

MATCHDAY SAFEGUARDING FAQs & GUIDANCE

ONE CLUB. ONE FUTURE.

Supporting a safe, positive and inclusive matchday

Our commitment

Northwich United is committed to creating a football environment where players, families, supporters, volunteers and visitors feel safe, respected and welcome.

WINNINGTON PARK RECREATION CLUB

INTRODUCTION

A safe matchday starts with all of us.

This guide provides practical safeguarding information for Northwich United matchdays and club activities.

What this guide is for

Safeguarding is everyone's responsibility. This guide explains what to do if you have a concern, how to respond to an emergency, and how we can help children and adults enjoy football safely.

For away fixtures, supporters and families should also follow the host venue's matchday rules, as arrangements can vary between grounds.

This document is general club guidance and should be read alongside Northwich United policies, The FA/Cheshire FA guidance, venue requirements and emergency-service instructions.

Club Safeguarding Contact

Michaela Thompson — Chief Welfare Officer

admin@northwichunited.org.uk

FAQS

How do I report a safeguarding concern?

GUIDANCE

If something worries you or does not feel right, please report it. Speak to a Northwich United club official, matchday volunteer or the Chief Welfare Officer. You can also contact the club office using admin@northwichunited.org.uk.

If the concern relates to an immediate danger, serious injury or an emergency, contact 999 first and then inform the club when it is safe to do so.

Please do not investigate the concern yourself. Share what you have seen, heard or been told and allow the appropriate safeguarding lead or emergency service to take the next steps.

Chief Welfare Officer: Michaela Thompson

FAQS

What should I do in an emergency?

GUIDANCE

Stay calm and follow instructions from the venue, match officials, club officials or emergency services. Move to a safe location if directed and avoid putting yourself or others at additional risk.

For a medical emergency, call 999 where appropriate and provide the location and nature of the incident. At Winnington Park Recreation Club, make a nearby club official or responsible matchday person aware so they can assist with the club's emergency procedures.

Do not block access routes for emergency responders and avoid gathering around an incident.

Emergency services: 999

FAQS

Can children attend Northwich United matchdays?

GUIDANCE

Yes. Northwich United welcomes children and families. Parents and carers remain responsible for the children in their care unless a specific club activity has agreed alternative arrangements.

Children should be supervised appropriately for their age, the venue and the circumstances. Please make sure children know who they can approach for help if they become separated from their responsible adult.

Parents and carers should also follow any additional rules set by the host venue or competition.

FAQS

What should I consider when bringing children to football?

GUIDANCE

Football environments can be busy, noisy and changeable. Consider weather conditions, the position of seating or viewing areas, the risk of stray footballs, crowd movement and the child's comfort.

Very young children may benefit from hearing protection where appropriate. Children should be dressed for the weather and have access to water, sun protection or additional layers when needed.

Please never assume a child is safe simply because they are at a football ground. Active supervision and clear communication are important throughout the day.

FAQS

What if I become separated from my child?

GUIDANCE

Tell a Northwich United official or matchday volunteer immediately. Give them the child's name, age, description and the last place you saw them. Stay available and follow the search instructions provided.

Before matchday, agree a simple meeting point where practical and make sure your child knows that they can approach a club official or other trusted adult for help if they become lost.

If you find an unaccompanied or distressed child, do not simply walk away. Stay nearby in a safe, visible location and alert a club official immediately.

FAQS

What if I find a lost or unaccompanied child?

GUIDANCE

Do not leave the child alone. Stay with them in a safe, visible place and immediately alert a Northwich United club official or matchday volunteer.

Avoid asking unnecessary questions or making promises you cannot keep. The priority is the child's immediate safety while the club's safeguarding arrangements are followed.

If there is an immediate threat to the child's safety, contact the emergency services.

FAQS

What behaviour should I report?

GUIDANCE

Please report behaviour that may place a player, child, adult or member of the public at risk. Examples include aggressive, abusive or threatening behaviour; bullying or harassment; discriminatory or inappropriate language; suspected intoxication creating a risk; unsafe conduct; inappropriate contact with children; or photography/filming of children where proper consent or club arrangements are not in place.

You do not need to decide whether behaviour is 'serious enough'. If something concerns you, report it to a club official and let the appropriate person assess it.

If in doubt: report it.

FAQS

What are the expectations around photography and filming?

GUIDANCE

Northwich United may use photographs and video to celebrate football, promote teams and share club activity, but safeguarding and consent must always be considered.

Please follow club photography and media arrangements and do not deliberately photograph or film children in a way that could compromise their privacy or safety. If you see something that concerns you, report it to a club official.

Parents and carers should also respect the privacy of other players and families and avoid posting images of children who are not in their care without appropriate permission.

FAQS

What should I do if I witness bullying, harassment or discrimination?

GUIDANCE

Take concerns seriously and report them to a Northwich United club official. This includes discriminatory comments or behaviour relating to characteristics such as race, sex, disability, religion or belief, sexual orientation, gender reassignment or other protected or personal characteristics.

Do not escalate a confrontation. Where safe, move away from the situation and allow club officials to manage the concern through the appropriate process.

Northwich United expects players, coaches, parents, volunteers and supporters to treat others with respect.

FAQS

What should I do if a player becomes unwell or injured?

GUIDANCE

Alert the appropriate Northwich United coach, first aider or matchday official immediately. Do not move an injured player unless there is an immediate danger or you are appropriately trained and it is necessary to do so.

The club should follow its injury reporting and return-to-play processes. Where a serious injury or medical emergency is suspected, seek emergency medical assistance.

For youth players, keep the parent/carer informed in line with the club's safeguarding and medical procedures.

FAQS

What should I do if I have a concern about a coach, manager or volunteer?

GUIDANCE

You can raise the concern with the Chief Welfare Officer or another appropriate club official. If the concern involves the Chief Welfare Officer, use another member of the club management team so the matter can be handled appropriately.

Do not discuss safeguarding concerns widely or on social media. Keep information confidential and share it only with those who need to know so that the club can respond properly.

KEY CONTACTS

If you are unsure, speak up.

Northwich United wants everyone to feel confident about reporting a concern or asking for help.

SAFEGUARDING

Michaela Thompson

Chief Welfare Officer

admin@northwichunited.org.uk

CLUB OFFICE

Northwich United Football Club

Winnington Park Recreation Club, Park Road, Winnington, Northwich, Cheshire, CW8 4EB

ONLINE

Instagram: @northwichunitedwfc

Facebook: Northwich United

For immediate danger or a medical emergency, call 999.