



Ystradgynlais Juniors AFC

Coach and Volunteer Policy Handbook

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Chairman's Message

Dear Coaches,

It gives me immense pride to write to you as the newly appointed Chairman of Ystradgynlais AFC. I would like to take this opportunity to thank each of you for your continued dedication to the club and to the players you support week in, week out.

We are entering an exciting new chapter in the history of Ystradgynlais AFC, one that builds on our proud past but looks firmly to the future. Central to this new era is a renewed commitment to our core ethos: Clwb I Bawb – *A Club for Everyone*.

This is more than just a motto. It is a promise to be inclusive, supportive, and welcoming to all, regardless of age, background, ability, or ambition. Whether you're coaching our youngest players or helping to develop our senior teams, you are playing a vital role in shaping not only footballers but confident, respectful individuals who feel valued and empowered.

As we move forward together, our aim is to strengthen the club both on and off the pitch. This means improving our facilities, developing pathways for players and coaches, and ensuring we foster a positive, community-focused environment. Your voice and experience as coaches will be crucial to achieving this vision.

Thank you once again for being part of the Ystradgynlais AFC family. Together, we will build something special. A club that truly belongs to everyone

With warm regards,

Matthew Strangward

Chairman, Ystradgynlais Association Football Club

Club Safeguarding Policy

INTRODUCTION

Ystradgynlais Association Football Club understands that it has a duty of care as well as a legal and moral responsibility to safeguard the welfare of every child who has been entrusted to our care.

We are committed to working to provide a safe environment and an enjoyable experience for all our members.

We acknowledge that all children have a right to protection, and we must take into account the needs of those who may be particularly vulnerable. A child is defined as a person under the age of 18.

KEY PRINCIPLES

- A child's welfare is, and must always be the paramount consideration • It is everyone's responsibility to ensure children's welfare is paramount at all times
- All children (regardless of their age, ethnic origin, gender, race, religion, sexual orientation, ability or disability) have a right to be protected from abuse
- Football should be fun, safe and a positive experience for all children • All suspicions and allegations of abuse or poor practice will be taken seriously and responded to promptly and aptly
- It is the responsibility of the Child Protection experts to determine whether or not abuse has taken place, but is everyone's responsibility to report any concerns. These principles apply to everybody in junior and youth football in Wales, whether in a paid or voluntary capacity.

ROLE OF CLUB

Ystradgynlais Association Football Club understands it has an important role to play in safeguarding the welfare of all children by protecting them from all forms of abuse, including physical, sexual or emotional harm, and neglect or bullying. In this role we will provide children and young people with appropriate safety and protection whilst in the care of the club and follow the necessary policies, procedures and practices as instructed by the Football Association of Wales (FAW).

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We have also appointed a Club Safeguarding Officer to assist with our responsibilities.

POLICY, PROCEDURES & PRACTICES

We will ensure the safety and protection of all children involved in the club through the implementation and endorsement of the FAW Safeguarding Policy, Procedures & Practices, ensuring all those who work in football are aware of the policy and understand their obligations with regards to it.

RECRUITMENT

We will follow the recruitment procedures as set out in the FAW Safeguarding Policy, Procedures & Practices to ensure all individuals working in football are recruited and appointed according to FAW best practice guidelines, including to:

- Develop a job description/role profile
- Request identification documents
- Meet and chat with applicant(s). Where possible, conduct interviews before appointing
- Request and follow up two references (one from previous employer) before appointing
- Apply for an Enhanced DBS check in line with FAW guidelines. If there are concerns regarding the appropriateness of an individual who is currently involved or seeking to become involved with the club, we will obtain guidance from the FAW Safeguarding Team.

EDUCATION & TRAINING

We will ensure that all people working with children in football are provided with support, through education and training which shall allow staff/volunteers to make informed and confident responses to specific child protection issues as well as be aware of, and adhere to good practice guidelines from the FAW.

POSITION OF TRUST

We shall make all coaches, officials and volunteers aware of the potential for the development of a relationship of trust between themselves and young and vulnerable people, and the consequences inherent in the accidental or intentional abuse of that relationship.

WHISTLE-BLOWING

We support and promote the FAW's Whistle-Blowing Policy, where any adult or young person with concerns about a colleague can report these concerns to the FAW Safeguarding Team, either through calling 02920 435 830 or writing in to FAW Safeguarding Team, 11/12 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ.

ANTI-BULLYING

The club acknowledges and actively endorses the FAW's Anti-Bullying Policy. Bullying of any kind is not accepted at our club and we will work together to ensure all forms of bullying is addressed. If bullying does occur, players and/or parents/guardians should be able to share their concerns and be assured that bullying will be dealt with seriously and swiftly.

CODES OF CONDUCT

We have adopted the FAW Codes of Conduct as part of our commitment to promote good practice and behaviour at the club. There are separate Codes of Conduct available for Players, Parents, and Coaches, Managers & Volunteers. Breaches will be dealt with under the Club's Complaints and Disciplinary Procedures and may be subject to sanctions from the Area Football Association or the FAW in more serious circumstances.

CLUB SAFEGUARDING OFFICER (CSO)

We have appointed a CSO in line with the FAW's role profile and shall ensure they attend all current and future modules required by the FAW in order to have the necessary skills to undertake their role effectively. The CSO is the first point of contact for all club members and parents/guardians regarding concerns for the welfare of a child.

The CSO will be responsible for referring concerns and taking a proactive role in raising an awareness of poor practice and abuse within the club.

This individual's details are located here: Mrs. Allison Griffiths,
07803415553

The Club Safeguarding Officer shall take all appropriate steps to make himself / herself known to those at the club.

REPORTING YOUR CONCERNS

Safeguarding children is everyone's responsibility. If you are worried about a child, you must report your concerns; this should be to our Club Safeguarding Officer. If the concern is of a more serious nature, such as possible abuse, where possible, inform the Club Safeguarding Officer, and proceed to contact Social Services or the Police immediately. The child's welfare is paramount, ensure they are safe and if medical treatment is required, take them to hospital or call an ambulance and advise the doctor this is a child protection concern.

If you are unable to contact our Club Safeguarding Officer or in a situation where the matter is clearly serious, contact either the FAW Safeguarding Officer, Police or Social Services, or NSPCC (details below).

FURTHER INFORMATION

A copy of the FAW Safeguarding Policy, Procedures and Practices can be found here: https://faw.cymru/safeguarding/wp-content/uploads/FAW_SAFEGUARDING_POLICY_PRACTICES_PROCEDURES.pdf

Further information on the FAW's Behind the Line Campaign can be found here: <https://faw.cymru/safeguarding/behind-the-line-behind-the-team-campaign/>

FURTHER ADVICE

For further advice regarding the FAW Safeguarding Policy or any potential safeguarding matters, please contact either of the following: -
Football

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Association's Area Safeguarding Officer (details can be found in the Area Association's Handbook) - The FAW Safeguarding Team: 02920 435830 / safeguarding@faw.co.uk - The NSPCC 24-Hour Helpline: 0808 800 5000

Code of Conduct for Coaches/ Managers/ Volunteers & Club Officials

Ystradgynlais Association Football Club fully supports the Football Association of Wales Safeguarding policy, practices and procedures and acknowledges that football coaches and volunteers have a fantastic opportunity to be a positive role model for the young people involved.

We all have a responsibility to ensure that everyone involved in football finds it to be a fun, safe and positive experience.

Please show your support for FAW Safeguarding by signing the below declaration.

By signing this Code of Conduct you demonstrate that you understand the following conditions.

Coaches, Managers and volunteers are expected to:

- Ensure the safety of all children by providing effective supervision, proper pre-planning of coaching sessions, using safe methods at all times.
- Undertake a DBS check every 3 years, or as required, and complete registration on the comet system.
- Consider the wellbeing and safety of participants before the development of performance. Child welfare must always be the paramount consideration.
- Show exemplary behaviour by respecting match officials, opposition players, coaches, managers and spectators.
- Encourage and guide participants to accept responsibility for their own performance and behaviour.
- Treat all players equally by supporting and motivating all players. Have no favourites.

- Give all players, whatever their ability, the chance to play.
- Encourage all children not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability.
- Not allow any rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour. - Appreciate the efforts of all players and not over-train them.
- Accept that striving to win is more important than winning itself. -

Always pursue fair play – adhere to the laws and the spirit of the game.

- Be positive, approachable and offer praise to promote the objectives of the club at all times.
- Display high standards, behave responsibly and never engage in or tolerate the use of foul, abusive, insulting or inappropriate words, behaviour or gestures. - Get Behind the Line and not enter the field of play without prior permission from the referee.
- Not let any allegations of abuse of any kind or poor practice to go unchallenged or unrecorded. Incidents and accidents to be recorded in the line with the club's procedures & parents to be informed.
- Never use sanctions that humiliate or harm players. - Organise activities appropriate to the player's ability level, age and maturity. - Respect and listen to the opinions of players.
- Not to post anything inappropriate, or negative on social media which may bring the game into disrepute.
- Refrain from smoking or drinking alcohol during club activities or training sessions.

- Be aware of the FAW Safeguarding Policy, Procedures & Practices and observe the responsibilities involved, including the FAW Communication guidelines.
- Not abuse members physically, emotionally or sexually.
- Not engage in a sexual relationship with a young person for whom they are responsible
- Maintain confidentiality about sensitive information.
- Not spending excessive amounts of time alone with children unless there are exceptional circumstances
- Not administering First Aid involving the removing of children's clothing unless in the presence of others.
- Hold appropriate and valid qualifications and insurance cover.
- All volunteers are required to undertake a DBS check prior to any involvement with the team. All coaches have the responsibility to ensure an individual is not placed in a position of trust with the team without undertaking the necessary checks.

Code of Conduct Club Safeguarding Officer

Ystradgynlais Association Football Club fully supports the Football Association of Wales 'Behind the Line, Behind the Team' campaign and acknowledges that football coaches and volunteers have a fantastic opportunity to be a positive role model for the young people involved.

We all have a responsibility to ensure that everyone involved in football finds it to be a fun, safe and positive experience; the Club Safeguarding Officer is integral to this responsibility.

Please show your support for FAW Safeguarding by signing the below declaration.

By signing this Code of Conduct you demonstrate that you understand the following conditions.

Club Safeguarding Officers are expected to:

- Undertake a DBS check every 3 years, or as required, and submit their DBS certificate to the FAW.
- Undertake the FAW Child Welfare Course and revalidate this as necessary. -

Administer the FAW DBS programme at club level by ensuring that coaches and relevant personnel undertake DBS checks and submit their DBS certificates to the FAW and have current and valid FAW numbers.

- Ensure that child welfare is always the paramount consideration. - Treat all players equally. - Encourage all children not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability. - Ensure that the Clubs Junior Football Portal is updated or that there is a club Portal Champion in place to do so.

- Ensure that parents and children know who the CSO is, and that contact details are available.
- Not allow any rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour.
- Be positive, approachable and offer praise to promote the objectives of the club at all times.
- Display high standards, behave responsibly and never engage in or tolerate the use of foul, abusive, insulting or inappropriate words, behaviour or gestures.
- Ensure that the club is compliant with the FAW Club Accreditation Programme, and attains the minimum standard level required for entry into the junior league, in partnership with the Club Committee.
- Not let any allegations of abuse of any kind or poor practice to go unchallenged or unrecorded. Incidents and accidents to be recorded in the line with the club's procedures & parents to be informed.
- Investigate minor safeguarding and poor practice issues promptly, communicating decisions in writing along with a right of appeal to the Junior League.
- Refer issues that cannot be dealt with at club level to the League Safeguarding Officer.
- Never use sanctions that humiliate or harm players.

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- Respect and listen to the opinions of players.
 - Implement best practice at club level with the use of Codes of Conduct, policies etc.
 - Not to post anything inappropriate, or negative on social media which may bring the game into disrepute.
 - Refrain from smoking or drinking alcohol during club activities or training sessions. -
- Be aware of the FAW Safeguarding Policy, Procedures & Practices and observe the responsibilities involved.
- Not abuse members physically, emotionally or sexually.
 - Not engage in a sexual relationship with a young person for whom they are responsible
 - Maintain confidentiality about sensitive information.
 - Not spend excessive amounts of time alone with children unless there are exceptional circumstances
 - Not administer First Aid involving the removing of children's clothing unless in the presence of others.

Name:

Signed:

Date:

Guidance on Away Trips & Overnight Stays

Ystradgynlais Association Football Club fully supports the Football Association of Wales safeguarding policy and acknowledges that we all have a responsibility to ensure that everyone involved in football finds it to be a fun, safe and positive experience.

Please show your support for FAW Safeguarding by reading and understanding the information below:

- All staff and persons of responsibility will need to hold a current and valid DBS check, COMET ID number and received their digital COMET registration card.
- There should be at least one nominated safeguarding officer in attendance who has a valid DBS check. COMET ID number and who has completed the FAW Safeguarding Course.
- There must be a sufficient ratio of supervision for the number of children going. The appropriate ratios depend on the ages of the children attending. Whilst on away trips, the below ratios should ideally be increased.

Young Persons Age	Number Of Adults	Number of Children
0 - 2	1	3
2 - 3	1	4
4 - 8	1	6
9 - 12	1	8
13 - 18	1	10

- Parental consent for each child to attend the trip must be obtained, along with emergency contact information, medical information (and permission for the trip manager to provide consent for a child to receive medical treatment if necessary) and dietary requirements.
- Parents should be provided with information as to the purpose of the trip, an itinerary, accommodation details and the personnel who will be in attendance. In addition, the club should provide a copy of their safeguarding policy* prior to travelling.
- The trip managers 'contact details should be circulated to all parents. •

A risk assessment should be carried out prior to travelling. • The process for how parents contact their children and how children can contact their parents should be communicated beforehand. •

Expected standards of behaviour should be discussed with the trip attendees and their parents including social media usage.

- Appropriate insurance should be in place for all of those travelling. • If travelling during school time, clubs must ensure that education provision is taken seriously,
- Parents should be provided with the room lists beforehand, along with the supervising adults sleeping arrangements.

- Ideally, children of the same age should room together, however, if they are to be sharing with adults parents must be informed and provide their written consent to this.
- There should be sufficient number of registered first aiders travelling with the group.
- If there are any incidents whilst on the trip, the club must ensure that their parents are informed immediately, and a written record is kept. **Club**

Anti-Bullying Policy

Ystradgynlais Association Football Club recognises its duty of care and responsibility to safeguard its participants from harm and abuse and is committed to working together to ensure bullying is kicked out of football.

We acknowledge that bullying can present itself in many different forms, including but not limited to:

- Physical: e.g. pushing, kicking, hitting, pinching etc.
- Verbal: e.g. name-calling, spreading rumours, persistent teasing, sarcasm etc.
- Emotional: e.g. tormenting, ridiculing, humiliating etc.
- Sexual: e.g. unwanted physical contact or abusive comments
- Racist: e.g. racial taunts, graffiti, gestures
- Homophobic: because of, or focusing on, the issue of sexuality
- Stealing: taking or using another's property without consent
- Cyber bullying: posting derogatory or abusive comments, videos or images on social networking sites.

We also recognise that it is more likely that children with a disability, from ethnic minorities, young people who are gay, bisexual or lesbian, or those with learning difficulties will be more vulnerable to this form of abuse.

The damage inflicted by bullying can cause considerable distress to children, to the extent that it affects their health and development, or at the extreme, causes them significant harm (including self-harm). As part of football club's commitment to tackle the above behaviours, we will undertake the following:

- Ensure that bullying behaviour is not accepted or condoned. • Require all club members to be given information about, and sign up to adopt this Policy.
- Encourage anyone who may be suffering from bullying to come forward to report it.
- Report suspected cases of bullying early so as to allow prompt and collective action to be taken.
- Listen to and support those who are suspected to have suffered bullying. • Take all matters of bullying seriously.
- Take appropriate action to investigate and respond to all alleged incidents of bullying, including online as well as offline behaviour. • Provide support to those who bully and encourage them to change their behaviour and stop bullying.
- Create an open environment to reduce the available opportunities for bullying to take place.
- Ensure coaches etc. are given appropriate training and guidance on bullying in order to spot early warning signs and allow early intervention.
- Encourage children and other participants to feed into and to develop this Policy.
- Recognise the importance of confidentiality

As a club, we will also take necessary steps to ensure that each participant, coach, volunteer or official is encouraged to undertake the following principles:

- Respect the feelings and views of others
- Acknowledge that everyone is different; individual qualities, contributions and progress should be embraced and valued.

Complaints and Disciplinary Procedures

If you feel that you have suffered discrimination or that a club Rule, Policy or Code of Conduct has been breached, the following should guide you with regards to the next steps.

How do I submit a complaint?

If you have a safeguarding concern, please submit this in writing to your Club Safeguarding Officer & the Committee.

What should I include in my complaint?

- What, when and where it took place
- Any witnesses and the relevant contact details
- If any former complaints have been made and to whom they were made
- Expectations as to your preferred solution for the matter

What should happen?

- The Club should request any necessary further information in writing •
The Club should then offer parties the chance to attend a Personal Hearing and appoint a Panel for this
- The Panel could reach a variety of outcomes, including but not limited to:
 - No further action
 - Order to complete further training
 - Verbal warning
 - Written warning
 - Exclusion from a prescribed number of matches
 - Exclusion from a prescribed number of training sessions
 - Removal from team for a prescribed time
 - Refusal of re-registration

Following the decision:

- The decision of the Club should be communicated in writing to all relevant parties within 28 days of the conclusion of the investigation.
- Parties should be offered the Right of Appeal to the decision, in

writing, to the junior league within 28 days as of the date of the decision.

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PLEASE NOTE that to undertake an effective investigation, it may be necessary to suspend or place restrictions upon an individual's involvement. This is not an assumption of guilt.

In the first instance, please direct your concern to your club Secretary:

Name: Mr. Callum Secker

Email address: clubsecretary@ystradgynlaisafc.cymru

Tel no: 07368129533

If you are unsure of the Rules & Regulations, please contact your Area Association for further advice & guidance.

FAW GUIDANCE ON TRANSPORTING CHILDREN

It is reasonable for organisations to place full responsibility on parents/carers for ensuring appropriate transport arrangements are made. Where parents/carers transport their own children or make private arrangements with other parents/carers to deliver or collect their children, they are responsible for their children's safety and for the suitability of any travel arrangements.

However, where organisation is organising transportation of its junior players and asks or requires parents to transport other people's children on the organisation's behalf, the organiser has a responsibility to take reasonable steps to safeguard these players for whom they have a duty of care.

Please show your support for FAW Safeguarding by reading and understanding the information below:

The FAW encourages personnel not to take children on journeys alone in their car, but we recognise that in some circumstances it is an essential part of a child's participation in training and competition.

If all alternatives have been exhausted and an adult must transport a child, there are a number of safety measures that should be put in place to minimise the risk:

- Establish the suitability of any driver. The driver like all coaches/volunteers who have unsupervised access to children, should have completed a DBS check via the FAW and be in receipt of an FAW number and safeguarding scheme card.
- Parents/carers should be informed of, and consent to transport arrangements, including the person who will be transporting their child, the reasons why and how long the journey will take.
- A person other than the planned driver should talk to the child about transport arrangements to check they are comfortable with the transport plans.
- Organisations must ensure drivers representing the club have valid car insurance, MOT and driving licence prior to carrying any passengers. • The driver must check with their own insurance company if they want to use their car as part of their paid/volunteer role.
- Organisations should try to ensure there is more than one child in the car. • When transporting children after a match or training session personnel should alternate which child is dropped off last. Ideally two children would be dropped off at an agreed point such as one of their family homes.
- The driver should have a point of contact and mobile phone in case of an emergency.
- Ensure that children are aware of their rights to be safe and that they have someone to turn to or report any concerns they may have.

If a culture of safety is created within the club then the child is more likely to talk to another person if they are feeling uncomfortable about a situation.

Please ensure that the identity and role of the Club Safeguarding Officer is publicised.

Late Collections

Late collections can present clubs and coaches with particular difficulties.

Parents/carers should be provided with guidelines addressing the issue and outlining their responsibility for collecting their child on time and the consequences of late collections.

Clubs should have contact numbers for parents/carers and if possible be provided with an alternative contact number.

Parents/carers should have a contact number for the club/coach to inform them of emergencies and possible late collections.

General Safety Points Children should wear seatbelts at all times. The following is guidance regarding the seat-belt law which was introduced in September 2006, for more information please visit

<https://www.gov.uk/seat-beltslaw/overview>

- Children must have an appropriate child restraint or seatbelt when travelling in a car or goods vehicle.
- If a child is under 12 years of age or less than 135cm tall, they must use the right type of booster chair or booster cushion
- Older children should use an adult seatbelt

Alternative transport

If taxis are used by your organisation and there is no child restraint available; children can travel in the back seat of taxis.

Those over 3 must use the adult seatbelt.

Sometimes parents/carers may be asked to drive a minibus on behalf of the organisation/club.

Passengers on minibuses will be required to wear seat belts where fitted and the driver will be responsible for making sure that children under 14 use their seatbelts.

If seatbelts are fitted on a bus, passengers must use them.

The driver will be responsible for letting people know that they must use seat belts.

FAW Communication Guidelines

Communication methods are forever evolving, and increasingly sports are using social networking sites and other developing media outlets of choice to connect and interact with a wide range of groups.

Although seen as a very effective communication and promotion tool, this is only true if used correctly and mindfully.

Together with the many positive uses and exciting opportunities emerges exposure to potential safeguarding risks to children and young people.

The Football Association of Wales recognises that these risks need to be appropriately managed.

SOCIAL MEDIA

Social media is a widely used term which refers to several forms of communication, which can be further divided into the following categories; Social Networking sites, Video Sharing services, Photo Sharing services, and Online Games and Virtual Reality.

Due to the accessibility and the mass audiences it can reach, the internet has a huge potential.

However the potential benefits need to be weighed against the potential risks. Below is a table summarising the benefits and risks for both children / young people and organisations.

BENEFITS AND RISKS FACT SHEET

	To Children	To Organisations
Benefit	<ul style="list-style-type: none"> • Can interact with friends in real time • Able to meet new friends or reconnect with known friends • Allows them to be creative • Opportunity to connect with others around the world and share interests • Share photos, videos and music or play games 	<ul style="list-style-type: none"> • Effective means to promote services • Assists in communicating with club members about training schedules, fixtures and team selection etc • Create a sense of community and involvement • Low cost and prompt means of communicating.
Risk	<ul style="list-style-type: none"> • Potential for bullying or harassment • Potential for grooming and sexual exploitation • Exposure to inappropriate content • Vulnerable to exposing personal information that 	<ul style="list-style-type: none"> • Negative publicity • Reputation damage • Open to allegations • Increased in number of concerns and cases to manage / investigate

	To Children	To Organisations
	<p>could identify / locate them offline</p> <ul style="list-style-type: none"> • Regret information or photos / videos shared. 	

The FAW Safeguarding Team, in conjunction with the Child Protection in Sport Unit, has developed the following guidelines to provide a recommendation of good practice to all its stakeholders and to consider the potential risks that are associated to the improper or inappropriate use of social media and communication methods.

PLEASE NOTE:

- Clubs and leagues that set up websites or social networking pages have a responsibility to ensure they are operating and managing these outlets in the best interests of children and young people with appropriate safeguards in place.
- Clubs and leagues should only progress to develop social networking sites when safeguarding issues have been adequately addressed and the potential risks minimised.
- Coaches, Club officials, Referees and those in positions of trust also have a duty and responsibility to act within the best interests of children and young people, communicating with due care and consideration.
- The Football Association of Wales has an expected level of conduct from players and parent/guardians, which is referred to in these guidelines as well as separate FAW Codes of Conduct.

FAW SAFEGUARDING COMMUNICATION GUIDELINES

A “GOOD PRACTICE” GUIDE for coaches and others in position of trust and responsibility in respect of children / young people under the age of 18.

USE OF SOCIAL MEDIA & COMMUNICATION

The following is meant as useful guidance to support coaches and those in a position of trust and responsibility who wish to use communication tools such as text messages, emails and social media sites in good faith. The following is intended to minimise the risk of individuals being exposed to improper behaviour or improper allegations.

- Remember to act responsibly and respectfully when communicating, whether via email, website or mobile phone.
- Be mindful. It is inappropriate for adult coaches to communicate on a one-to-one basis with players under the age of 18 (this refers to emails, social networking sites, instant messaging and text messaging). Communication between adults and children should take place within clear and explicit professional boundaries.
- If using the above communication methods, you should (where possible) copy to a third party. For example, a parent/guardian or the Club Safeguarding Officer.
- It is advisable to send group messages rather than single messages. • Ensure that messages only refer to specific football-related matters, e.g. fixtures, team selection, cancellations. Do not respond to unrelated messages or engage in banter.
- As an individual in a position of trust, you should not have any players under the age of 18 as “friends” on social networking sites. Instead encourage them to “follow”/” like” your organisation’s page.
- If a child / young person in your organisation requests to become your “friend”, you should decline if any of the following apply: - You are in a position of responsibility in respect of that child/young person - You hold a position of trust and responsibility in the organisation - Your contact with the child/young person is through the organisation and the parent/guardian of the child/young person does not give their consent to such contact.
- Before you post anything online, take a moment to consider what you are about to post and who will be able to view it.
- The publishing of photographs or videos on a social networking site is subject to the FAW Photography & Filming Guidelines. Do not place



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pictures or videos of individuals under the age of 18 online without the permission of the parent/guardian.

- Ensure you have set the appropriate Privacy settings on your social networking account; be mindful that your posts and comments can be seen by friends of friends.
- Do not post or discuss defamatory comments or opinions about other coaches, volunteers, staff, players, organisations, parents, referees/officials or FAW members. To do so would be a breach of the FAW Rules & Regulations, and may lead to disciplinary action being taken and damage to the reputation of the individual and/or their organisation.
- Remember your position as a role model even outside the football club setting.

Notes

If player is under 16: Parental consent required for communication between an adult and young person (this could be sought at beginning of season)

If player is under 18: Parents should be informed of the communication between the adult and young person.

Make a CEOP report Reporting Concerns If a player discloses a message, email or image that is inappropriate for a child/young person to have, you must inform a designated Safeguarding Officer, either at local or national level. If a child or young person is concerned or feels uncomfortable with anything they've encountered online, they should be advised to speak to their parent/guardian or an adult they can trust, for example the Club Safeguarding Officer. Reports about suspicious behaviour towards children and young people in an online environment should be made to the Child Exploitation and Online Protection Centre at www.ceop.uk

Guidance on Managing Challenging Behaviour

Staff/volunteers who deliver football related activity to children may, on occasions, be required to deal with a child's challenging behaviour. These guidelines aim to promote good practice and are based on the following principles:

- Player welfare is the paramount consideration.

- Players must never be subject to any form of treatment that is harmful, abusive, humiliating or degrading.
- The specific needs a child may have (e.g. communication, behaviour management, comprehension etc) should be discussed with their parent/carer and where appropriate the child, before activities start. Where appropriate it may be helpful to record the details of any agreed plan or approach and provide copies to all parties.
- Every child should be supported to participate. Consideration to exclude a child from activities should apply only as a last resort and after all efforts to address any challenge have been exhausted, in exceptional circumstances where the safety of that child or of other children cannot be maintained.

Planning Activities

Planning for activities should include consideration of whether any child involved may need additional support or supervision to participate safely. This should address:

- Assessment of additional risk associated with the child's behaviour
- Appropriate supervision ratios and whether numbers of adults should be increased
- Information sharing for all/volunteers on managing any challenging behaviour to ensure a consistent approach.
- Specialist expertise or support that may be needed from carers or outside agencies. This is particularly relevant where it is identified that a child may need a level of physical intervention to participate safely

Agreeing Acceptable and Unacceptable Behaviours

Staff, volunteers, children, young people and parents/carers should be involved in developing an agreement about:

- what constitutes acceptable and unacceptable behaviour (code of conduct)



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- the range of sanctions which may be applied in response to unacceptable behaviour. It may be helpful to do this at the start of the season. It should involve the views of children and young people to encourage their co-operation.
- Ensure that parents/carers understand the expectations on their children, and ask them to reinforce this ahead of any trip or activity.

Managing Challenging Behaviour

In responding to challenging behaviour the response should always be:

- Proportionate to the actions you are managing.
- Imposed as soon as is practicable.
- Fully explained to the child and their parents/carers. In dealing with children who display negative or challenging behaviours, staff and volunteers might consider the following options:
- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking with the child and distracting them from challenging behaviour.
- Use of individual 'contracts' or agreements for the child's future or continued participation.
- Sanctions or consequences e.g. missing a training session or match.
- Seeking additional/specialist support through working in partnership with other agencies.
- Temporary or permanent exclusion.
- Increased supervision by staff/volunteers.

The following should never be permitted as a means of managing a child's behaviour:



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- Physical punishment or the threat of such.
- Refusal to speak to or interact with the child.
- Being deprived of food, water, access to changing facilities or toilets or other essential facilities.
- Verbal intimidation, ridicule or humiliation.

Physical Intervention

Staff/ volunteers should consider the risks associated with employing physical intervention compared with the risks of not employing physical intervention. The use of physical intervention should always:

- Be avoided unless it is absolutely necessary to prevent a child injuring themselves or others.

- Aim to achieve an outcome that is in the best interests of the child whose behaviour is of immediate concern
- Form part of a broader approach to the management of challenging behaviour.
- Be the result of conscious decision-making and not a reaction to an adult's frustration.
- Employ the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time • Used only after all other strategies have been exhausted • Be recorded as soon as possible using the appropriate organisational reporting form and procedure.

Parents should always be informed following an incident where a coach/volunteer has had to physically intervene with their particular child Physical intervention must not:

- Involve contact with buttocks, genitals and breasts.
- Be used as a form of punishment.
- Involve inflicting pain

Views of the child

A timely de-brief for staff/volunteers, the child and parents should always take place in a calm environment following an incident where physical intervention has been used. Even children who haven't directly been involved in the situation may need to talk about what they have witnessed.

There should also be a discussion with the child and parents about the child's needs and continued safe participation in the group or activity.

To Be Returned to the Club Secretary

I confirm that I have read & understood this guidance and Codes of Conduct and agree to follow the information set out in this document and abide by its' principles.

Name:

Signature:

Age Group:

Date: