



## Carlisle United VOLUNTEER POLICY

**Where reference is made to Carlisle United this covers Carlisle United, the Academy Department, not the Community Sports Trust or Carlisle United Ladies which have their safeguarding arrangements**

### Overall policy statement

Our Volunteer Policy sets out the club's approach to volunteering. It explains the role of volunteers in the club and how we will treat them.

Part of the football philosophy of Carlisle United is our commitment to safeguarding and promoting the welfare of every child and young person who has been entrusted to its care. We expect all staff, volunteers, parents/carers, young players, any partner agencies or any commissioned service providers to share this commitment.

Our Volunteer Policy:

- shows our commitment to volunteering and its volunteers
- makes sure we treat all volunteers with fairness and makes consistent decisions
- shows volunteers what to expect from the club
- shows volunteers where they can turn if they feel things are going wrong
- makes sure everyone understands the role volunteers play in the club and why

Our Volunteer Policy includes:

- how we will recruit volunteers
- how we will make sure we treat all volunteers with fairness and equity
- how we will make changes to roles to make them more accessible
- the volunteer induction and training process
- how we will pay any volunteer expenses
- the supervision and support process for volunteers
- health and safety for volunteers
- the volunteers' role in confidentiality and data protection
- problem solving and complaints procedures for volunteers

This policy should be read in conjunction with all the club's policies including:

- Equality policy  
<https://www.carlisleunited.co.uk/news/2023/june/equalitypolicy18/>
- Safer recruitment policy  
<https://www.carlisleunited.co.uk/news/2023/june/club-safer-recruitment-policy/>
- Raising concerns policy  
<https://www.carlisleunited.co.uk/news/2023/june/club-raising-concerns-policy/>
- Health and safety policy



<https://www.carlisleunited.co.uk/news/2022/july/club-health--safety-policy-statement/>

- Club complaints policy  
<https://www.carlisleunited.co.uk/news/2023/june/club-complaints-policy/>
- Bullying and harassment policy  
<https://www.carlisleunited.co.uk/news/2023/june/club-bullying-and-harassment-policy/>
- Child and Vulnerable Adult Protection policy  
<https://www.carlisleunited.co.uk/news/2023/june/childprotectionpolicy18/>  
<https://www.carlisleunited.co.uk/news/2023/june/clubadultsatriskpolicy18/>

### **Safer recruitment policy**

Carlisle United acknowledges its responsibility to safeguard the welfare of volunteers, every child and young person who has been entrusted to its care and is committed to working to provide a safe environment for all of its members.

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.

The club has a Safer recruitment policy.

Staff are selected on their suitability to meet the job/role-related requirements and responsibilities and where applicable their ability to demonstrate that they can work safely with children and/or vulnerable adults.

All volunteers are required to confirm their agreement to abide by the Carlisle United policies and procedures, including relating to Equality, Diversity and Inclusion, Safeguarding, Child and Vulnerable Adult Protection policy, in writing. Awareness of child and vulnerable protection policies will continue to be addressed via ongoing training. All members of staff who work with children and vulnerable adults are required to adhere to this policy.

All current Carlisle United employees/volunteers with direct access to children and young people will be required to complete a DBS Enhanced Disclosure via the FA DBS Unit. If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of Carlisle United guidance will be sought from The FA. It is noted and accepted that the Club will consider the relevance and significance of the information obtained via the FA DBS Unit and that all decisions will be made in the best interests of children and young people.

It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practices with children or young people. This is to prevent direct sexual or physical harm to children or young people and to minimise the risk of 'grooming' within football.



Carlisle United have appointed a Designated Safeguarding Officer (DSO) who reports to the Senior Safeguarding Manager (SSM).

The DSO is the first point of contact at the club for staff/volunteers/parents/carers regarding the concerns for the welfare of every child or young person. They liaise directly with the FA and EFL and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing an awareness of poor practice and abuse amongst members.

### **Fairness and equity and accessibility**

Our 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.

We will recruit volunteers in line with our Safer Recruitment and Equality policies and ensure that they are treated fairly and consistently under the terms of the Equality Act 2010 whilst undertaking their volunteer duties.

### **Induction**

All Volunteers will undergo and induction process including EDI, Safeguarding, H&S, Management

### **Renumeration and expenses**

All Volunteers will be reimbursed for any out-of-pocket expenses incurred on club business at the request of club staff.

Any remuneration will be agreed with the volunteer in advance.

### **Management**

All volunteers will be issued with a Job Activity Role which specifies the scope and nature of their role including the supervision and support process for volunteers.

All the volunteers must follow the club's confidentiality and data protection requirements as detailed in the Staff Handbook. Breaches of confidentiality, include:

- Revealing football secrets or information owned by the club
- 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
- 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)

### **Complaints procedures for volunteers**

All volunteers can report any concerns or complaints they have in accordance with our Complaints policy and Whistle-blowing policy. All concerns will be treated seriously. Other contacts are detailed below.



## Review

This Policy will be kept up to date, particularly as the club changes in nature and size and new requirements emerge.

To ensure this, the Policy, and the way it is implemented, will be reassessed and amended on an ongoing basis and reviewed annual basis will be as follows:

- The Policy will be reassessed and amended on an ongoing basis by the CEO.
- The 1921 Board will:
  - conduct an annual review of the Policy as part of the annual review.
  - publish this Volunteering policy on its website.
- The Holdings Board will ensure the 1921 Board undertakes its role as stated.

## Club contacts

Please refer to <https://www.carlisleunited.co.uk/news/2023/february/club-staff/>

## Safeguarding contacts

Remember that in an emergency or where there is risk to life you should contact the police immediately.

If you have concerns, you wish to raise with the Club please contact:

- Senior Safeguarding Manager                   Nigel Clibbens   nigel.clibbens@carlisleunited.co.uk
- Designated Safeguarding Officer               Scott Taylor     scott.taylor@carlisleunited.co.uk
- 07708959007 Matchday Safeguarding Officer   Sarah McKnight  
[sarah.mcknight@carlisleunited.co.uk](mailto:sarah.mcknight@carlisleunited.co.uk)  
0330 094 5930

## Other Safeguarding contacts in football:

Whilst any safeguarding concern should be raised with the Club Safeguarding contacts in the first instance, we recognise that this may not always be possible or appropriate. Below are the contact details for footballing partners with whom safeguarding concerns in relation to the Club can be discussed:

### The English Football League Safeguarding Team

Tel: 01772 325940

Email: [safeguarding@efl.com](mailto:safeguarding@efl.com)

If they concern regards a person in employed in footballs conduct towards a child:

### The FA Safeguarding Team

Tel: 0800 169 1863

Email: [Safeguarding@TheFA.com](mailto:Safeguarding@TheFA.com)



## Mental Health

Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of us all. Players and staff who are struggling under the current circumstances should contact the Club safeguarding staff as outlined above. Support can also be accessed through a number of national organisations including:

- The Samaritans Tel: 116 123 <https://www.samaritans.org> ChildLine: Tel: 0800 1111
- <https://www.childline.org.uk> NSPCC: Tel: 0808 800 5000 <https://www.nspcc.org.uk>
- Carlisle Eden Mind: Tel: 0300 123 3393 <https://www.mind.org.uk>
- Every Life Matters: [Contact us - Every Life Matters \(every-life-matters.org.uk\)](#) 07908 537541
- PFA: Tel: 07500 000 777 <https://www.thepfa.com/wellbeing>

## Online safety:

It is important that both players and parents are aware of the help and support available should they be concerned about something they have seen or experienced online. These include:

- UK Safer Internet Centre <https://reportharmfulcontent.com/>
- CEOP <https://www.ceop.police.uk/safety-centre/>
- Internet Matters <https://www.internetmatters.org/>
- NetAware <https://www.net-aware.org.uk/>
- ParentInfo <https://parentinfo.org/>
- ThinkuKnow <https://www.thinkuknow.co.uk/>

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Signed	 A handwritten signature in black ink, appearing to read "N. Clibbens".	Nigel Clibbens Chief Executive