written record of the information as soon as possible</li> </ul>	<ul style="list-style-type: none"> <li>• Give your personal opinion, unless it is backed up by substantial evidence</li> </ul>



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<ul style="list-style-type: none"> <li>• Make the record factual, accurate and legible</li> <li>• If the concern arises from a disclosure from a child or young person using the child or young person’s exact words, where possible</li> <li>• Include dates, times, locations and contexts, if available, in which the concern occurred together with any other relevant information</li> </ul>	<ul style="list-style-type: none"> <li>• Use judgemental language</li> <li>• Write the record in a way that protects the reputation of the Association or the individual who the concern relates to – remain unbiased</li> </ul>
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Where the child or young person has made a direct disclosure, and when appropriate, it is important that the child or young person understands why we are recording their details. If a child/young person recognises that people can help and support, and that this is the purpose of their details being shared, they will be more included and informed of the processes.

**4. REPORT**

The Child Wellbeing and Protection Officer can be contacted in a number of ways:

- By telephone on **07758 820 218**
- By email at [wellbeing@accieswfc.co.uk](mailto:wellbeing@accieswfc.co.uk)

*How to report the concern:*

- Report the concern as soon as possible. It is recommended that initial contact is made with the Child Wellbeing and Protection Officer by telephone.
- Email the completed Concern Recording Form to [wellbeing@accieswfc.co.uk](mailto:wellbeing@accieswfc.co.uk) if you are able to do this via secure email.

Do not delay in reporting the concern

- By attempting to obtain information to complete all sections of the Concern Recording Form
- By waiting until you return to the office to complete the Concern Recording Form, if you are working remotely,
- If you have been unable to contact the Child Wellbeing and Protection Officer by telephone

If you are unable to access a Concern Recording Form, please contact the Child Wellbeing and Protection Officer by telephone or email the information to the above address, if you are able to do so securely, in order to report the concern.

If you are unsure whether the information you have should be a cause for concern advice and support can be sought at any time from Hamilton Academical Women’s & Girls FC Child Wellbeing and Protection Officer by contacting them for advice and support.

This can be done in a confidential manner anonymising the details of the parties involved.

If the Child Wellbeing and Protection Officer is not available and an immediate response is required, the police and social work services must be contacted. They have a statutory responsibility for the protection of children, and they may already hold other information about the child or young people. If the information is shared with the police or other agencies record what information as shared and any advice given, and actions taken. At the earliest opportunity thereafter the Child Wellbeing and Protection Officer should be informed.



### **Confidentiality**

To maintain confidentiality do not keep any electronic, printed or written versions of the information you have provided. The Concern Recording Form should be deleted or destroyed (by means of shredding) as soon as the information has been passed on. The Child Wellbeing and Protection Officer will maintain a copy of the information in a secure and confidential manner.

### **Support**

Hamilton Academical Women's & Girls FC recognises that voicing concerns, suspicions or allegations of poor practice, misconduct or abuse can cause great concern and stress – particularly if it relates to a colleague, volunteer or child/parent who is known to you. However, sharing information about the wellbeing of a child or young person is paramount in order to prevent the child or young person from suffering harm or further harm. Any member of staff or volunteer whom, in good faith, discloses information related to a concern will receive full support from Hamilton Academical Women's & Girls FC.

### **Concern about the conduct of the Child Wellbeing and Protection Officer**

Where the concern is about the clubs Child Wellbeing and Protection Officer it must be reported to the **Scottish FA Child Wellbeing and Protection Officer** directly. In this situation, Hamilton Academical Women's & Girls FC Academy Lead will take on the role and responsibilities as listed below of the Child Wellbeing and Protection Officer.

## **5. RESPOND**

The following sets out the steps which will be taken by the Child Wellbeing and Protection Officer after the concern has been reported. Referring to the Scottish FA [responding-to-concerns-toolkit.pdf \(scottishfa.co.uk\)](https://www.scottishfa.co.uk/responding-to-concerns-toolkit.pdf).

### **A. The process on receipt of a concern**

Once the concern has been reported the Child Wellbeing and Protection Officer will:

- Establish the basic facts and conduct an initial assessment of the facts in order to determine the appropriate course of action. The appropriate course of action may differ depending on whether the concern is about the wellbeing of a child/young person or about the conduct of an adult.
- Decide who should be informed of the concern, this may include the child or young person, their parent/carer, or external agencies.
- Consult external agencies such as the police and social work services for advice at any time, if required. This is important because they may hold other important information which, when considered alongside the current concern, builds a significant picture of concern.

All subsequent actions taken by the Child Wellbeing and Protection Officer shall be recorded, in the order in which they happen, and the records should be signed and dated.

### **B. Conducting the Initial Assessment**

The purpose of the initial assessment is to clarify the nature and context of the concerns. Every situation is unique so guidance cannot be prescriptive.



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Where the concern relates to the conduct of an adult, pending the outcome of any investigation, precautionary suspension will be considered in all cases where there is significant concern about the conduct of a member of staff and volunteers towards children and/or young people. For further information on precautionary suspension see section 6 of this Procedure.

In all cases, the initial assessment may involve:

- Speaking to the member of staff or volunteer who raised the concern; and/or
- Speaking to other members of staff or volunteers who may have information related to the concern; and/or
- Speaking to the member of staff or volunteers whose conduct has been reported – this will be subject to the nature and seriousness of the situation and should not be done if the concern suggests that the conduct may be criminal behaviour; and/or
- If the concern involves a named child or young person, it may be appropriate to speak to the child or young person. This should never be done in cases where there is a suggestion of criminal conduct without first seeking the advice of the police. If it is appropriate to speak to the child or young person all questions should be basic, open-ended, non-leading and asked *solely with a view to clarifying the basic facts*. When speaking to a child or young person another adult should always be present. It is recommended that this other adult is known to the child or young person and the meeting is pre-arranged so the child or young person will be aware that you are going to speak to them about a concern; and/or
- Speaking to other children and/or young people and/or other individuals to establish the basic facts. As above, all questions should be basic, open-ended, non-leading and asked *solely with a view to clarifying the basic facts*.

### **Best practice advice**

**Questioning of children by those conducting an initial assessment should always be avoided as far as possible. If it is necessary to speak to the child in order to clarify the basic facts, best practice suggests that consent from the parent/carer be obtained unless obtaining that consent may place the child at risk.**

### *Views of the Child*

Children and young people have the right to say what they think in all matters affecting them and to have their views taken seriously (Article 12, UNCRC). This must be at the forefront of any concerns that are raised. The nature of the concern will impact on the decision as to whether it is appropriate to discuss the concern directly with the child or young person. The views of the child or young person must be considered based on the age and maturity.

An initial assessment of basic facts may require the need to ask a child or young person some basic, open-ended, non-leading questions solely for with a view to clarifying the basic facts. It may also be necessary to ask similar basic questions of other children and young people, or other appropriate individuals who may have information.

It will not always be appropriate to speak directly with the child or young person about the concern. Advice should be sought from the Child Wellbeing and Protection Officer if there is any uncertainty about the appropriate course of action.

If the information indicates that a criminal offence has been committed against the child or young person it would not be appropriate to ask the child or young person questions about the incident or speak to them directly about the incident(s), unless it is a disclosure directly from the child. Interviewing children and young



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people about possible abuse or criminal offences is the sole remit of specially trained police officers and social workers.

**Where the concern about a child's wellbeing suggests they are in need of protection, the information must be passed on with or without their consent for the purposes of their protection. Allegations of abuse must always be taken seriously. No member of Hamilton Academical Women's & Girls FC shall investigate allegations of abuse or decide whether or not a child has been abused. False allegations are very rare. If a child says or indicates they are being abused or information is obtained which gives concern that a child is being abused, the information must be responded to on the same day in line with this procedure.**

Fairness and natural justice

In the event of an investigation into the conduct of a member of staff or volunteers all actions will be informed by the principles of natural justice:

- They will be made aware of the nature of concern; and
- They will be given an opportunity to put forward their case; and
- Hamilton Academical Women's & Girls FC will act in good faith, ensuring the matter is dealt with impartially and as quickly as possible in the circumstances.

### C. Concluding the Initial Assessment

Decisions reached on conclusion of the Initial Assessment may differ depending on whether the concern relates to the wellbeing of a child or young person or to the conduct of an adult. Sometimes, the concern may relate to both the wellbeing of a child and the conduct of an adult in which case two sets of conclusions should be reached.

A concern about the wellbeing of a child/young person

At the end of the initial assessment one of the following conclusions should be reached:

- The facts do not substantiate the concern and therefore no further action will be taken
- The concern has been successfully addressed by the child or young person, their parent and/or staff or volunteers and therefore no further action is needed
- The concern has not been successfully addressed and further support is needed for the child or young person
- Information should be shared with statutory services, for example Police Scotland or the Social Work Department due to the gravity of the concern
- Information should be shared with the child's Named Person for consideration

In all cases consideration should be given support as to what support, if any, is required for the child or young person and whether there is a need to share information with the Scottish FA in terms of a Data Sharing Agreement.

### ***Sharing Concerns with Parents/Carers***

Hamilton Academical Women's & Girls FC is committed to working in partnership with parents/carers whenever there are concerns about a child or young person. Parents/carers have the primary responsibility for the safety and wellbeing of their children. Where concerns are raised about a child or young person this will be considered in line with the wellbeing indicators and may be discussed with parents/carers. For example, if a child seems withdrawn, he/she may have experienced an upset in the family, such as a parental separation, divorce or bereavement. Common sense is advised in these situations and the best interests of the



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child will be considered as to what is the best support them. Children and young people will be asked who they feel is suitable to be informed and when relevant, consent gained from the child or young person.

Where there are concerns that the parents/carers may be responsible for or have knowledge of the abuse, sharing concerns with the parents/carers may place the child or young person at further risk. In such cases advice must always firstly be sought from the police/social work services or Named Person as to who informs the parents/carers.

### ***Sharing Information with Police and statutory agencies***

Where the concern about a child or young person's wellbeing suggests that they are in need of protection or that a criminal offence has been committed against them the concern must be reported to the police and/or social work services. The police and local authority have a statutory duty of care for all children.

A concern about the conduct of an adult

At the end of the initial assessment one of the following conclusions should be reached:

- The facts do not substantiate the concern and therefore no further action will be taken
- Information supports concern about inappropriate behaviour
- Information supports concern about poor practice and/or misconduct
- Information supports concern about possible criminal behaviour

### **Initial Assessment Supports concern about inappropriate behaviour**

If the initial assessment supports a concern that the conduct of an adult amounts to inappropriate behaviour, the Child Wellbeing and Protection Officer will share the findings of the initial assessment with the relevant member of staff at the club who will respond in line with Hamilton Academical Women's & Girls FC procedures.

The Child Wellbeing and Protection Officer will carry out any further investigation, as necessary and take appropriate action depending on the nature and seriousness of the conduct.

### **Initial Assessment supports concern about poor practice and/or misconduct**

If the concern relates to the conduct of a member of staff or volunteer the Child Wellbeing and Protection Officer will share the findings of the initial assessment with the relevant member of staff at the **club** who will respond in line with Hamilton Academical Women's & Girls FC Disciplinary Procedures.

### **Initial Assessment supports concern about possible criminal behaviour**

- Where the initial assessment of information gives reasonable cause to suspect an adult's behaviour has been a criminal offence, the Child Wellbeing and Protection Officer will:
- report the concern to the police as soon as possible on the day the information is received, along with supporting information; and
- make a written record of the name of the police officer to whom the concerns were passed together with the crime reference number, time and date of the call, in case any follow up is required; and
- on request, provide the police with a copy of the Concern Recording Form; and
- following the advice of the police, inform the parents/carers of the child involved as soon as possible unless the police advice is not to do this; and



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- if appropriate, share the information with the child's Named Person if there is any impact on a child's wellbeing caused by an adult's possible criminal behaviour unless the police advise not to do this.

Advice will firstly be obtained from the police about informing the member of staff or volunteer involved in the concerns. If the advice is to inform them, they will be told that information has been received which may suggest an allegation of abuse or possible criminal offence. As the matter will be *sub judice* (i.e. under judicial consideration) no details will be given unless advised by the police. All actions will ensure the best evidence is preserved for any criminal proceedings while at the same time safeguarding the rights of the member of staff and volunteer.

Hamilton Academical Women's & Girls FC will take all reasonable steps to support a member of staff or volunteer whom a concern has been raised about, as well as others who may be involved as witnesses.

Possible outcomes include one or more of the following:

- Police investigation – may involve a child protection investigation jointly by police and social work services
- Criminal proceedings
- Civil proceedings (by the child/family who raised the concern)
- Disciplinary Proceedings
- Referral to Disclosure Scotland, where the PVG criteria is met

Referral to Disclosure Scotland under Protection of Vulnerable Groups (Scotland) Act 2007

Depending on the nature of the concern and the action taken, there may be a requirement, in law, to notify Disclosure Scotland. The following will apply where the member of staff or volunteer is in regulated work with Hamilton Academical Women's & Girls FC and a member of the PVG scheme.

### Referring to Disclosure Scotland

Hamilton Academical Women's & Girls FC will refer to Disclosure Scotland the case of any member of staff or volunteer who (whether or not in the course of their role with Hamilton Academical Women's & Girls FC has:

- harmed a child
- placed a child at risk of harm
- engaged in inappropriate conduct involving pornography
- engaged in inappropriate conduct of a sexual nature involving a child, or
- given inappropriate medical treatment to a child.

**AND** as a result, Hamilton Academical Women's & Girls FC has taken or would have taken one of the following options:

- Hamilton Academical Women's & Girls FC has dismissed the member of staff or volunteer; or
- The member of staff or volunteer would have been dismissed as a result of the incident had they not resigned, retired or been made redundant; or
- Hamilton Academical Women's & Girls FC has transferred the member of staff or volunteer to a position which is not regulated work with children; or
- The member of staff or volunteer would have been dismissed or considered for dismissal where employment or volunteer role was not due to end at the expiry of a fixed term contract; or
- The member of staff or volunteer would have been dismissed or considered for dismissal had the contract not expired.



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Hamilton Academical Women's & Girls FC will also refer the case of a member of staff or volunteer where information becomes available after the member of staff or volunteer has:

- been dismissed by Hamilton Academical Women's & Girls FC or
- resigned, retired or been made redundant; or
- been transferred to another position in Hamilton Academical Women's & Girls FC which is not regulated work with children; and/or

### Information from Disclosure Scotland

If Disclosure Scotland notifies Hamilton Academical Women's & Girls FC that a member of staff or volunteer is being considered for listing that individual will be suspended as a precaution until the outcome of the case is determined. Precautionary suspension is not a form of disciplinary action and does not involve pre-judgment. In all cases of suspension, the best interests and wellbeing of children and young people will be the paramount consideration.

If Disclosure Scotland informs Hamilton Academical Women's & Girls FC that an individual is barred, that member of staff or volunteer will be removed permanently from regulated work with children immediately in line with the Protection of Vulnerable Groups (Scotland) Act 2007.

### 6. PRECAUTIONARY SUSPENSION

Suspension is not a form of disciplinary action. The member of staff involved may be suspended whilst an investigation is carried out. Suspension will be carried out in accordance with the Hamilton Academical Women's & Girls FC Disciplinary Procedures.

### CRIMINAL PROCEEDINGS

An ongoing criminal investigation does not necessarily rule out disciplinary action by Hamilton Academical Women's & Girls FC or investigation by the Child Wellbeing and Protection Officer. However, any action taken must not jeopardise the criminal investigation. Advice must be taken from the police on this. Sufficient information should be available to enable Hamilton Academical Women's & Girls FC to make a decision whether to go ahead with disciplinary action/response under this concerns procedure.

In any event, once criminal proceedings have concluded Hamilton Academical Women's & Girls FC will consider the matter and the outcomes in line with this procedure.

### FALSE OR MALICIOUS ALLEGATIONS

In exceptional circumstances where an investigation establishes an allegation or concern raised is false, unfounded or malicious:

- The member of staff and volunteers involved will receive an account of the circumstances and/or investigation and a letter confirming the conclusion of the matter. They may wish to seek legal advice; and
- All records pertaining to the circumstances and investigation shall be kept confidentially; and
- Hamilton Academical Women's & Girls FC will take all reasonable steps to support the individual in this situation; and
- In these circumstances Hamilton Academical Women's & Girls FC will review the participation or continued involvement in Hamilton Academical Women's & Girls FC activities of the individual who made the false or malicious allegation. If the false or malicious allegation has been made by a child or young person, it will



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only be appropriate to have a discussion with the child or young person to determine their views and opinions with parental/carer permission; and

- Data collected for the investigation will be destroyed in accordance with the requirements of the Data Protection Act 1998.

### ALLEGATIONS OF NON-RECENT ABUSE

Hamilton Academical Women's & Girls FC recognises that sharing personal experience of abuse can be difficult, challenging and sensitive. Therefore, allegations of abuse may be made some time after the event e.g. an adult who was abused as a child by someone who is still currently working with children. These procedures will be followed in the event of an allegation of non-recent abuse, including Hamilton Academical Women's & Girls FC responsibility to refer to Disclosure Scotland.

### MEDIA

All media enquiries relating to concerns under this procedure must be referred to Head of Media, George Brown on [accieswfcmedia@gmail.com](mailto:accieswfcmedia@gmail.com)

## 4.3 REVIEWING THE MANAGEMENT OF CONCERNS

### 1. PURPOSE OF CASE REVIEW

Case reviews take place to establish whether there are lessons to be learnt about the ways in which a concern has been investigated and responded to. Reviewing a concern allows Hamilton Academical Women's & Girls FC to consider:

- How the Responding to Concerns Procedure was implemented; and
- The effectiveness of the Responding to Concerns Procedure; and
- Informing policy and improving practice with regards to wellbeing & protection matters.

### 2. DECIDING TO CONDUCT A REVIEW

Hamilton Academical Women's & Girls FC will follow the criteria set out below when considering and establishing a case for review.

1. The harm or risk of harm to a child was high; and/or
2. Views expressed by those involved in the case have raised concern about the way it was handled; and/or
3. There was a clear failure of procedure in handling the case; and/or
4. The case attracted a significant amount of media interest; and/or
5. The case concerned an unusual practice or behaviour; and/or
6. The case took a significantly long period of time to resolve; and/or
7. The Board decides a review is appropriate.

A case deemed eligible for review may be a particular concern or matter or, in some cases, may be cumulative concerns.

From time-to-time Hamilton Academical Women's & Girls FC may, internally, take a sample of cases to review to ensure the level of service provided in case management is consistent and to highlight any learning to take forward into future cases.



### **3. IDENTIFYING WHO UNDERTAKES THE REVIEW**

Hamilton Academical Women's & Girls FC will appoint a case reviewer, this may be internal or external to Hamilton Academical Women's & Girls FC. The case reviewer, whether internal or external, will have expertise in the area of the concern. These skills may differ according to the circumstances of each case and the agreed role of the case reviewer.

#### **External Case Reviewer**

The following criteria will be considered when deciding whether the case review should be external to Hamilton Academical Women's & Girls FC.

- Are the recommendations likely to influence and/or change practice across the whole of Scottish football?
- Was the risk of harm to the child high?
- Has the case attracted a significant amount of media interest?
- Is there a lack of experience and knowledge internally regarding the nature of the case?
- Have the Board expressed a preference towards an external reviewer as being more appropriate?

Where the answer has been **yes** to one or more of the criteria above, there is a presumption that an external case reviewer will be appointed by Hamilton Academical Women's & Girls FC. Hamilton Academical Women's & Girls FC continue to have an overview of the review and will set out clear expectations in respect of timescales (see section below), milestones in the process and deadlines for completion of reports but will not have any input into the findings or recommendation of the review.

Where an external reviewer is commissioned, consideration will be given to any formal contractual arrangements required, appropriate legal advice sought, which agencies will enter into the arrangements (if any) and a contract drawn up covering timescales, fees and confidentiality including data protection.

#### **Internal Case Reviewer**

Reviews may also be undertaken internally, and a case reviewer will be appointed from within Hamilton Academical Women's & Girls FC. A case will not be reviewed by any individual who had an involvement in the concern or incident, either as a named individual or witness, in the matter of concern.

### **4. TIMESCALES FOR REVIEW**

It is desirable that the case review should be undertaken as speedily as feasible, and all cases will aim to be reviewed within an 8-week period from the point the case reviewer has been appointed and received all evidence and correspondence relating to the case.

Timescales will be open to change due to particular circumstances relating to each case. Where an extension is necessary a progress report and explanation for the extension must be submitted for approval to Hamilton Academical Women's & Girls FC Child Wellbeing & Protection Officer.

### **5. FIRST STEPS OF THE REVIEW**

After an individual has been identified, the Case Reviewer will give consideration where there may be some outstanding investigations or proceedings that are still ongoing. These considerations will be:

- Is there a Police and/or social work protection investigation still ongoing?
- Is there a criminal investigation by the police still ongoing?
- Are there any related legal proceedings in relation to the case?



**If the answer to any of these questions is yes, the review cannot proceed until any of the above has concluded.**

## **6. OTHER CONSIDERATIONS**

If the review can proceed, the case reviewer will need to consider how people may feel about the case being reviewed and the possible impact this could have. These reviews are not in place to reopen concerns or reinvestigate them. All evidence and correspondence relating to the concern itself will be considered and only in exceptional circumstances will contact be made with those involved e.g. parents, children and witnesses for opinions or comment.

People may feel anxious about their actions being scrutinised, but it should be made clear at the start of the review what it is set out to achieve to relieve any concerns, for example:

*“I’ve been asked by Hamilton Academical Women’s & Girls FC to review how the organisation dealt with the concerns about XXXXX. This will consider how procedures were followed and whether appropriate action was taken to protect those involved. I understand that you were involved in this case, but I would like to clarify that this review is in place to...”*

Throughout the whole case review, the case reviewer will make a record of the review and its findings. This may not be a lengthy report, although a full report may be appropriate in certain circumstances. Generally, any record of a review should contain the following information:

The source of the concern.

The nature of the concern.

A chronology of events, individuals and organisations involved.

Action taken.

An analysis of the key issues or matters linked to the aims of the review.

Any other relevant points or observations.

Lessons to be learned and changes to be made.

Recommendations.

### **4.4 CASE REVIEW PROCEDURE**

#### **1. Establish the facts of the case, a chronology of events and the roles of those involved**

Setting out the actual sequence of events will help the case reviewer to understand what happened, when, and who was involved, for example:

**23 April 2024** Young person discloses physical abuse to their coach during a training session

**23 April 2024** Coach reports the matter to Wellbeing and Protection Officer

**24 April 2024** Advice sought by CWPO from DC Smith at the Family Protection Unit, Police Scotland and the disclosure is reported to the police

**25 April 2024** CWPO speaks to coach about any appropriate support for the young person

#### **2. Identify any issues of key questions relation to the aims of the review**

The case reviewer should then be able to answer the questions contained in the specific remit of the review. If the case reviewer considers that a child or young person may still be at risk despite action taken during the case or as a result of failure to take appropriate action, they should be prepared to act.



**Any urgent issues should be addressed immediately without waiting for the conclusion of the review.**

**3. Identify any other relevant points or observations**

The case reviewer may identify issues which are worth exploring further. These may include:

<p><b><u>PROCEDURES</u></b></p> <ul style="list-style-type: none"> <li>• Were the relevant procedures followed?</li> <li>• If not, is there a reasonable explanation for this?</li> <li>• Were the timescales appropriate?</li> <li>• Do the current procedures provide adequate information about what to do?</li> <li>• If appropriate, was a referral made to Disclosure Scotland as required in law?</li> </ul>	<p><b><u>PEOPLE</u></b></p> <ul style="list-style-type: none"> <li>• Were the right people involved?</li> <li>• Were the views of the child/family obtained?</li> <li>• Were those involved aware of the procedures?</li> <li>• Had the people involved been trained?</li> <li>• Where appropriate, were external organisations involved; for example, the police or governing body of sport?</li> </ul>
<p><b><u>OUTCOMES</u></b></p> <ul style="list-style-type: none"> <li>• Was the outcome appropriate in the case?</li> <li>• If not, why not?</li> <li>• Is there a need to take further action in this case; for example, referring the case to police/social work?</li> <li>• Were the right people told the right things about the outcome?</li> </ul>	<p><b><u>RECORDING</u></b></p> <ul style="list-style-type: none"> <li>• Were records kept?</li> <li>• Is the quality of the information recorded satisfactory?</li> <li>• Can the forms be improved?</li> </ul>

*(This list is not exhaustive)*

**4. Identify any lessons to be learned, changes needed and make recommendations**

If the case reviewer has gone through the above table and can identify gaps or missed opportunities, then this will inform the case reviewer’s recommendations.

Recommendations may include things like changes to procedures, forms and/or the provision of training. It may be helpful for the case reviewer to prioritise the recommendations, for example, essential, desirable or helpful.

**5. Responding to the Findings and Recommendations**

Recommendations will be reported to Hamilton Academical Women’s & Girls FC

The report should include the recommendations only and not any details about the case, in order to preserve the child or young person’s privacy, as well as others involved. Hamilton Academical Women’s & Girls FC will consider how to respond to the findings, any recommendations and how to advise/support any others on whose behalf it has conducted the review.

Where recommendations are to be followed, Hamilton Academical Women’s & Girls FC will identify:

- the priorities.
- what action is required.
- who will take action to address the recommendations; and
- timescales for completion.



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This information must be clearly communicated to those involved.

If it is decided not to follow any recommendations, this decision and the reasons shall be clearly recorded. The **Child Wellbeing & Protection Officer** will consider whether this decision requires to be communicated further e.g. the Hamilton Academical Women’s & Girls FC Board or any interested parties e.g. persons involved in concern or individual who conducted the case review.

**Remember that many of the details of the case will be confidential, so any information shared must be presented in a way that protects the anonymity and privacy of those involved.**

**REPORTING CONCERNS**

Any inappropriate or offensive or abusive texts/email/use of social media must be reported to the Hamilton Academical Women’s & Girls FC Child Wellbeing and Protection Officer and will be dealt with in line with the Responding to Concerns Procedure.

Any offensive or abusive comments posted on social media or within a shared group chat must be removed immediately. Group administrators must familiarise themselves with how to do this when the Group is set up.

**5.5 HEALTH**

During football there are times when children and young people may sustain an injury which requires treatment. This Practice Note looks at best practice in first aid and the treatment of injuries in these circumstances and covers situations where a child or young person has a pre-existing medical condition.

**CONSENT FORM**

Parents/carers and the young person, if they are aged 13 and over, must complete the Consent Form before participating in any football activity. This ensures that members of staff and/or volunteers running an event or activity are aware of any pre-existing medical conditions, any medication taken by the participants or existing injuries and treatment required.

For children and young people who play football this form should be completed at the start of every season and will be retained by Hamilton Academical Women’s & Girls FC for the season. Young people and parents/carers should be advised that they **must** update the form should anything change during the season.

For children and young people who are involved in a specific event or activity a consent form should be completed in advance of the event or activity.

**FIRST AID AND THE TREATMENT OF INJURIES**

All members of staff and/or volunteers must ensure:	
<ul style="list-style-type: none"> <li>• There is an accessible and well-resourced first aid kit at the venue, which is regularly checked to ensure that it contains appropriate stock</li> <li>• Only those with a current, recognised First Aid qualification treat injuries. In more serious cases</li> </ul>	<ul style="list-style-type: none"> <li>• If a child or young person needs to be transferred to the hospital and their parents/carers are not in attendance a member of staff or volunteer must travel with them to supervise them and contact the parents/carers immediately</li> </ul>



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<p>assistance should be obtained from a medically qualified professional as soon as possible</p> <ul style="list-style-type: none"> <li>• They are aware of any pre-existing medical conditions, relevant medication taken by participants or existing injuries and treatment required</li> <li>• Where possible, access to medical advice and/or assistance is available</li> <li>• A child or young person’s parents/carers are informed of any injury and action taken as soon as possible</li> <li>• Treatment should be administered in an open environment, when possible, avoiding private or unobserved situations. Where a private room is needed for the treatment to preserve the child or young person’s dignity their parent/carer or another appropriate adult must be present</li> </ul>	<ul style="list-style-type: none"> <li>• If a child or young person sustains a significant injury the incident must be recorded as a concern and reported to the Child Wellbeing and Protection Officer along with the details of any treatment given. Common sense should be applied when determining which injuries are significant</li> <li>• Physio treatment should only be administered by a qualified and registered physiotherapist/Sport Therapist. If continued treatment is required, the child or young person’s parent/carer or another appropriate adult must be present</li> <li>• The circumstances in which any accidents occur are reviewed to avoid future repetitions as far as possible</li> </ul>
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**CHILDREN WITH ALLERGIES/PRE-EXISTING MEDICAL CONDITIONS**

Football is an inclusive game and Hamilton Academical Women’s & Girls FC seeks to provide opportunities to children and young people of all abilities regardless of any medical conditions, disabilities or allergies they may have. It is important that children or young people with medical conditions or allergies are not unnecessarily excluded from taking part in activities with their peers and that reasonable steps are taken to accommodate their individual needs.

This Practice Note highlights how Hamilton Academical Women’s & Girls FC expects its members of staff and volunteers to respond to children or young people with allergies or pre-existing medical conditions in order to safeguard and protect the child or young person’s wellbeing whilst attending their football activity. It also sets out the responsibilities of the child or young person’s parents/carer in alerting members of the staff and volunteers of any pre-existing medical conditions or allergies. Parents/carers should be informed that they are required to provide this information, where appropriate.

***Parent/Carer Responsibility***

<p>When a child or young person with an allergy or pre-existing medical condition joins a football activity, parents/carers should:</p>	
<ul style="list-style-type: none"> <li>• Ensure they complete the <u>Consent Form</u> accurately <b>and</b> also take the time to talk to the member of staff or volunteer about the specific needs of their child and how to address and accommodate these needs</li> <li>• Update the member of staff or volunteer of any change in circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Consider a medic alert bracelet/watch for their child</li> <li>• Check the expiry date of adrenaline injectors and any medication regularly. An out-of-date injector may offer some protection, but this will be limited</li> <li>• If their child has a ‘rescue pack’ this is given to the member of staff or volunteer along with instructions on how it should be used</li> </ul>



**Hamilton Academical Women’s & Girls FC Responsibility**

Members of staff and volunteers should:	
<ul style="list-style-type: none"> <li>• Ensure <u>Consent Forms</u> for all children and young people attending the football activity are available and up to date together with full details of the child’s allergies</li> <li>• Ensure that the <u>Consent Forms</u> are stored in a confidential but accessible way so that appropriate members of staff and volunteers, those who need the information to fulfil their role, can access the information</li> <li>• Have a copy of the child or young person’s care plan for allergies and individual risk assessment</li> <li>• Communicate with the child or young person and their parent/carer directly, when necessary</li> <li>• Appropriately share the information with others involved in the football activity – ask yourself ‘do the right people know so they can respond if necessary?’</li> <li>• Ensure correct storage of medication by following the appropriate instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Be familiar with the nearest medical facilities in the event it is required</li> <li>• Medication should only be administered by the child or young person or their parent/carer unless it is an emergency. In such circumstances the medication should be administered in line with the parent/carer’s instructions or a medical professional. For trips away from home consideration should be given to the child’s parent/carer accompanying the trip in circumstances where the child or young person cannot administer the medication themselves</li> <li>• Have their mobile phones charged and check they have a signal to allow calls to be made</li> <li>• Plan for additional supervision e.g. depending on child or young person’s medical condition/s and environment</li> <li>• Record incidents or concerns and report them to a member of the Child Wellbeing and Protection Officer</li> </ul>

**5.6 PLANNING AND ORGANISATION**

Planning and organising is a vital part of the delivery of Hamilton Academical Women’s & Girls FC activities for children and young people and is essential to ensure the safety and wellbeing of all taking part.

**ADULT TO CHILD RATIOS**

All activities should be planned to involve *at least* two adults. For each activity a risk assessment should be completed and a decision as to how many adults are necessary to supervise the activity should be made based on that risk assessment. With a minimum of at least two adults present, the following ratios are recommended as a general guide:

AGE	RATIO
3 years to 7 years old	1:8
All children aged 8 years old and over	1:10

Other factors will also be taken into consideration in deciding how many adults are required to safely supervise the activity or event.

This list is not exhaustive, but it may include:



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<ul style="list-style-type: none"> <li>• The nature of the activity e.g. training session, match, an event, does it include a trip away or overnight stay?</li> <li>• The number of children or young people involved in the football activity</li> <li>• The age, maturity and experience of the children and/or young people involved</li> <li>• Whether any of the members of staff, volunteers or children or young people have a learning or physical disability or special requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Whether any of the children or young people have challenging behaviour</li> <li>• The particular risks associated with the football activity or event</li> <li>• The particular risks associated with the environment</li> <li>• The level of qualification and experience of the members of staff and volunteers</li> <li>• The programme of activities</li> </ul>
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**RISK ASSESSMENTS**

A key part of the planning an activity or event is considering any risks associated with the activity or event and how these risks can be minimised and managed.

**COLLECTION BY PARENTS/CARERS**

There may be occasions when a parent/carer is late to pick up their child at the end of a football activity. It is not the responsibility of Hamilton Academical Women’s & Girls FC to transport children or young people home on behalf of parents/carers who have been delayed, however Hamilton Academical Women’s & Girls FC does continue to have a duty of care to the child or young person in the absence of their parent/carer.

Staff and volunteers will:

1. Make sure that communications:
2. Are clear about starting and finishing times of the football activity
3. Are clear about the expectations of parents/carers not to drop children off too early and collect children promptly when the football activity finishes.
4. Ensure that there is more than one member of staff and/or volunteers at the end of the football activity to supervise collections.
5. Ensure that, in emergency situations, the members of staff and/or volunteers know how to deal with being left alone with a child or young person. This will be done by putting preventative measures in place and agreeing simple steps about how the situation should be dealt with if this arises.

As a general rule member of staff or volunteers should not be in a position where they are alone with a child or young person, however there are exceptions, and an emergency situation is such an example e.g. if there is an emergency situation which requires an adult to respond leading to the other adult being left alone a child or young person.

**REMEMBER:**  
**The wellbeing and best interests of the child/young person are paramount and must take precedence, so leaving children or young people alone is not an option.**

1. Ensure they have access, as appropriate, to child or young person’s address, contact telephone number and an alternative phone number of another responsible adult provided by the parent/carer. The consent form completed prior to the activity or completed at the start of the season must include an emergency contact and a late collection contact number.



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2. It may be appropriate for a young person to travel unaccompanied to and from the activity or event e.g. if the activity involves young people aged 15 and over it may be appropriate for them to make their own way to and from the activity or event. If it would be appropriate for a young person to make their way to and from the activity or event alone consent must first be sought from the young person themselves and their parents/carers. This can either be done through the Consent Form signed annually or verbal consent.
3. Never transport a child or young person alone on a 1 to 1 basis, unless necessary due to an emergency.
4. In the rare situation they are left alone with a child or young person transparency is the key:
5. Keep a record of your actions; and
6. Inform the Child Wellbeing and Protection Officer and the child’s parents/carers as soon as possible; and
7. A child or young person should never be allowed to travel home alone unless the express consent of the parent/carer has been given in advance or is obtained by telephone and, even with this consent, a common sense approach should be taken about whether it is safe for them to do so in the circumstances e.g. the distance, location, time of day and weather will all be relevant factors.
8. When all else fails and a child or young person has not been collected and there is no sign of them being so and it would not be appropriate to or you are unable to transport the child or young person, call the police.
9. Any concerns about the child or young person or their parents/carers which arise during collection should be responded to in line with the Responding to Concerns Procedure. If you have a concern about the immediate safety of a child or young person, or others, you must take all reasonable steps to ensure their safety and contact the police.

**REMEMBER:**  
**While running the football activity members of staff and volunteers have a duty of care to the children and/or young people that are in their charge.**  
**When the football activity has finished the duty of care continues in the absence of a parent/carer or other responsible adult.**

**SAFE USE OF CHANGING FACILITIES**

One of the areas where children and young people are particularly vulnerable at football is the changing room. Limited changing facilities sometimes mean that people of all ages regularly need to change and shower during the same period.

To avoid possible misunderstandings and embarrassing situations, adults need to exercise particular care when children or young people are changing and provide enough supervision to recognise if there are any issues between the children and young people while they are using the changing room e.g. bullying behaviour.

<p>To ensure the wellbeing of all children and young people while they are using the changing rooms the following strategies should be followed</p>	
<ul style="list-style-type: none"> <li>• Adults should not change or shower at the same time as children and young people</li> <li>• If space is limited identify a period which is solely for children and young people or adults to use the changing facilities and a sign placed on</li> </ul>	<ul style="list-style-type: none"> <li>• If a child or young person is uncomfortable changing or showering in public, no pressure should be placed on them to do so</li> <li>• If a child or young person requires assistance when changing due to their age or ability, this should be done by the child or young person’s</li> </ul>



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<p>the door to make people aware of the restricted use</p> <ul style="list-style-type: none"> <li>• Where no changing facilities are available the children and/or young people and their parents/carers should be notified in advance and advised to make alternative arrangements and to take appropriate additional clothing e.g. tracksuits</li> <li>• The use of mobile phones and/or photographic equipment is prohibited within areas where children and/or young people are changing or showering</li> </ul>	<p>parent/carer. If this is not possible, the child or young person, where possible, and their parents/carers should be involved in deciding how they should be assisted.</p> <ul style="list-style-type: none"> <li>• While some activities may be restricted to changing rooms for the purposes of team talks, if possible, another area should be considered for this. If there are no other options, it is best practice to wait until all children and young people are fully dressed</li> </ul>
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<p><b>Chaperoning/Supervising changing facilities:</b></p>	
<ul style="list-style-type: none"> <li>• Members of staff and volunteers must always work in pairs and not to be alone in these circumstances</li> <li>• Extra vigilance may be required if there is public access to the facility</li> <li>• Depending on the needs and age of the children or young people, supervision of the changing rooms can be done from outside the door with a call in or entering briefly and walking through</li> </ul>	<ul style="list-style-type: none"> <li>• Only those members of staff and/or volunteers who are in regulated work and appointed in accordance with the appointment and selection procedure for those in regulated work should enter the changing room when children and/or young people are present, unless there is an emergency that requires assistance</li> </ul>
<p><b>In an emergency, if a member of staff or volunteers is required to enter the changing area they should be accompanied by another adult. If they must go into a single gender changing room e.g. a male has to enter a female changing area, or vice versa, another adult of the opposite gender should accompany them.</b></p>	

**TRAVEL AND TRIPS AWAY**

Travel to away games and trips away from home should be both safe and fun for children and young people. It should be a chance for all children and young people to grow in confidence, self-esteem and skills. Parents/carers will often worry when their children are away, but careful planning and preparation should help to ease those worries and demonstrate that consideration has been given to the various needs of their children and the potential risks associated with trips away.

**TRANSPORTATION OF CHILDREN**

Where it is necessary to transport children and/or young people it is important to consider the risks associated. The following provides information about the responsibilities of both the child’s parents/carers, Hamilton Academical Women’s & Girls FC and its member clubs and sets out what is required when transporting children and young people.

<p><b><i>Responsibility of Parents/Carers</i></b></p>	
<ul style="list-style-type: none"> <li>• Parents/carers must complete the <u>Consent Form</u> declaring that they consent to their child</li> </ul>	<ul style="list-style-type: none"> <li>• Ask appropriate questions about journey time, route etc.</li> </ul>



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<p>being transported by persons representing Hamilton Academical Women’s &amp; Girls FC or its member club</p> <ul style="list-style-type: none"> <li>• Parents/carers should inform those travelling with their child of any issues their child may have e.g. travel sickness</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure parents/carers are clear about the departure times and arrival time</li> <li>• Make sure an appropriate adult is present when the child or young person is collected and dropped off</li> </ul>
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**NOTE:**  
 Where parents/carers make arrangements for the transportation of children to and from the activity outwit the knowledge of Hamilton Academical Women’s & Girls FC, it will be the responsibility of the parents/carers to satisfy themselves about the appropriateness and safety of the arrangements.

<i>Responsibility Hamilton Academical Women’s &amp; Girls FC</i>	
<b>DO:</b>	
<ul style="list-style-type: none"> <li>• Check the driver(s) has a valid and appropriate licence for the vehicle being used e.g. D1 classification for driving minibuses</li> <li>• Ensure that all vehicles and drivers are correctly insured for the purpose of the trip</li> <li>• Ensure that all vehicles are fit for purpose and have relevant breakdown cover</li> <li>• Check that all reasonable safety measures are available e.g. fitted, working seatbelts, booster seats where appropriate</li> <li>• Require children and/or young people always wear seatbelts and travel in the back seat for health and safety reasons</li> <li>• Make sure there is an appropriate ratio of adults per child. For further information on Adult to Child ratios.</li> <li>• Require drivers to have adequate breaks when driving long distance. Further information on the legal requirement on drivers in relation to appropriate breaks can be found at <a href="http://www.gov.uk/drivers-hours/gb-domestic-rules">www.gov.uk/drivers-hours/gb-domestic-rules</a></li> </ul>	<ul style="list-style-type: none"> <li>• Make sure there are signed consent forms for all children and young people who are being transported</li> <li>• Inform parents/carers that Hamilton Academical Women’s &amp; Girls FC will be transporting their child, the reasons why and how long the journey will take</li> <li>• Tell the children and/ young people about the travel arrangements to make sure they are comfortable with the plans</li> <li>• Agree a collection policy with parents/carers which includes a clear and shared understanding of arrangements for collection at the end of a football activity</li> <li>• Have a point of contact and a working mobile phone in case of break down or any other issues on route</li> <li>• When the transportation is not pre-planned, call ahead to inform the child’s parents/carers that you are giving them a lift and inform them of when you expect to arrive</li> </ul>
<b>DON’T:</b>	
<p>Travel alone with a child or young person. Staff should travel in pairs or, in exceptional circumstances, with more than one child in the car. If you require to transport a child due to an emergency and it is not possible for another adult to travel with you, tell another member of staff or volunteer that you are transporting a child or young person, give details of the route and the anticipated length of the journey</p>	

**TRIPS AWAY FROM HOME (INCLUDING OVERNIGHT STAYS)**

Travelling to away fixtures, tournaments and residential stays are regular activities which may require detailed arrangements involving overnight stays. Even what may appear as the most straightforward trip will require some level of planning and coordination by the members of staff and/or volunteers involved to make sure that it is a safe and enjoyable experience.



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The following information outlines several issues that members of staff, volunteers and member clubs must take into consideration when travelling with children and young people. This guidance applies to all away trips including trips which involve overnight stays and travelling abroad.

***Planning and preparation***

<i>Who should travel with the team?</i>	
<ul style="list-style-type: none"> <li>• All trips away <u>must</u> be planned to involve at least two adults. For further information on appropriate Adult to Child ratios.</li> <li>• Members of staff and/or volunteers travelling on the trip who have responsibility for the children and young people or who are in regulated work must be selected in accordance with the <u>Appointment and Selection Procedure</u></li> <li>• A Child Wellbeing and Protection Officer should be designated for the trip and that person(s) must have undertaken appropriate training</li> </ul>	<ul style="list-style-type: none"> <li>• Everyone travelling should be familiar with and agree to abide by the Child Wellbeing and Protection Policy and have received appropriate training</li> <li>• There should be a qualified first aider as part of the group with access to a full and up to date first aid box</li> <li>• Make sure the appropriate members of staff or volunteers have been selected for the trip e.g. if travelling with a female group of players, there should always be a female member of staff and vice versa</li> </ul>

***Designated Child Wellbeing and Protection Officer for the Trip***

During the trip members of staff and/or volunteers will be responsible for the safety and wellbeing of children and/or young people in their care. It is essential that a member of staff or volunteer is designated as Child Wellbeing and Protection Officer (CWPO) to coordinate the arrangements to promote, support and safeguard the wellbeing of the children and/or young people during the trip. The CWPO will ensure all practical arrangements have been addressed and act as the main contact for dealing with any concerns about the safety and wellbeing of the children and/or young people whilst away from home. A detailed itinerary will be prepared, and copies provided to the club’s Child Wellbeing and Protection Officer and parents/carers, including the CWPO’s contact details during the trip. Staff and volunteers accompanying the children and young people on the trip and the children and young people’s parents/carers should be familiar with contact details for Hamilton Academical Women’s & Girls FC Child Wellbeing and Protection Officer so that advice can be sought, if required.

In the event of an emergency at home during the trip, parents/carers should be encouraged to contact the CWPO in the first instance so that arrangements can be put into place to support the child on hearing any distressing news.



***How to involve the parent/carers and children and young people in the preparation and planning***

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| <ul style="list-style-type: none"><li>• For trips involving overnight stays meet with parents/carers before any trip, when possible, to explain the arrangements, itinerary and important contact details and address any concerns or questions</li><li>• Parents/carers <u>must</u> complete the <u>Consent Form</u> in advance of the trip. If appropriate, the young people should also complete the <u>Consent Form</u></li><li>• Give the children and young people and their parents/carers an information pack which includes dates, what you are doing, where you are going, rules, kit list, recommended pocket money, medical care needs etc.</li><li>• Provide the parents/carers with contact details in case of an emergency. This must include the contact details for the designated CWPO</li><li>• Work with the children and young people establish rules for the trip including consequences for breaking the rules</li></ul> | <ul style="list-style-type: none"><li>• Children and young people should also know who they can talk to if they have any worries or concerns while away from home. All children and young people and their parents/carers should know who the designated CWPO will be for the trip and given the CWPO's contact details</li><li>• For trips abroad, children and/or young people should be informed of the local customs. Information can be found at on the UK Government website at <a href="http://www.gov.uk/foreign-travel-advice">www.gov.uk/foreign-travel-advice</a></li><li>• Ask the children and/or young people and their parents/carer to make you aware of any dietary requirements. This can include dietary requirements due to allergies or religious beliefs e.g. a child or young person may be observing Ramadan</li></ul> |
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***Travel Arrangements***

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|---|--|
| <ul style="list-style-type: none"><li>• Members of staff and/or volunteers must ensure there is adequate and relevant insurance cover (including travel and medical insurance)</li><li>• Where possible, the whole squad should travel in identifiable clothing e.g. team tracksuit</li><li>• If travelling abroad, check if you need visas and/or vaccinations</li><li>• Potential areas of risk should be identified through a risk assessment.</li><li>• If the trip involves travelling overboard, the organisers shall ensure they are aware of local procedures for dealing with concerns about the wellbeing of children and/or young people</li></ul> | <ul style="list-style-type: none"><li>• Members of staff and/or volunteers should also familiarise themselves with the nearest hospital/A&amp;E Department and if travelling abroad, the details of the emergency services in the location they visit e.g. what is the telephone number for the emergency services in that country?</li><li>• Members of staff and/or volunteers must ensure arrangements are in place for the supervision and risk assessment of activities during free time</li><li>• Members of staff and/or volunteers should have clear roles and responsibilities for the duration of the trip</li></ul> |
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**Accommodation**

Members of staff and/or volunteers should find out as much as possible about the accommodation and the surroundings at the planning stage to help identify all practical issues and allow time to



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address them in advance, in consultation with children/young people and their parents/carers, where appropriate.

<b>The following is a (non-exhaustive) list of some of the practical things which should be considered in advance about the arrangements for accommodation:</b>	
<ul style="list-style-type: none"> <li>• Location: central and remote locations both present different challenges</li> <li>• Accommodation facility: health &amp; safety of building confirmed by owners/providers</li> <li>• Appropriate safeguards are in place for accommodation where the same areas can be accessed by others e.g. if staying in a hotel can other guests and hotel staff access this area?</li> <li>• Special access or adaptive aids required by members of staff or volunteers or children or young people</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental factors</li> <li>• Personal safety issues</li> <li>• For overnight stays, agree who is sharing with whom before you go. This will enable suitable sharing in terms of age and gender. Parents/carers and the children and young people should be consulted in advance about arrangements for sharing, where possible and appropriate, and there should be a certain amount of flexibility as friendships can change</li> </ul>

**Residential at a Facility / Centre**

Members of staff and/or volunteers should ensure the facility is appropriately licensed and has adequate and relevant insurance cover in place. The facility should have policies on Child Wellbeing / Protection and Health & Safety. Adequate security arrangements should be in place and facility staff should have been appropriately vetted. Facility staff involved in the training or instruction of children and/or young people must be appropriately qualified and trained. Members of staff and/or volunteers should ensure there is adequate supervision of the group for the duration of the stay, particularly when the facility is being shared with other groups.

**During the trip**

<b>On arrival:</b>	
<ul style="list-style-type: none"> <li>• Check all rooms e.g. are there the correct number of beds, is there any damage which needs to be reported etc.</li> <li>• Ensure there is no access to alcohol in the rooms and that all rooms are non-smoking</li> <li>• Ensure movie access is appropriate or not available in the rooms</li> <li>• Ensure that everyone is aware of the fire exits and the emergency procedures</li> <li>• Ensure there is somewhere to store money or valuables</li> </ul>	<ul style="list-style-type: none"> <li>• Ideally all the bedrooms should be together, however if they are not ensuring that members of staff and/or volunteers spread out e.g. if the group is over three floors, there should be at least one adult room on each floor</li> <li>• Adults must never share a room alone with a child or young person</li> <li>• Have a meeting on arrival to review the programme and rules</li> </ul>
<b>Best practice during the trip:</b>	
<ul style="list-style-type: none"> <li>• Hold daily group meetings and a staff meeting. They don't need to be long, but they do provide the opportunity to discuss any issues or problems and solve them before they grow</li> </ul>	<ul style="list-style-type: none"> <li>• Member of staff and/or volunteers must not be over familiar with the children and/or young people during the trip and remember that they are always in a position of trust</li> <li>• The use of alcohol and/or drugs or engaging in sexual relationships (between two young</li> </ul>



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<ul style="list-style-type: none"><li>• During 'free time', children and/or young people must not be allowed to wander alone in unfamiliar places</li><li>• A check should be carried out when leaving each place <b>and</b> arriving at the next venue/location to make sure everyone is present</li><li>• Members of staff and/or volunteers should not enter the bedrooms of the children and young people unless in an emergency or in the interest of health and safety. If it is necessary to enter the rooms, there should be at least two adults present, and they should knock the door and say they are coming in before entering. Once in the room the door should remain open, if appropriate</li></ul>	<p>people) should not be condoned during the trip, even if the legislation relating to any of these behaviours is more lenient than in Scotland</p> <ul style="list-style-type: none"><li>• Members of staff and/or volunteers should maintain an overview of the wellbeing of all children and/or young people during the trip. This can help to identify issues at an early stage and resolve them as quickly as possible. Children and/or young people can participate in this process by, for example, taking turns to complete a daily diary about the trip. This can be an overt or discreet way for them to communicate things (both positive and negative) that they want members of staff and/or volunteers to know</li></ul>
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### After the trip

Where possible, a debriefing will take place with all those involved in the trip. Ask the children and/or young people and the staff and/or volunteers what they enjoyed, and they would change. This will provide an opportunity to reflect on what went well, not so well and what could have been done differently. Feedback will be used to inform future trips.



Appendix 1

Responding to Concern Procedure – Flowchart

Guide for staff and volunteers





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Appendix 2

### CONCERN RECORDING FORM

This form must be completed as soon as possible after receiving information that causes a concern. Contact the Hamilton Academical Women's & Girls FC Child Wellbeing and Protection Officer on **07758 820 218** to report the concern, then email the completed form to [wellbeing@accieswfc.co.uk](mailto:wellbeing@accieswfc.co.uk) as soon as possible after completion; do not delay by attempting to obtain information to complete all sections.

#### ADVICE FOR COMPLETING THE FORM

##### **Part A – Contact Information**

Please complete Part A to include all relevant contact information. Where the concern is about a child and the conduct of an adult relating to that child then both parties' information must be completed. You must also include your contact information.

##### **Part B – Details of the Concern**

Please complete this section to include as much information as possible. Where possible please include information about dates, times and location. If the concern has been reported to you by the child, please use their own words and record anything that you said to the child.

##### **Part C – Information Sharing**

Please complete this part of the form if you have shared the information with any third party including the child's parents/carers, Named Person or with other services including the police, social services, school or any other relevant organisation.

**Remember to maintain confidentiality on a *need-to-know* basis – do not discuss this incident with anyone other than those who need to know.**

##### **Part D – For use by the Child Wellbeing and Protection Officer**

This section is for use by the Child Wellbeing and Protection Officer and should not be completed by the person reporting the concern.

##### **IMPORTANT INFORMATION:**

Please do not keep any electronic, printed or written versions of this form. It is important to maintain confidentiality to delete or shred as soon as the information has been passed on. This information will be retained by the Child Wellbeing and Protection Officer in a secure and confidential manner.

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**PART A - CONTACT INFORMATION**

**INDIVIDUAL DETAILS** (if applicable – *details of the individual who has been harmed or is at risk of harm*)

<b>Name:</b>	<b>Date of Birth:</b>
<b>Address:</b>	<b>Tel No:</b>
<b>Post Code:</b>	
<b>Child's Named Person/schoolteacher:</b>	<b>Named Person/schoolteacher Tel No:</b>
<b>Preferred Language</b>	<b>Is an interpreter required?</b> YES / NO
<b>Any Additional Needs?</b>	

**ADULT'S DETAILS** (if applicable – *adult whose conduct you are concerned about*)

<b>Name:</b>	<b>Tel No:</b>
<b>Address:</b>	<b>Relationship to Child:</b>
<b>Post Code:</b>	

**CONTACT INFORMATION OF PERSON REPORTING THE CONCERN**

<b>Name:</b>	<b>Tel No:</b>
<b>Position/Role:</b>	
<b>Signature:</b>	

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**Date:**

**PART B – DETAILS OF THE CONCERN**

*If necessary, please continue a separate sheet. If doing so, please number and date each sheet.*

**Details of concern:**

**Individual's views on situation (if expressed). Where possible, please use the individual's own words**

**Details of any other witnesses/other people involved**

**Details of any injuries (where applicable)**

*Please include all injuries sustained, location of injury and any treatment*

**Action taken so far and when:**

**Other relevant information:**



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**PART C – INFORMATION SHARING (if applicable)**

**PLEASE NOTE – it will usually not be necessary to share information before seeking advice from the Child Wellbeing and Protection Officer, except in an emergency. Only share information on a need-to-know basis. If you are unsure as to who you should inform, please contact the Child Wellbeing and Protection Officer for further advice.**

<b>Who has been informed?</b>	
Child's parents/carers  Yes/No	If yes, record details:  If no, please state why?
Child's Named Person/schoolteacher  Yes/No	If yes, record details:  If no, please state why?
<b>External agencies contacted (date and time)</b>	
Police  Yes / No  Date:  Time:	Name, role and contact number:  Incident number (if applicable):  What information was shared and why:  Details of advice received:
Local authority (inc. social services and education)  Yes / No  Date:  Time:	Name, role and contact number:  What information was shared and why:  Details of advice received:
Other  Yes / No  Date:  Time:	Name and contact number:  What information was shared and why:  Details of advice received:



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**PART D – FOR CHILD WELLBEING AND PROTECTION OFFICER**

**Action taken:**

**Information Shared with any third party**

e.g. Scottish FA, Affiliated National Association etc.

**CONCERN CLOSED:**

**Reason for closing concern:**

Signed \_\_\_\_\_

**Appendix 3**

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# Hamilton Academical Women & Girls FC

## Child Wellbeing and Protection Policy

Responding to Concerns Procedure – Concern about a child (Flowchart)

### Role of the Child Wellbeing and Protection Officer (CWPO)





# Hamilton Academical Women & Girls FC

## Child Wellbeing and Protection Policy

### Appendix 4

Responding to Concerns Procedure – Concern about the conduct of an adult

#### Role of the Child Wellbeing and Protection Officer (CWPO)





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**CONSENT FORM**

*\*This form should be completed at the start of every season by the young person (under the age of 18) and/or their parent/carer.*

There are 5 pages in total, please make sure you have read and completed all pages before returning the form to [insert role] at [postal or secure email address].

If the young person is aged 13 and over, they should read the information on this form and complete the form with the support of their parent/carer. The young person and their parent/carer should complete sections G and H, respectively. If the young person is aged under 13 then the form should be completed by their parent/carer and section G does not require to be completed.

All information included in this form will be treated with sensitivity and respect and only shared with those require the information to perform their role. The form will be kept in a secure and confidential manner. #

If any information contained within this form changes during the season, please let the [insert role] know as soon as possible by contacting them on [insert contact details].

**A. GENERAL INFORMATION**

Name:	Date of Birth:
Address:	
Post Code:	Tel No:
Email:	Mob No:

Next of Kin (NOK):	
NOK Address (if different from the young person's address):	
Relationship:	Tel No:

**B. MEDICAL INFORMATION**

Name of GP:	
Address:	
Post Code:	Tel No:

Please complete the following details. *Please delete as applicable.*

Do you have a disability that will affect your ability to take part in football? Yes / No

If yes, please give details:
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2. Do you have a medical condition that will affect your ability to take part in football? Yes / No

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If yes, please give details:

3. Do you take any medication?

Yes / No

If yes, please give details:

4. Do you have any existing injuries?

Yes / No

If yes, please give details:

5. Do you have any allergies, including allergies to medication?

Yes / No

If yes, please give details:

6. Is there any other relevant information which you would like us to know? (e.g. access rights, disabilities, special dietary requirements etc)\_\_\_\_\_

If yes, please give details:

**C. SHARING INFORMATION**

Children and young people and their parents/carers *may* have access to a Named person to help them get the support they need. A Named Person will normally be the health visitor for a pre-school child and a promoted teacher – such as a Head Teacher or Pastoral Care teacher – for a school age child.

If you do not have a Named Person, please provide the information of your Pastoral Care teacher or Head Teacher.

Named Person/Teacher:

Tel No:

**D. TRANSPORTATION OF CHILDREN AND YOUNG PEOPLE**

For the purpose of football activities, the Club may transport you to and from games, activities or events.

The Club will ask any person using a private vehicle to declare that they are properly licensed and insured and, in the case of a person who cannot so declare, will not permit that individual to transport children and young people.

Full information on the transportation of children and young people can be found in the Club’s Child Wellbeing and Protection Policy in the Trips and Travel Away Practice Note.



## Hamilton Academical Women & Girls FC

### Child Wellbeing and Protection Policy

#### **E. PHOTOGRAPHS AND VIDEOS**

You may be photographed or filmed when participating in football. Photographs or videos of you participating as part of the team may be:

- published in Club publications, including on the Club's website.
- used for training purposes.
- broadcast live over the internet by the Club. This is commonly known as 'live streaming'.

All images and videos will be taken and used in line with the Club's Child Wellbeing and Protection Policy, full information of which can be found in the Celebration Practice Note.

#### **F. CONTACT INFORMATION**

The Club may contact you via email, text or social networking site with information relating to football activities.

All communication will be done in line with the Club's Child Wellbeing and Protection Policy, full information of which can be found in the Communication and Social Media Practice Note.

#### **G. AGREEMENT (to be completed by the young person)**

\*Delete as applicable

I consent / I do not consent\* to the Club storing the medical information I have completed in Section B (Medical Information) of this form the duration of the season

I consent / I do not consent\* to receiving medical treatment, including anaesthetic, which medical professionals present consider necessary.

I consent / I do not consent\* to the Club sharing information with my Named Person or school, as deemed appropriate, if my wellbeing is, or may be, impacted and it is deemed necessary by the Club Child Wellbeing and Protection Officer to share that information.

I consent / I do not consent\* to being transported by persons representing the Club for the purposes of participating in football activities.

I consent / I do not consent\* to my photograph or image being taken and used by the Club for the purposes set out in section E of this form.

I consent / I do not consent\* to the Club contacting me via email, text or social media to give me information about football activities.

I agree to:

Inform the Club should any of the information contained in this form change.

Full Name	
Date	

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**H. AGREEMENT (to be completed by the young person's parents/carers)**

\*Delete as applicable

I consent / I do not consent\* to my child receiving medical treatment, including anaesthetic, which the medical professionals present consider necessary.

I consent / I do not consent\* to the Club sharing information with my child's Named Person or school, as deemed appropriate, if the young person's wellbeing is, or may be, impacted and it is deemed necessary by the Club Child Wellbeing and Protection Officer to share that information.

I consent / I do not consent\* to my child being transported by persons representing the Club for the purposes of taking participating in football activities.

I consent / I do not consent\* to my child being photographed or filmed and being used by the Club for the purposes set out in section E of this form.

I consent / I do not consent\* to my child being contacted via email, text or social networking site for the purposes as set out on Section F.

I do / do not\* wish to be copied into these messages.

I confirm that:

*I am aware of the Club's Child Wellbeing and Protection Policy and the Club's Set the Standards: Behaviours, Expectations and Requirements (Code of Conduct)*

I agree to:

Inform the Club should any of the information contained in this form change.

Parent/carer's name	
Relationship to Young Person	
Date	
Email	

*If you do not consent to any of the above and would like to provide further information, please include the information here:*



# Hamilton Academical Women & Girls FC

## Child Wellbeing and Protection Officer Organogram

