



Carlisle United

Academy
Information book
23/24

[July 2023]



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Review of Academy information

Revisions will occur on an ongoing basis and may involve important or minor changes. Important changes include but are not limited to, those that:

- Alter established procedures, processes or other daily operations
- Modify the scope or objectives of the policy
- Relate to changes in legislation or EFL or FA or EPPP requirements
- Correct a serious inconsistency
- Rewrite the entire policy

Minor changes include but are not limited to, those that:

- Clarify statements or terms
- Add a small part to the initial policy
- Correct mistakes
- Introduce a new complementary procedure or rule

Periodical revision of policies are important in order to anticipate problems and solve them before they arise. This will take place annually after June each year.



1 The aims of Carlisle United Academy

The aim of the Carlisle United **Academy** is to create a safe and enjoyable learning environment that allows every individual to maximise their achievement as a footballer and to feel valued, enabling them to develop in to a responsible adult.

The Academy is directly concerned with the positive development of every person and will provide medical, instructional and welfare support of the highest possible standard.

Therefore, the main features of the Carlisle United **Academy** will be as follows:

- The use of well qualified professional staff who are friendly and approachable at all times.
- The creation and maintenance of a positive learning environment that will encourage everyone to reach their maximum potential.
- A clear understanding of the expectations placed upon individuals is laid out in the Academy Codes of Conduct.
- The formation of a close relationship between the Academy, the parents or guardian, the players and their school.
- To ensure that the players have an enjoyable and safe experience here at the **Academy**.

At the Carlisle United Academy we aspire to achieve the highest standards both on and off the field through hard work, commitment, respect, discipline and teamwork.

We will provide high quality instruction and care in order to ensure that every individual is allowed to develop to their maximum potential in a safe and secure environment.

The policies and procedures in this Information Book are consistent with the wider policies of the Carlisle United and the corporate legal entities of the Club .

The Club and Academy will seek to follow best practice as detailed by FA, EFL and CPUS consistent with Working Together to Safeguard Children and Keeping Children Safe in Education (KCSiE) Statutory guidance for schools and colleges September 2023.



2 Players

The **Academy** is by nature proactive in its search for potential players and has an extensive scouting network covering the whole of Cumbria.

Our scouts check on the progress of potential recruits from all over the County, normally working within their own areas of responsibility. Within their area they will regularly monitor any potential player who may be of interest to the Academy.

We recognise the proactive recruitment is a major factor in producing a successful Academy and our objectives are:

- To develop a system within which we identify the best players locally who are within our travelling time limits.
- To ensure that our selection process fulfils the requirements of the **Academy**.
- To encourage the development of the new recruit to ensure that he has every opportunity to progress during his time at the Academy.
- Once a player has been identified as a potential **Academy** recruit he will be offered a place, within the guidelines set by the FA Regulations for the Registration of Players.

This means that, once the player signs, the registration is binding for the duration of the specified period for both parties. It can only be cancelled by mutual consent.



2.2. Retention and release

At the end of a period of registration the player will be informed as to whether he is to be retained or released within FA and EFL Regulations for Release and Retention.

Release is a difficult time for everyone involved and we aim to be as sensitive as possible during the whole procedure.

Nevertheless, it can still be upsetting so we do try to stress to players the importance of taking football one year at a time, and also the importance of enjoying the Academy beyond pursuance of long-term goals.

For the young player to have made it to the **Academy** is an important achievement in itself, and one that everyone should be rightly be proud of.

Parents and guardians will of course be kept fully informed throughout the process. Our staff are always available to answer any questions that may be raised at any time.

2.3. The Code of Excellence

Detailed in the following pages is a, by no means exhaustive, CODE that applies to EVERY player...

Overall Conduct: Players are expected to display a high standard of behaviour at ALL times. This includes whilst at external education premises. They should be aware of their surroundings and show suitable levels of courtesy and respect, using acceptable language and conduct themselves in an acceptable manner.

Smoking and Drugs: Players should not smoke or have ANY contact with drugs (to this end the Academy Staff should be made aware of any prescribed drugs or medication taken by the player at the earliest opportunity). Alcohol is NOT to be consumed at ANY time.

Behaviour: Remember that YOU will be held responsible for your actions, if those actions bring The Club into disrepute, then YOU will have to answer to your behaviour.

The Internet: Players should be aware of the risks associated with social network sites with the inappropriate use of texting or mobile phones and the taking of inappropriate photographs. Players found to be using any of these forms of communication inappropriately may be subject to disciplinary action. Players MUST NOT ask any Coach or Adult associated with The Club to become their 'friend' on a social network site.

Bullying: The Club has an anti-bullying policy (Section 7.1) and takes complaints of bullying very seriously. Any player found to be involved in bullying either physically or through communication such as mobile phones or cyber bullying may be subject of disciplinary action.



During the season, players will receive the following reviews at foundation phase (9-11).

- Half season and end of season reviews – player, parents and coaches to be present
- In season 12 week reviews – player and coach to be present with information then distributed to parents.

During the season, players will receive the following reviews at Youth Development Programme (12-16)

- Half season and end of season reviews – player, parents and coaches to be present
- In season 6 week ILP reviews – reviews distributed via PMA. Coaches available to discuss review 24 hours after review has been distributed.

During the season, players will receive the following reviews at Personal Development Programme (Under 18's)

- Half season and end of season reviews – player, parents and coaches to be present
- In season 6 week ILP reviews – player and coach to be present with information then distributed to parents.



3 Training Objectives

Here at Carlisle United we have specific training objectives, which we believe will help to develop the Academy player into a more rounded and aware footballer. They are:

- Teams must aim to become thoroughly difficult to beat.
- To nurture a good spirit within all groups.
- All groups must work to develop a good understanding of team play and tactical awareness.
- All groups must aim to be defensively well organised.
- Players must be fully alert in transition when the ball changes hands.
- Players must aim to be inventive in attacking play.
- Players must be comfortable in defending during one-to-one situations.
- The groups must aim to develop numerical advantages at any location on the pitch and learn how best to exploit that advantage.
- To become well practiced and effective in carrying out set plays, particularly in defensive situations.
- Ensure the goalkeepers fully understand their roles in the team, for instance in start positions and their relationship with the defenders.
- Provide regular, constructive feedback to individuals and the team as a whole.
- Maintain the highest standards of play and behaviour, both on and off the pitch.
- Avoid sacrificing long-term player and team development for a short-term 'win at all costs' attitude. The ability to retain, and be comfortable in possession is paramount.
- The ability to work and win the ball back is equally important.



4 Conduct

4.1. Staff and coaches

All staff are expected to follow the club's Rules of Conduct policy as detailed in the staff handbook.

4.2.1. Code of Conduct

As a player in one of the Academy teams you have a responsibility towards your team, your fellow players, the Club and yourself to behave in an acceptable manner at ALL times. This includes whilst at external education premises:

- ALWAYS try to achieve your best – whether in training, in matches, at school or in general.
- LISTEN to the advice and direction given by your coaching staff – they are trying to develop your potential which, ultimately, could secure your long term future in the game.
- Be RESPECTFUL and POLITE in everything you do. Do not use foul or inappropriate language, never question an official's decision, and always remember that dissent aimed towards opponents, officials or other people you meet (like at the education premises) will not be tolerated for any reason.
- The wearing of jewellery is strictly forbidden either during training or during a match
- Players under the age of 18 should not be getting tattoos as it is against the law
- Equipment supplied by the Academy for training or match days is the responsibility of the player.
- Be PUNCTUAL at all times.
- Be sure you UNDERSTAND all details relating to travel, and reporting times for travel. It is important to the team and to your fellow players that you arrive safely and on time.
- Be of SMART appearance whenever you are representing Carlisle United. Your team staff will advise you on what should be worn for each occasion.
- Give yourself every chance of success – prepare correctly for training sessions and matches by maintaining a healthy and well balanced lifestyle.
- Report ALL injuries immediately Treatment of injuries will only be provided for players that have sustained injuries Whilst at the Academy...
- When injured your rehabilitation will be directed and progressed by our medical staff.
- Always remember that wherever you are you are representing Carlisle United, your behaviour must be of the highest standard at all times.
- Enjoy your time at the Academy – it is a unique opportunity and one that can lead to the ultimate goal of a professional contract here with Carlisle United if you show the right attitude, application and ability.
- Players should be aware of the risks associated with social network sites with the inappropriate use of texting our mobile phones and the taking of inappropriate photographs. Players found to be using any of these forms of communication inappropriately may be subject to disciplinary action. Players MUST NOT ask any Coach or Adult associated with The Club to become their 'friend' on a social network site.
- The Club has an anti-bullying policy and takes complaints of bullying very seriously any player found to be involved in bullying; either physically or through communications such as mobile phones or cyber bullying; may be subject of disciplinary action.



4.2.2. Player behaviour

On the field

In addition to the code of conduct The Club expects players to endorse The Club philosophy in promoting good practice and sportsmanship. The following code relates to behaviour on and off the field.

- Work hard for each other. Accept constructive criticism and help your team mates throughout.
- Players must not argue with, or question, any official's decision.
- Shin pads must be worn, both in training and during matches.
- Training or playing, water bottles must be full, and used regularly.
- Respect must be shown at ALL times to staff, opposing players, officials and your team mates.

Off-the-field

The following are guidelines for player conduct off the field whilst with the Academy:

- DO NOT go into nightclubs or public houses.
- Jewellery must not be worn whilst at the Academy.
- Any replica kit worn, whether at the Club or whilst on duty with the Academy, should only be Carlisle United kit and NOT that of any other football club.
- Players must be on-time, at the location required, whenever reporting for duty at the Academy.
- Footballs must not be kicked in the corridor, or in the dressing room.
- Players must not congregate in corridors or office areas.
- Players must not use inappropriate language in, or around the Club or whilst at Academy training sessions.
- Players must report with the correct kit and equipment.
- All equipment must be returned in a serviceable and clean condition at the time required by the staff
- The staff must be informed at the earliest opportunity if you expect to be late or if you cannot attend a training session or match for any reason.

4.2.3. Parents Code of Conduct

- Encourage and help the player meet targets, including clubs code of conduct and clubs rules for the academy.
- Any parent wishing to speak to a coach must do so 24 hours AFTER a training session or after a game.
- Support the player without pressure. Praise good work and refrain from criticising lapses.
- When watching games or training please refrain from shouting instructions to your child or any other member of the team. Your touchline manner should be quiet and you should only applaud good play with clapping.
- Set a good example to the player.



- Aggressive behaviour, swearing, confronting match officials, any club staff or opposition staff or players will not be tolerated. This includes away from the match environment.
- Respect the opportunity given to the player and not approach any other club during the currency of this registration except as allowed under the rules and regulations governing Football academies.
- Communicate with Academy staff, keeping them informed about matters effecting the player.
- Inform the club of change in personal circumstances ie change of address, telephone number etc.
- Permit the player to play only in football matches outside of normal school hours as specified by the academy.
- Adhere to the Club's code of conduct for its Football Academy and the Club Charter
- Behaviour Academy games and training will be dealt with in accordance with the Carlisle United Supporter Sanctioning Policy
<https://www.carlisleunited.co.uk/news/2023/march/club-united-adopts-efl-and-fsa-best-practice-on-fan-sanctions/>

5 Player care

In developing an effective approach to player care and welfare the Club recognises the stages of personal development, contact time and level of responsibility. We aim to:

- Develop a responsible/recruitment programme that will attract the best young players by demonstrating a commitment to quality and a caring environment.
- Promote inclusion from parents/guardians/ carers. By regular informing them of developments and creating an environment that they feel confident enough to be part of the player's journey at Carlisle United.
- Ensure players are educated and supported in all aspects of the game, including fitness and conditioning, medical, diet and nutrition, thus producing athletes that will cope and thrive with the demands of today's modern game. Create and deliver mental and emotional wellbeing sessions for players at each age group
- Implement and deliver Induction, Transition and Exit support

Our stages are:

- Pre Academy – U8's
- Foundation Phase U9 - U11
- Youth Development Phase U12 - U16
- Professional Development Phase U17 – U18

At each stage the club will consider 4 areas; 1) Parental/Guardian Liaison 2) Personal Development 3) Accommodation 4) Exit Strategy

Everyone who works within the Academy has a responsibility towards the welfare and safeguarding of our young players but Scott Taylor, the Designated Safeguarding Officer (DSO) has overall responsibility. His main roles are to:



Ensure that players/parents/coaches and Club Officials are aware of the DSO and the role with which it operates. Deal on a day to day basis with any safeguarding issues or concerns that arise or are reported and implement the Club's policies and procedures:

1. Child-Protection Policy (Section 6),
Anti-Bullying Policy (Section 7.1) and
Equality Policy (Section 8)
2. Operate a Responsible Recruitment Processes including implementing the Recruitment Policy- getting the right people involved and ensuring compliance and proper DBS checks are completed

Pre – Academy U8 and Foundation Phase U9-U11

Parental/Guardian Liaison:

At this early stage of the player's personal development, the club recognises and acknowledges the vital role the parent/guardian plays in the young players' development. Regular meetings will be held, not only on the player's technical development but also on how his involvement with the Club is having on his personal life, for example, education and personal relationships. Parents/Guardians will be encouraged to have an active voice with regards any concerns as well as feeding back positives. We also believe that parents need to be supported and advised as to the Club's objectives in terms of aspirations and achievements and that our goal is to make the training environment a positive and enjoyable place to be in.

Our Codes of Conducts (See Section 4) reflect the Club's strategy and wider policies.

Personal development:

Regular meetings with the players will focus on personal development as well as technical. The club will initiate Individual Learning Plans (ILPs) that reflect on their social skills, this will promote awareness within the players of their personal development and relationship with others. This early goal setting will assist the player monitoring his own development; however, the ILP will be age appropriate.

Exit Strategy:

At the end of a period of registration the player will be informed as to whether he is to be retained, or released in line with EFL Guidance, for Release and Retention.

Release is a difficult time for everyone involved and we aim to be as sensitive as possible during the whole procedure.

Nevertheless, it can still be upsetting, so we do try to stress to players the importance of taking football one year at a time, and also the importance of enjoying the Academy, beyond pursuance of long-term goals.

For the young player to have made it to the Academy is an important achievement in itself and one that everyone should be rightly proud.

Parents and guardians will be kept fully informed, throughout the process. The staff group are always available to answer any questions that may be raised, at any time.

Youth Development Stage U12 - U16

Parental/Guardian Liaison

At this stage of the player's personal development, the club recognises and acknowledges this is the period when players and their parents are considering futures in terms of employment.

Regular meetings will focus not only on the player's technical development but also on how his involvement in the Club is having on his personal life, for example, education and personal relationships. Parents/Guardians will be encouraged to have an active voice with regards any concerns as well as feeding back positives. We also believe that parents need to be supported and advised as to the Club's objectives in terms of aspirations and achievements and that our goal is to make the training environment a positive and enjoyable place to be in. Our Codes of Conducts (See Section 4) reflect the Club's strategy.



Personal Development

Regular meetings with the players will focus on personal development as well as technical. The club will continue implementing Individual Learning Plans that reflect on social skills, this will promote awareness within the players of their personal development and relationship with others. This early goal setting will assist the player monitoring his own development, and how behaviour away from the club will reflect on the clubs reputation, both negatively and positively, however, the ILP will be age appropriate. More focus will be placed on personal responsibility and relationships with team members and staff.

Exit Strategy

At the end of a period of registration the player will be informed as to whether he is to be retained, or released in line with EFL Guidance, for Release and Retention.

Release is a difficult time for everyone involved and we aim to be as sensitive as possible during the whole procedure. The Player Care Officer will offer support.

Nevertheless, it can still be upsetting, so we do try to stress to players the importance of taking football one year at a time, and also the importance of enjoying the Academy, beyond pursuance of long-term goals.

For the young player to have made it to the Academy is an important achievement in itself and one that everyone should be rightly proud.

Parents and guardians will be kept fully informed, throughout the process. The staff group are always available to answer any questions that may be raised, at any time. Consideration is also given to the EFL Exit trials at under 16 and under 18

Professional Development Phase U17-U18

Parental/Guardian Liaison

At this later stage in the player's development, the club will continue to liaise closely with parents and guardians, at the same time recognising that the players cease to become 'children' at the age of 18. The club will endeavour to maintain an open relationship with parent/guardians as well as developing an environment where they feel comfortable and safe to voice concerns.

Personal development

The club will be aware of the player's social development in terms of relationships and exposure to the media and will be constant in its support and guidance, for example advice on accessing social media networks. At this stage the players are full time employees and as well as increased physical demands being away from their family unit may have a negative effect on the player. The club will strive to create a supportive environment at this time by being aware of their capacity to 'cope' by regular meetings with the player and third parties such as the Host Parent(s) of the designated accommodation.

The club also recognises that during this period, players may 'step' up to the full professional squad and that they will work with different coaching and playing staff as well as being exposed to different challenges e.g. Supporters and their expectations. Youth team management will keep all staff groups appraised of the player's strengths and areas of development and raise awareness of any specific needs.

The player's code of conduct will reflect an increase in personal responsibility.

Accommodation

Rules regarding, conduct, time keeping, visitors etc is expected to be complied with.

Management will liaise regularly with the Host Parent(s) regarding any issues and parents will be encouraged to visit the house and stay in regular contact.

Players using accommodation must comply with the Accommodation Code of Conduct.



6 Child Protection Policy

Carlisle United operates a comprehensive Child Protection Policy incorporating, safeguarding, whistleblowing, equality, anti-bullying and vulnerable adults which is available from the DSO. This is published on the Club website.

The DSO will also attempt to differentiate between poor practice and child abuse. This decision may not be able to be made immediately and may only be possible after gathering further information.

If the concern is judged as poor practice rather than abuse, then the individual concerned will receive further advice, support and education (to include familiarisation with Trust policies and codes of conduct, and the FA Safeguarding Children Workshop), and there may be disciplinary action. The individual will be closely monitored by their Line Manager.

At the time of printing the following positions were held:

Senior Safeguarding Manager (SSM)	Nigel Clibbens (Chief Executive)
Designated Safeguarding Officer (DSO)	Scott Taylor (Head of Education)
Match Day Safeguarding Officer (MDSO)	Sarah McKnight (Club Secretary)
Safeguarding Support Officer (SSO)	tbc

7 Safeguarding policy

Part of the football philosophy of Carlisle United is our commitment to safeguarding and promoting the welfare of young players. We have a Duty of Care to players and young people in the Academy. We expect all staff, volunteers, parents/carers, young players, any partner agencies or any commissioned service providers to share this commitment.

The aims of Carlisle United Safeguarding Policy is to:

- Develop a positive and pro-active approach to safeguarding in order to best protect all children and young people who are registered with the Academy or engage in associated activities, enabling them to participate and achieve in an enjoyable and safe environment.
- Facilitate the provision of a range of child protection and awareness training for all staff or volunteers in line with guidance from The EFL and Local Safeguarding Children Boards (LSCBs) and in line with The FA requirements for work with children and young people.
- Demonstrate best practice in the area of safeguarding the welfare of all children and young people.
- Promote ethical work with children and young people.
- Work towards achieving the National Standards and post Standards for Safeguarding and Protecting Children in Sport devised by the Child Protection in Sport Unit of the NSPCC
- Comply with relevant legislation including Sexual Offences Act 2003 in all aspects of the Club's activities

The key principles underpinning this Policy Statement are that:



- The welfare of children and young people is, and must always be, the paramount consideration.
- All children, young people and vulnerable adults have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious belief or sexual identity.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- Working in partnership with children, young people and their parents/carers is an essential element of our work.

Carlisle United is committed to working together with Children's Services Departments, and Local Safeguarding Children Boards (LSCB's) in accordance with their procedures and in line with the most recent HM Government guidance - Working Together to Safeguard Children (2010). In addition, Carlisle United is committed to working together with agencies within football to create a safer environment in which all can enjoy the game.

Where Carlisle United believes, or is informed that circumstances exist which may harm any child(ren), young person(s), or poses or may pose a risk of harm to them, Carlisle United will refer the matter to a statutory agency such as the Police or Children's Social Care Team for further investigation. The F.A. Case Management Unit will also be informed.

Whilst Carlisle United will refer matters of concern relating to risk or harm or acts of abuse towards children to the appropriate authorities, it does not investigate disclosures. It does however, have a role in responding to general complaints and/or complaints of poor practice. Carlisle United will work together with agencies both inside and outside football, as appropriate, in order to deal with, respond to or refer on complaints in line with the Safeguarding Complaints Procedure.

Carlisle United's arrangements in fulfilling its commitment to safeguarding children and young people:

1. The Chief Executive of the club has responsibility for safeguarding as Senior Safeguarding Manager
2. The Designated Safeguarding Officer (DSO) for the Academy is Scott Taylor.
3. The Designated Safeguarding Officer (DSO) for the Community Trust operates its own safeguarding structure independent of the Club
4. The Designated Safeguarding Officer (DSO) for the Matchday is Sarah McKnight.

All concerns, allegations or disclosures regarding the welfare of young players will be referred to the DSO who will make a decision as to the seriousness and nature of the information and will refer and report to the appropriate agency.

Carlisle United has in place responsible recruitment processes.

Carlisle United also outlines its commitments and requirements for safeguarding to all partner organisations and any commissioned service providers.

Carlisle United accepts and adopts The Football Association's and The EFL's safeguarding policies and procedures whilst further specific and individual Academy policies are developed and adopted.



Carlisle United ensures that, where the role requires, all staff and volunteers complete The FA Safeguarding Children Workshop. In addition, all Academy staff and volunteers receive in-house training on identifying and reporting concerns in respect of safeguarding. In addition, support is provided for those involved in dealing with reporting incidents.

Carlisle United is committed to ongoing safeguarding training and development, appropriate to the role of the employee and the level of their involvement with children, young people and vulnerable adults.

Carlisle United is committed to the sharing of information to protect children, young people, in line with legislation. In addition to this Safeguarding Policy, Carlisle United promotes a number of initiatives which seek to address and encourage young people's and families' enjoyment as participants and spectators.

7.1. Bullying & Harrassment Policy

Statement of Intent

Carlisle United is committed to providing a caring, friendly and safe environment for all our players so that they can participate in football in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our club. If bullying does occur, all club staff or parents should be able to tell and know that incidents will be dealt with promptly and effectively. The expectation at Carlisle United is that anyone who knows that bullying is happening is expected to inform the Designated Safeguarding Officer, Scott Taylor, or any member of staff.

Objectives of this Policy

- All club members, coaches, officials and parents should have an understanding of what bullying is
- All club members, officials and coaching staff should know what the club policy is on bullying, and follow it when bullying is reported
- All players and parents should know what the club policy is on bullying, and what they should do if bullying arises
- As a club we take bullying seriously. Players and parents should be assured that they would be supported when bullying is reported
- Bullying will not be tolerated

What is Bullying?

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

Bullying can be:

- Emotional being unfriendly, excluding (emotionally and physically), sending hurtful text messages and tormenting, (e.g. hiding football boots/shin guards, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
- Racist/racial taunts, graffiti, gestures
- Sexual unwanted physical contact or sexually abusive comments
- Homophobic because of, or focussing on the issue of sexuality
- Verbal name-calling, sarcasm, spreading rumours, teasing



Why is it Important to respond to bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Individuals who are bullying need to learn different ways of behaving. This club has a responsibility to respond promptly and effectively to issues of bullying.

Signs and Indicators

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- says he or she is being bullied
- is unwilling to go to club sessions
- becomes withdrawn anxious, or lacking in confidence
- feels ill before training sessions
- comes home with clothes torn or training equipment damaged
- has possessions go “missing”
- asks for money or starts stealing money (to pay the bully)
- has unexplained cuts or bruises
- is frightened to say what’s wrong
- gives improbable excuses for any of the above

In more extreme cases

- starts stammering
- cries themselves to sleep at night or has nightmares
- becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating
- attempts or threatens suicide or runs away

These signs and behaviours may indicate other problems, but bullying should be considered a possibility and should be investigated.

Procedures

1. Report bullying incidents to the DSO, Scott Taylor, or to any member of the coaching staff.
2. In cases of serious bullying, the incidents will be referred to the County FA DSO for advice in accordance with FA policy and possibly to The FA Case Management Team.
3. Parents will be informed and will be asked to come in to a meeting to discuss the issue.
4. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
5. An attempt will be made to help the bully (bullies) change their behaviour.
6. If mediation fails and the bullying is seen to continue the club will initiate disciplinary action under the club constitution.
7. In cases of serious bullying, if necessary and appropriate, the police will be consulted.

Action at Carlisle United

If the club decides it is appropriate for them to deal with the situation they will follow the procedure outlined below:

1. Gathering of information. When a complaint/concern expressed, the Club Officer dealing with the matter will make a record of the complaints/concerns and discuss the issue with the DSO.



2. A plan of action will be determined based on the information received from both parties. This may involve the following:

- Reconciliation by getting the parties together.
- It may be that a genuine apology solves the problem or that an unintentional action has been perceived wrongly.
- If this fails or is not appropriate a small panel (made up from the Academy Manager, DSO, SSM) should meet with the parent and child alleging bullying to get details of the allegation. A record should be taken for clarity, which should be agreed by all as a true account.
- The same 3 persons should meet with the alleged bully and parent/s and put the incident raised to them to answer and give their view of the allegation. A record should again be taken and agreed.
- If bullying has in their view taken place the individual should be warned and put on notice of further action, i.e. temporary or permanent suspension if the bullying continues. Consideration should be given as to whether a reconciliation meeting between parties is appropriate at this time.
- In some cases the parent of the bully or bullied player can be asked to attend training sessions, if they are able to do so, and if appropriate. The Club will monitor the situation for a given period to ensure the bullying is not being repeated.
- All coaches involved with both individuals should be made aware of the concerns and outcome of the process i.e. the warning.

Prevention

1. The club will have a policy, which includes what is acceptable and proper behaviour for all members, of which the anti-bullying policy is one part.
2. Parents will have access to a copy of the Anti-Bullying policy, which will also be available on the Club website.
3. The Club will raise awareness about bullying and reacquaint parents and players about the issue of bullying and why it matters, and if serious issues of bullying arise in the club, will consider holding a meeting to discuss the issue openly and constructively.

This policy is based on guidance provided by the Football Association and Kidscape.

KIDSCAPE is a voluntary organisation committed to help prevent child bullying. KIDSCAPE can be contacted on 0207 730 3300 or you can access their website via www.kidscape.org.uk.

You may also wish to access any of the following websites designed to give advice and guidance to parents and children who are faced with dealing with bullying:

www.anti-bullyingalliance.org.uk

www.stoptextbully.com

www.bullying.co.uk



7.2. “Whistle-blowing” policy

It is important to the Academy/Club that any fraud, misconduct or wrongdoing by Academy Player/Employees or officers of the Academy/Club is reported and properly dealt with. The club therefore encourages all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which the business is run.

The Club has a policy in place which is available on the Club Website or from the DSO. This policy sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with.

7.3. Child Sexual Exploitation (CSE) & Child Criminal Exploitation (CCE)

Both CSE and CCE occur where a power imbalance is used to coerce, manipulate or deceive a child into sexual or criminal activity.

These are specifically listed as forms of abuse that staff must look out for them.

7.4. Female Genital Mutilation

FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for the victim and can cause harm in many ways.

Whilst apprentices are male, they may have female siblings or girlfriends who may be at risk of this form of abuse. Or it may be that other female member so the family, mother, auntie or others have been subjected to such abuse. **There is now a statutory duty to report.**

7.5. Preventing radicalisation and “PREVENT”

The Prevent strategy, published by the Government in 2011, is part of its overall counter-terrorism strategy, CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Act this has simply been expressed as the need to “prevent people from being drawn into terrorism”.

Prevent is part of safeguarding and all have a duty to safeguard their young people and adults at risk from all aspects of abuse, exploitation and radicalisation. Implementing the Prevent Duty can be a sensitive issue and it is important to reiterate this is not about spying on or about stopping conversations on controversial or sensitive topics. The Prevent Duty is intended to safeguard Clubs, participants & staff from being exposed to exploitation or radicalisation and to support the discussion and understanding of complex and controversial issues.

This is available from the DSO.

7.6. Changing Room Policy

Access

Authorised staff

Only coaches for the relevant age group plus official club support staff (Physio, AM, HOC, HOP, DSO, GK/S&C coach etc) are authorised to be in changing areas at any time.

Authorised staff should avoid being a lone staff member in changing areas wherever possible.

Authorised staff should avoid being with single players alone in changing areas wherever possible even if staff member is accompanied.



Special exceptional authorised access

Except with express approval of the Head of Phase or Academy Manager no other access is permitted by anyone other than Authorised staff to changing areas.

This is only to be granted in exceptional circumstances to club staff or in extraordinary circumstances to non-club staff.

The team coach is not permitted to grant Special exceptional authorised access.

No non-club staff should be in changing areas except under extraordinary circumstances and then only with permission of Head of Phase or Academy Manager. This includes opposition staff, facilities staff or parents.

Even in those circumstances they should be accompanied at all times. Eg (external Doctor, parent comforting their injured child).

Players should not change in their presence.

Pre use checks

Coach to check changing room before players enter to make sure it is fit for use with no hazards and clean floors to stop trips slips and falls.

After making sure changing room safe greet players and take register and account for everyone that should be with the group.

This is a good opportunity to have a brief or team meeting before the players get changed.

After briefing give ample time for players to get changed

Changing

All coaches must leave the dressing room while players are changing.

On returning make sure the all have changed into kit before entering the room by opening the changing door slightly and asking the players if they are changed.

When every player is ready remind the players to take everything they need with them to training pitch/match pitch. Spare boots, shin pads tracksuits drinks.

At this point coach can lock the room or get staff member of site to do so.

Post use

After game or training coach to inform the players if they are to have debrief in the changing room. If so tell them not to get changed until after the meeting.

After meeting give ample time for boys to shower and get changed. Make sure players are dressed by checking before entering the dressing room.

Make sure member of coaching staff stays near changing room door this is to ensure:

- unauthorised persons can't enter the changing room and
- should the players need anything they know where you are.

Make sure players leave changing room tidy after use and check that no one has left any belongings. If so take items with you and return to players next time you see them.

Finally ensure the transport and collection policy is followed.



7.7. Study catch up

Overview

This is the protocol for Academy players missing education time due to training or fixtures or needing to keep up with the education timetable and attainment and progress targets and timetable.

The Club and Academy is committed to its players reaching the required academic standard and achieving the qualifications they study for.

There is sufficient time in the working week where a player is unavailable for school due to training or to catch up on education requirements.

Any academy player missing school due to taking part in training or games that clash with school or needing or keep up with education targets will have to catch up on any work missed. This will be managed by the Head of Education (together with school staff) who must report any arrears to the Academy Manager.

The additional catch up time is allocated under the guidance of Head of Education and school staff.

Education issues must be addressed early. Prolonged arrears in education must not be allowed. If necessary this can include removal from training and matches to catch up and reach targets. This should be mutually agreed between the Head of Education and coaching staff, subject to the above.

The AMT will receive a report each meeting of any Academy Players behind on studies as part of the normal reporting of the Head of Education.

Where serious concern exists these must be reported to the Technical Board by the Academy Manager.

If required the TB can intervene to take action to ensure educational activities are given the required priority by the Academy and support and studies remain on track. This should not be required.

7.8. Other safeguarding areas

The Club and Academy will seek to follow best practice and develop policies as detailed by FA, EFL and CPUS consistent with Working Together to Safeguard Children and Keeping Children Safe in Education (KCSiE) in the areas as follows:

- Bullying (including cyber bullying)
- Criminal exploitation of children and vulnerable adults county lines
- Children missing education
- Child missing from home or care
- Child sexual exploitation (CSE)
- Domestic violence
- Drugs
- Fabricated or induced illness
- Faith abuse
- Female genital mutilation (FGM) Section
- Forced marriage
- Gangs and youth violence



Gender-based violence/violence against women and girls (VAWG)
Hate

Mental health - [mental health and wellbeing](#) - preventing impairment of children's mental (as well as physical) health and development:

- all staff should be aware that mental health problems can be an indication of abuse, neglect or exploitation
- staff should immediately raise any mental health concerns which are also safeguarding concerns with the DSO

Missing children and adults strategy

Private fostering

Preventing radicalisation

Relationship abuse

Sexual violence and sexual harassment between children in schools and colleges

Sexting Section

Trafficking

We will adopt a risk based approach, prioritising the key areas which are applicable to our Club and Academy.



8 Equality Policy

Carlisle United values the rich diversity, skills and abilities, and creative potential that people from differing backgrounds bring to the workplace.

Equal opportunities is about removing the bias, prejudice and stereotyping so that the only acceptable form of discrimination is on the basis of ability.

Equal opportunities policies are important for business success and every employee has a part to play in promoting an equal opportunities culture.

Our Equality Policy helps us to:

- make full use of the talents of all our employees;
- provide the same opportunities for everyone;
- improve our management practice;
- enhance our caring employer reputation;
- show clients we are a fair business;
- ensure our employment and business practices are lawful;
- show our commitment to being an equal opportunities employer.

The EFL is responsible for setting the standards, values and expectations of all Clubs in relation to equality, inclusion and diversity. Football is for everyone; it belongs to, and should be enjoyed by anyone who wants to participate in it, whether as a player, official, staff member or spectator.

The aim of the Carlisle United Equality Policy is to promote our own equality objectives and in doing so, help to ensure that everyone is treated fairly and with respect. All Carlisle United representatives should abide and adhere to this Policy and to the requirements of the Equality Act 2010. In doing so, we are working towards being legally compliant in relation to equality legislation.

Carlisle United commitment is to promote inclusion and to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership race, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy and maternity and to encourage equal opportunities. These are known as 'protected characteristics' under the Equality Act 2010.

This Policy is fully supported by the Holdings and 1921 Boards of Carlisle United and Chief Executive is responsible for the implementation of this policy.

Carlisle United will ensure that it treats everyone fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities. Every staff member, Board member, official, spectator, fan and visiting teams can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to work and watch football in an environment without the threat of intimidation, victimisation, harassment or abuse.



8.3. Relevant legislation and forms of unacceptable discrimination

Discrimination has been legally defined through a series of legislative acts, including the Race Relations Act, the Sex Discrimination Act, the Disability Discrimination Act and the Equality Act 2006.

In April 2010, the Equality Act 2010 received Royal Assent. The Equality Act 2010 is a new law which harmonises where possible, and in some cases extends, protection from discrimination. It applies throughout the UK and came into force in October 2010.

Discrimination refers to unfavourable treatment on the basis of particular characteristics, which are known as the 'protected characteristics'. Under the Equality Act 2010, the protected characteristics are defined as age (employment only until 2012), disability, gender reassignment, marital or civil partnership status (employment only), pregnancy and maternity, race (which includes ethnic or national origin, colour or nationality), religion or belief, sex (gender) and sexual orientation.

Under the Equality Act 2010, individuals are protected from discrimination 'on grounds of' a protected characteristic¹. This means that individuals will be protected if they have a characteristic, are assumed to have it, associate with someone who has it or with someone who is assumed to have it.

Forms of discrimination and discriminatory behaviour include the following:

Direct discrimination

Direct discrimination can be described as less favourable treatment on the grounds of one of the protected characteristics.

Indirect discrimination

Indirect discrimination occurs when a provision, criterion or practice is applied to an individual or group that would put persons of a particular characteristic at a particular disadvantage compared with other persons.

Discrimination arising from disability

When a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified, this is unlawful. This type of discrimination only relates to disability.

Harassment

Harassment is defined as unwanted conduct relating to a protected characteristic that has the purpose or effect of violating a person's dignity, or which creates an intimidating or hostile, degrading, humiliating or offensive environment for that person.

Victimisation

It is unlawful to treat a person less favourably because he or she has made allegations or brought proceedings under the anti-discrimination legislation, or because they have helped another person to do so. To do so would constitute victimisation.

Bullying

Bullying is defined as a form of personal harassment involving the misuse of power, influence or position to persistently criticise, humiliate or undermine an individual.

As an Academy we recognise our duty towards providing equal opportunities for all, we operate strictly within the requirements laid down for Academies by the EFL.

¹ The exception to this is pregnancy and maternity, which does not include protection by association or assumption – a woman is only protected from discrimination on grounds of her own pregnancy.



9 Club Covid Policy

THIS POLICY IS CURRENTLY WITHDRAWN BUT IS PROVIDED FOR INFORMATION. IF CIRCUMSTANCES CHANGE IT COULD BE REINTRODUCED AT SHORT NOTICE

The Club regards good health & safety practice as a vital part of its business. It is therefore the Club's policy for management and employees at all levels to do all that is reasonably practicable to attain the highest level of CV19 health & safety.

Our aim is to prevent injury, transmission and protect from any foreseeable harm all Staff, Contractors who work or visit any premises under the control of the Club or Academy and members of the general public who attend and visit the Stadium or Academy, (fans, parents, brothers and sisters), who come into contact with the Club and any of its activities.

The Club is committed to continual improvement in health & safety performance, in line with our overall Club H&S policy.

The risk of CV19 virus is a new risk that emerged in early 2020 and has a profound effect on the Club, Football, UK and the wider world.

In response we have established this overall Club Covid Policy ("CCP") for the Club. We will:

- Maintain social distancing measures as required by the law and EFL
- Where people cannot be socially distanced, manage transmission risk by:
 - Implementing robust operational plans to meet obligations
 - demonstrating risk assessment and
 - mitigation

In respect of CV19, the Club's management has a responsibility to:

- Provide and maintain a safe place and systems of work, without risk to health and safety, as far as reasonably practicable taking into account any statutory requirements considering Government CV19 and EFL CV19 guidance
- Ensure that all procedures/processes, which may involve CV19 hazards, are covered by suitable Risk Assessments. The findings of the Risk Assessments are to be updated as necessary and employees informed of their contents
- Provide training, information and supervision to enable employees to perform their work safely and efficiently in the context of CV19
- Make available anecessary PPE to ensure safe working conditions and to supervise its use
- Consult with employees or their elected representatives on matters concerning CV19 health and safety
- Ensure that the same standard of CV19 health and safety is provided to other persons who may be affected by our undertaking
- Communicate the contents of this CCP to our staff
- Establish a specific detailed Covid Operational Policy ("COP") specifically for football operations as required by EFL regulations
- Make the necessary personnel and financial resources available to implement this CCP



Employees have a duty to co-operate with the management by:

- Working safely and efficiently not endangering their own or others safety
- Using PPE provided and by meeting statutory obligations
- Reporting incidents that have led or may lead to injury or damage.
- Reporting of defective equipment and unsafe situations
- Adhering to work practice procedures, jointly agreed on their behalf, for securing a safe workplace
- Assisting in the investigation of incidents with the object of introducing measures to prevent a recurrence
- Agreeing to adhere to the COP and CCP

The CCP will be kept up to date, particularly as the Club changes in nature and size. To ensure this, the CCP, and the way it is implemented, will be reviewed on an annual basis, and a framework of communication, to assist, will be as follows:

The 1921 Board will:

- appoint Designated Covid Officer (DCO) and Designated Covid Medical Officer (DMO)
- establish a defined job role for the DCO and DMO approved by the 1921 board
- include CV19 this as an agenda item and will therefore form part of the Board Report
- conduct an annual review of the CCP as part of the annual Health & Safety audit

The Holdings Board will ensure the 1921 Board undertakes its role as stated

- Health & Safety CV19 issues will be considered as agenda items and discussed at the:
- weekly Heads of Departments Meeting
- Academy Management Team meeting and Technical Board meetings



10 Transport Policy

Carlisle United is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. One main area where the welfare of children and young people must be considered is when they are being transported as part of their Club activities. This policy has been developed to ensure that every consideration is paid to the welfare of young players who are under 18 years of age whilst on Club transport, whilst being transported by a Club member of staff, or whilst travelling to or from Club activities.

This is particularly relevant to Scholars due to the full time nature of their involvement with the Club. Since the stadium and the training grounds are all sited at different venues, arrangements have to be made for Scholars to travel independently or to travel on Club transport. Wherever possible and practicable it is advisable that transport arrangements for Scholars, and all players under the age of 18 travel in Club vehicles with at least one adult (in addition to the driver) acting as an escort.

When transporting young players on tours and tournaments, Carlisle United adheres to the guidance provided by the FA (Travel, Trips and Tournaments), the EFL (Youth Tours and Tournaments), and the Department For Education (DFE).

Club and public transport is used across the Academy during the working day to transport players between the Stadium, the training grounds and on occasions other training or education venues.

Scholars use public transport or their own vehicles for their journeys to and from the Club on a daily basis. Club transport is used to transport them to training venues, and to home and away match venues. For other Academy players, Club Transport is offered as an option for away matches.

For Academy tours and/or tournaments, should the Club be involved in such activities, there can be a combination of Club transport and transport from an external provider. Carlisle United has developed this transport policy to provide staff, parents/carers and young players with all the information they need regarding travel and transport during the working day or when carrying out Club duties.

It is the responsibility of the Academy Manager to ensure that this policy is communicated during pre-season induction sessions to all staff, parents/carers and young players, and to new starters throughout the season. The Academy Manager will ensure that all staff, parents and young players sign to say that they have read, understood and agree to adhere to the policy at all times.



10.2. Young players using Club transport

Players should take responsibility for confirming travel arrangements and ensuring that they are on time and prepared for travel. Players should understand their personal responsibilities such as wearing seatbelts and not participating in high risk behaviour, for example, distracting the driver or disturbing their concentration. Players should not ask for or accept lifts from staff members in private vehicles unless in exceptional circumstances.

Parents/carers should never ask staff members to provide transport for their son in a personal vehicle. No parents/carers are allowed to travel on any form of Club transport unless in serious circumstances, i.e. such as accompanying an injured child to hospital/home.

10.3. Young players travelling independently (including public transport and their own vehicles)

Many young players whilst Scholars pass their driving test and get their first car. When a Scholar passes his driving test, they will be advised to inform their insurer of their profession as a footballer. Carlisle United regularly provides Scholars with education regarding driving as part of the well-being section of their Club.

Whilst Scholars may make private arrangements for carrying passengers (who may be other Scholars or Professional footballers) in the course of normal leisure activities, they should, with the help of their parents or carers, ensure they have appropriate insurance cover to meet their personal circumstances including the intended use if they choose to provide lifts for other football apprentices. Scholars will not be asked by Carlisle United to provide transport for other peers or staff during their working hours.

With regards to independent travel such as walking or using public transport, the Head of Education will also offer guidance and advice as part of the well-being section of the Club Induction Programme.



11 SOCIAL MEDIA

11.1. OUTSIDE THE CLUB

The club recognises use of social media in a personal capacity. While you are not acting on behalf of the club, you must be aware that you can damage the club and the club and its staff is a public interest organisation attracting outside scrutiny.

You are allowed to say that you are connected with club and the club recognises that it is natural for its Academy player to discuss that on social media sites.

If you do discuss your work on social media (for example, giving opinions), you must include on your profile a statement along the following lines: “The views I express here are mine”.

Any comments or conduct made on such a site which could be offensive to fellow Academy Players, other clubs and players, coaches, club shareholders, owners, directors, fans, suppliers/distributors, competitors or any other business connection (including any family members of the aforementioned list) or damaging to the club’s reputation in any way will not be tolerated even if they have been made outside Academy hours on a personal device. If you are found to have done so, you may be liable to action

WHEN USING SOCIAL MEDIA YOU SHOULD:

- a. Ensure the privacy settings on your profile so that only people you have accepted as friends/contacts can see your content
- b. Review your 'friends list' on your personal profile. The club is neutral about you acceptance of friend requests on your personal profile from colleagues, work associates, shareholders, owners, directors, members, suppliers/distributors, competitors or any other business connection (including any family members of the aforementioned list).
- c. Ensure personal blogs have clear disclaimers that the views expressed by the author are yours alone and do not represent the views of the club
- d. Make your writing clear that you are speaking for yourself and not on behalf of the club
- e. Ensure information published on the internet complies with the club’s confidentiality, equal opportunities, sexting, Codes of Conduct and data protection policies

Breach of confidentiality may result in disciplinary action up to and including dismissal.

WHEN USING SOCIAL NETWORKING SITES, YOU SHOULD:

Ensure any communications you make in a personal capacity through social media must not:

- a. Bring the club into disrepute, for example by:
 - I. Criticising or arguing with fellow players, coaches, club shareholders, owners, directors, fans, suppliers/distributors, competitors or any other business connection (including any family members of the aforementioned list)
 - II. Making defamatory comments about individuals or other organisations or groups; or



- III. Posting images that are inappropriate or links to inappropriate content (see Sexting Policy)
- b. Breach confidentiality, for example by:
 - I. Revealing football secrets or information owned by the club
 - II. Giving away confidential information about an individual (such as a colleague, director or their families, or supplier/distributor or fan contact) or club (such as a rival business); or
 - III. Discussing the club's internal workings (such as deals that it is doing with a fan / any other business contact or its future business plans that are not public knowledge)
- c. Breach copyright, for example by:
 - I. Using someone else's images or written content without permission; or
 - II. Failing to give acknowledgement where permission has been given to reproduce something;
 - III. Sharing match, team, player information
 - IV. Information which could be used for betting or by opposition clubs or
- d. Do anything that could be considered discriminatory against, or bullying or harassment of, any individual, for example, by:
 - I. Making offensive or derogatory comments or discriminating or inciting others to discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation
 - II. Using social media to bully another individual (such as an employee of the club or a work associate, shareholder, owner, director, fan, supplier/distributor, competitor or any other business connection (including any family members of the aforementioned list) or
 - III. Posting images that are discriminatory or offensive or links to such content
- e. Follow the same guidelines for business networking sites as you would for personal and or social networking sites
- f. Participate online in a respectful, relevant way that protects the club's reputation follows the letter and spirit of the law
- g. If you are writing about the club use your real name, identify that you work for the club, and be clear about your role. If you have a vested interest in what you are discussing, be the first to say so
- h. Never represent yourself or the club in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated
- i. Post meaningful, respectful comments – in other words, no spam and no remarks that are off-topic or offensive
- j. Use common sense and common courtesy: for example, it is best to ask permission to publish or report on conversations that are meant to be private or internal to the club. Make sure your efforts to be transparent don't violate the club's privacy, confidentiality, and legal guidelines for external commercial speech



- k. Stick to your area of expertise and do feel free to provide unique, individual perspectives on non-confidential activities at the club
- l. When disagreeing with others' opinions, keep it appropriate and polite. If you find yourself in a situation online that looks as if it's becoming antagonistic, do not get overly defensive, ask your line manager for advice and/or disengage from the dialogue in a polite manner that reflects well on the club
- m. If you wish to write about the competition, make sure you behave diplomatically, have the facts straight and that you have the appropriate permissions
- n. Never comment on anything related to legal matters, legal action, or any parties the club may be in legal proceedings with
- o. Be smart about protecting yourself, your privacy, and club confidential information. What you publish is widely accessible and will be around for a long time, so consider the content carefully
- p. Change the privacy settings on your profile so that your contacts are not open for everyone to access
- q. Fans, work associates, suppliers/distributors, competitors and any other business connection you add as contacts during your employment belong to the club and upon termination of your employment (howsoever caused) the club will ask to see your whole list of contacts and advise which (if any) you should delete
- r. Upon leaving the club you must update any social media site to reflect you are no longer an employee of the club
- s. You should be aware that any disrespectful comments to the above might be seen as libellous and could result in disciplinary action up to and including dismissal
- t. The club's logos and trademarks may not be used without written consent.

12 Complaints

At **Carlisle United** it is our aim to ensure that we set and maintain the highest of standards in everything that we do. One of the ways that we can achieve this is to listen to, and to react to, the views of the players and their parents or guardians. If you are unhappy with any aspect of the **Academy**, then we operate a comprehensive complaints procedure. A copy of the Complaints Procedure document is available from the **Academy** offices on request it is also detailed in the Club Charter on the web site

<https://www.carlisleunited.co.uk/news/2019/may/club-complaints-policy/>

<https://www.carlisleunited.co.uk/siteassets/documents/club-charter-nov-2018-19.pdf>



13 Data Protection

The Club's policy on Data Protection is detailed in the Club Charter <https://www.carlisleunited.co.uk/siteassets/documents/club-charter-nov-2018-19.pdf>

The Club believes that transparency is key. The Club will seek to raise children's (and their parents') awareness of data protection risks, consequences, safeguards and rights by:

- telling them what we are doing with their personal data;
- being open about the risks and safeguards involved; and
- letting them know what to do if they are unhappy (Complaints policy section 12)

This will also enable them to make informed decisions about what personal data they wish to share.

Under no circumstances will the club disclose personal information or data without written and fully informed consent:

- that would increase the risk of significant harm to the child or anyone else's physical or mental health or condition
- indicating that the child is or has been subject to child abuse or may be at risk of it to anyone other than the statutory agencies, where the disclosure would not be in the best interests of the child
- recorded by the player in a medical examination
- that would allow another person to be identified or identifies another person as the source, unless the person is an employee or player has given consent, or it is reasonable in the circumstances to disclose the information without consent. The exemption from disclosure does not apply if the information can be edited/redacted so that the person's name or identifying details are removed
- in the form of a reference given to another club.



14 Medical Support

Sports Medicine and Sports Science is an extremely important aspect of player support. A comprehensive and professional medical support system is a key factor in the success of any club and that is no different here at Carlisle United. We recognise the need for all of our players, whatever age group they fall in to, to be looked after and cared for properly to optimise the opportunity that a facility like the Academy provides.

Fully trained Physiotherapists are on hand at all times to assist the Academy staff, whether on a match day or during training sessions. We recognise that when injury does occur that quick and timely treatment can mean the difference between a speedy return to training or a lengthy period on the side lines.

The Academy has a fully qualified Physiotherapist who attends all football matches to provide immediate player care and on site medical advice. They are assisted by Carlisle United's first team Physiotherapist and by the Youth team Physiotherapist as and when required. This provides every player with expert medical support should it be required and further assists in the positive development of each and every individual.

The injured player is kept informed of the progress of his condition at every opportunity and is regularly advised on the best method of treatment and rehabilitation for his specific type of injury. It is therefore vital that players or parent(s) inform the coaches of any injuries sustained at training or matches immediately.

By providing the very best medical support any parent or guardian can be assured that their child is being looked after by competent, trained staff:

Helen Mathie -	Lead Academy Physiotherapist - 07779587472
Ashley Winter –	Academy Physiotherapist
Joey Byrne -	Academy Physiotherapist
Victoria Borrill -	Academy Physiotherapist
Ellie Webber -	Academy Physiotherapist

Club Doctor – Contact via Academy Physiotherapist

Physiotherapy Clinic for U18 – All Working Hours

Physiotherapy Clinics for U9 – U16 players run on Tuesday/Thursday:

17:30 – 19:30 (when training on grass)

17:00 – 20:00 (when training on 3G at Caldew School)

Doctors Clinic – Thursdays 6.00 – 7.00 by appointment only at Caldew School



15 Sundry

Coaching timetable

Coaching sessions for age groups Under 9 – Under 16 will be as follows:

Tuesday's: Under 9, Under 10, Under 11's 17:00 – 18:30
Under 12 and Under 13's – Dalston 17:00 – 18:30
Under 14's – Dalston 18:30 – 20:00
Under 15's and Under 16's – Dalston 18:00 – 20:00

Thursday's: Under 9, Under 10, Under 11's 17:00 – 18:30
Under 12 and Under 13's – Dalston 17:00 – 18:30
Under 14's – Dalston 18:30 – 20:00
Under 15's and Under 16's – Dalston 18:00 – 20:00

Saturday's Under 12's and Under 13's – Dalston – 11 – 12:30
Und 14, Und 15 and Und 16's – Dalston – 11 – 1

Sunday's **Academy Matches**

Under 18's – Training 12 hours per week, during working hours.



16 Key Contacts

Senior Safeguarding Manager
 Designated Safeguarding Officer
 Safeguarding Support Officer
 Club Secretary
 FA Case Management
case.management@TheFA.com
 0207 745 4787

NSPCC
help@nspcc.org.uk
 0808 800 5000


Nigel Clibbens CEO 07967804289
 Scott Taylor 07708959007

Sarah McKnight 07854228061
 Cumbria Police
enquiries@cumbria.police.uk 0845 3300 247

Cumberland Council
 0300 373 3730
cumberland.gov.uk

Name	Role	Email	Contact number
Simon Friel	Academy Manager	Simon.friel@carlisleunited.co.uk	07834995210
Sarah McKnight	Academy Secretary	Sarah.mckight@carlisleunited.co.uk	07854228061
Mark Birch	Lead Professional Development Phase Coach	Mark.birch@carlisleunited.co.uk	07731793983
John Foley	Lead Youth Development Phase Coach	John.foley@carlisleunited.co.uk	07912249935
Warren Matthews	Lead Foundation Phase Coach	Warren.matthews@carlisleunited.co.uk	07919917168
Scott Taylor	DSO & Head of Education	Scott.Taylor@carlisleunited.co.uk	07708959007
Matthew Scandle	Player Care	Matthew.scandle@carlisleunited.co.uk	07789696896
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