

If you are concerned that there is an immediate risk of harm to a child, contact the emergency services without delay by dialing 999.

Who to contact?

If you have any safeguarding concerns please contact:

Simon Woods Company Director Designated Safeguarding Lead (DSL) 	Emily Pellatt Senior Leadership Team Deputy Safeguarding Lead 
Heather Calder Senior Leadership Team Deputy Safeguarding Lead 	Olly Peters Senior Leadership Team Deputy Safeguarding Lead 

In the exceptional event that a DSL cannot be reached immediately, contact and consult with Southampton Children's Resource Service or Hampshire County Councils Children's Services Team. Alternatively, if your concern is about a DSL contact the LADO directly.

Telephone numbers for professionals:	02380 83 2300 0300 555 1384	Monday to Friday 8.30am to 5pm and Friday 8.30am to 4.30pm
Telephone number for members of the public:	023 8083 3004	Monday to Friday 8.30am to 5pm and Friday 8.30am to 4.30pm
Both:	02380 23 3344 0300 555 1373	Weekends, Bank Holidays and outside of office hours
Hampshire LADO:	01962 876364	child.protection@hants.gov.uk
Southampton LADO:	023 8091 5535	LADO@southampton.gov.uk
Email address:	childrensresourceservice@southampton.gov.uk childrens.services@hants.gov.uk	
For further guidance and advice visit:	https://www.southampton.gov.uk/children-families/childrens-social-care/report-a-concern-about-a-child/childrens-resource-service/ https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/contacts	
Children should be aware of:	NSPCC Freephone Child Protection Helpline: 080 8800 5000	



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SAFEGUARDING POLICY

Superstar Sports places coaches into schools and nurseries to provide PE lessons, CPD, after-school clubs and wrap-around services. In addition to this, coaches at Superstar Sports run sports academies, birthday parties and holiday courses at privately rented spaces.

Superstar Sports is thoroughly committed to safeguarding and protecting children and vulnerable adults from abuse and harm. We follow all national guidelines to ensure that the highest levels of safeguarding child and vulnerable adult protection are maintained by all staff.

We do this by:

- Following DfE 'Keeping Children Safe in Education' September 2025 and 'Working Together to Safeguard Children' March 2026.
- Adhering to DBS Guidelines on the recruitment and selection of coaches including regular Enhanced DBS Disclosure with Children's Barred List checks.
- Ensuring that coaches confirm they have read part 1 of KCSIE and will keep up to date with any changes and understand their duties and responsibilities to keep children safe.
- Sending out safeguarding information to coaches regarding any relevant changes to legislation and guidance.
- Ensuring that all coaches are aware of Superstar Sports' Safeguarding policy and procedures, and that coaches are trained on the issues.
- Ensuring DfE and DBS guidelines on dealing with allegations regarding coaches are followed.
- Making the company's policy on safeguarding accessible to all schools and coaches.
- Regular reminder emails are sent to our coaches requesting they complete the (free) Safeguarding Children training we offer on an annual basis (level 2, online CPD).
- Ensuring all coaches are aware of each setting's policy on safeguarding.

Key Principles

- All children and vulnerable adults have a right to protection from abuse.
- All allegations of abuse will be taken seriously and responded to swiftly and appropriately within DfE and DBS recommended guidelines.
- Anyone under the age of 18 should be considered as a child for the purposes of this document.

- Superstar Sports adopts an anti-racist and anti-discriminatory approach to safeguarding.
- Adults aged 18 and over have the potential to be vulnerable (either temporarily or permanently) for a variety of reasons and in different situations. An adult may be vulnerable if he/she:
 - Has a learning or physical disability
 - Has a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs
 - Has a reduction in physical or mental capacity
 - Is in the receipt of any form of healthcare
 - Is detained in custody
 - Is receiving community services because of age, health or disability
 - Is living in sheltered or residential care home
 - Is unable, for any other reason, to protect himself/herself against significant harm or exploitation.

Safeguarding Leads:

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The Designated Safeguarding Lead (DSL) is responsible for addressing any child protection concerns raised by the coaches. All our DSLs have completed the necessary safeguarding training to fulfil this role effectively.

Definitions of Abuse, Harm and Neglect

Abuse

Abuse refers to any action by another person – adult or child – that causes significant harm to a child. It can be physical, emotional, or sexual, and it can occur in various environments, including the home, school, or online. Abuse involves the violation of a child's rights and can have lasting, detrimental effects on their health, development, and well-being.

Harm

Harm refers to the detrimental impact on a child's physical, emotional, or psychological well-being. It encompasses a wide range of negative experiences, including physical injuries, emotional trauma, and developmental issues. Harm can result from abuse, neglect, or other adverse circumstances and can affect a child's overall health and development.

Neglect

Neglect is the persistent failure to meet a child's basic physical and emotional needs, which is likely to result in the serious impairment of the child's health or development. This includes not providing adequate food, clothing, shelter, medical care, or supervision, as well as failing to ensure a safe and nurturing environment. Neglect can be just as harmful as other forms of abuse, leading to long-term developmental and psychological issues.

Early Help and Safeguarding issues

All coaches should be equipped to recognise children who might benefit from early intervention. Early help involves offering support as soon as a problem arises, from the early years through to the teenage years.

Coaches should be aware of safeguarding issues that can put children at risk of harm. Behaviours associated with drug use, alcohol misuse, and prolonged or repeated absences from education may indicate that a child is at risk.

Professional curiosity

All coaches should be aware that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as harmful. For example, children may feel embarrassed, humiliated, or threatened. This could be due to their vulnerability, disability and/or sexual orientation or language barriers. Coaches should recognise that experiences of racism or discrimination can prevent a child from disclosing abuse. Professional curiosity must be applied to ensure that no child's concerns are overlooked due to stereotypes or cultural misconceptions. This should not prevent coaches from

having a professional curiosity and speaking to the DSL if they have concerns about a child. It is also important that coaches determine how best to build trusted relationships with children and young people which facilitate communication.

Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE).

Both CSE and CCE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in sexual or criminal activity, in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CSE and CCE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.

Female Genital Mutilation (FGM)

FGM refers to all procedures involving the partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons. FGM is typically carried out on young girls between infancy and age 15 and it can have severe health consequences. Further guidance and resources can be found on this link <https://www.gov.uk/government/publications/female-genital-mutilation-resourcepack>

Child on Child abuse.

All coaches should be aware that children can abuse other children (often referred to as peer-on-peer abuse). And that it can happen both inside and outside of school or college and online. It is important that all coaches recognise the indicators and signs of peer-on-peer abuse and know how to identify it and respond to reports.

Peer-on-peer abuse typically includes, but is not limited to, bullying, physical abuse, sexual violence, sexual harassment, the consensual and non-consensual sharing of nude and semi-nude images/videos, and up-skirting. Coaches should acknowledge that girls are more likely to be victims and boys more likely to be perpetrators; however, all instances of child-on-child abuse are unacceptable and will be treated with utmost seriousness.

There should be zero-tolerance approach to abuse, and it should never be passed off as 'banter', 'just having a laugh', 'part of growing up', or 'boys being boys' as this can lead to a culture of unacceptable behaviours and an unsafe environment for children.

If coaches have any concerns regarding peer-on-peer abuse, they should speak to their designated safeguarding lead in school/college.

Domestic Abuse

Domestic abuse refers to any incident or pattern of incidents involving controlling, coercive, threatening, degrading and violent behaviour, including sexual violence. Domestic abuse can encompass physical, emotional, psychological, sexual, and financial abuse, and it can occur in any type of relationship. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse). All of which can have a detrimental and long-term impact on their health, well-being, development, and ability to learn.

Mental Health

All coaches should be aware that mental health problems can, in some cases, be an indicator that a child or vulnerable adult has suffered or is at risk of suffering abuse, neglect or exploitation.

Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem. Education coaches, however, are well placed to observe children and vulnerable adults regularly and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one.

All coaches should be aware of the indicators, which may signal children are at risk from, or are involved with, serious violent crime. These may include increased absence from school or college, a change in friendships or relationships with older individuals or groups, a significant decline in educational performance, signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries. Unexplained gifts or new possessions could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation.

More information can be found at

<https://www.gov.uk/government/publications/mental-health-andbehaviour-in-schools--2>

Children with special educational needs, disabilities or health issues

Children with special educational needs or disabilities (SEND) or specific medical or physical health conditions can encounter additional safeguarding challenges both online and offline. Governing bodies and proprietors must ensure their child protection policy acknowledges that recognising abuse and neglect in this group of children may involve additional barriers. These barriers can include:

- assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's condition without further exploration
- these children being more prone to peer group isolation or bullying (including prejudice-based bullying) than other children
- the potential for children with SEND or certain medical conditions being disproportionately impacted by behaviours such as bullying, without outwardly showing any signs

- communication barriers and difficulties in managing or reporting these challenges
- cognitive understanding – being unable to understand the difference between fact and fiction in online content and then repeating the content/behaviours in schools or colleges or the consequences of doing so.
- Anti-Discriminatory Practice - prejudice-based bullying includes a duty to proactively challenge racist or discriminatory behavior as a safeguarding intervention, rather than just a disciplinary matter

Any reports of abuse involving children with SEND will therefore require close liaison with the designated safeguarding lead (or deputy) and the SENCO or the named person with oversight for SEND in a college.

Serious Violence

There are a number of indicators, which may signal children are at risk from, or are involved with, serious violent crime. These may include:

- increased absence from school
- a change in friendships or relationships with older individuals or groups
- a significant decline in performance
- signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries
- unexplained gifts or new possessions could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation.

The likelihood of involvement in serious violence may be increased by factors such as:

- being male
- having been frequently absent, or permanently excluded, from school
- having experienced child maltreatment and having been involved in offending, such as theft or robbery.

A fuller list of risk factors can be found in the Home Office's Serious Violence Strategy:

<https://www.gov.uk/government/publications/serious-violence-strategy>

Professionals should also be aware that violence can often peak in the hours just before or just after school, when pupils are travelling to and from school. These times can be particularly risky for young people involved in serious violence.

Radicalisation and Extremism

Radicalisation is the process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that reject or undermine the status quo or contemporary ideas and expressions of the nation.

Extremism refers to the holding of extreme political, social, or religious beliefs that deviate significantly from the accepted norms or values of society.

Coaches have a duty to report concerns about pupils in line with the Prevent guidance, if they suspect that a child is at risk of radicalisation. These concerns should be passed to the Designated Safeguarding Lead in the school.

The Home office has produced key resources, workshops and training programmes to help you understand Prevent and how to keep students safe from extremism and radicalisation this can be found on the following link: <https://educateagainsthate.com/teachers/prevent-training/> and <https://www.support-peoplevulnerable-to-radicalisation.service.gov.uk/prevent-duty-training-learn-how-support-people-vulnerable-radicalisation>

Superstar Sports will refer any member of its workforce who they believe has attempted to radicalise pupils or preach extremist ideals to either the Local Authority or the Police.

Online Safety

The breadth of issues classified within online safety is considerable, but can be categorised into four areas of risk:

- *content*: being exposed to illegal, inappropriate or harmful content, for example: pornography, fake news, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation and extremism. Staff must be alert to the harm caused by algorithmically driven hate speech. This includes content pushed to children by social media algorithms that promotes misogynistic or racist ideologies. Such content often originates from 'Manosphere' influencers or extreme far-right groups and can rapidly radicalise a child's worldview. Staff are required to identify and challenge misinformation, disinformation and conspiracy theories encountered by children online. Such content can lead to radicalisation, physical harm (e.g., following dangerous medical advice) or the targeting of specific groups. Staff should encourage 'digital literacy' and professional curiosity when a child expresses views derived from unverified or extreme online sources.
- *contact*: being subjected to harmful online interaction with other users; for example: peer to peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes'. Coaches should recognise that exposure to these influencers can lead to a significant change in a child's behavior, including a decline in educational performance, the use of 'banter' to mask discriminatory views, or increasingly aggressive attitudes toward peers and staff.
- *conduct*: personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images(e.g. consensual and non-consensual sharing of nudes and semi-nudes and/or pornography, sharing other explicit images and online bullying; and

- *commerce* - risks such as online gambling, inappropriate advertising, phishing and or financial scams. If you feel your pupils, students or coaches are at risk, please report it to the Anti-Phishing Working Group(<https://apwg.org/>).

All staff have a duty to challenge and report behaviors that suggest a child is being influenced by extremist or discriminatory online content. This is not merely a disciplinary issue but a core safeguarding concern related to radicalisation and child-on-child abuse.

AI Safety

Superstar Sports recognises the emerging risks posed by Generative AI. Staff must be aware of the potential for AI to be used in the creation of 'deepfakes' (AI-generated non-consensual intimate imagery) and the impact this has on a child's mental health and reputation. Any incident involving the creation or sharing of AI-generated harmful imagery must be treated as a serious safeguarding concern and reported to the DSL immediately.

Coaches should ensure that they establish safe and responsible online behaviours, working to local and national guidelines.

Interactions with children and vulnerable adults, whether in person or through web-based and telecommunication methods, must occur within clearly defined professional boundaries. This encompasses the use of computers, tablets, phones, texts, emails, instant messages, and social media platforms such as Facebook, Instagram, Twitter, TikTok, OnlyFans, chatrooms, forums, blogs, websites, gaming sites, digital cameras, videos, webcams, and other handheld devices. Given the ever-evolving nature of technology, this list is illustrative and not exhaustive.

Coaches should not request or respond to any personal information from children and vulnerable adults other than which may be necessary in their professional role. They should ensure that their communications are open and transparent and avoid any communication which could be interpreted as 'grooming behaviour'.

Coaches must not share their personal contact details with children and vulnerable adults, including email addresses, home or mobile phone numbers, and social media account details. If children or vulnerable adults obtain these details through other means and attempt to make contact, coaches should not respond. Instead, they must report the incident to their line manager and inform the child or vulnerable adult, firmly and politely, that such contact is not appropriate.

Superstar Sports acknowledges that online and offline worlds are inextricably linked. Online harm often manifests as in-person harm, such as child-on-child abuse, physical violence or self-harm triggered by online interactions. Safeguarding assessments must consider a child's digital life as a significant factor in their physical safety and behavioral changes.

The UK Safer Internet Centre has produced some further information about Online

Safety <https://www.saferinternet.org.uk/advice-centre/teachers-and-school-staff>

Attendance as a Protective Factor

Superstar Sports recognises that school and holiday club attendance is a core safeguarding 'protective factor.' In line with the DfE statutory guidance '*Working Together to Improve School Attendance*', we treat unexplained or erratic attendance as a potential safeguarding indicator rather than just an operational issue.

For our Holiday Course setting, this means:

- First-Day Calling: If a child is booked onto a course and fails to arrive without prior notification from a parent/carer, a 'First-Day Call' will be made within one hour of the start time to confirm the child's safety.
- Identifying Patterns: We will monitor for patterns of 'sporadic attendance' (e.g., a child attending only half-days or missing consecutive days in a week). Such patterns can be an early warning sign of neglect, young carer responsibilities or mental health struggles.
- Attendance as Visibility: We recognise that for many vulnerable children, our holiday courses provide the only consistent professional oversight during school holidays. Any significant change in a child's attendance routine will be met with 'professional curiosity' and documented by the DSL.
- Liaison with Schools: Where we have concerns about a child's welfare, their attendance record at our holiday course may be shared with their home school or local authority attendance teams to help build a holistic chronology of the child's lived experience.

Identifying Abuse

The following list outlines ways in which abuse may be identified. It is not intended that this is an exhaustive list and it is not coaches sole responsibility to determine if abuse is occurring, but to report their concerns:

- Changes in behaviour; immediate or over a length of time
- Increased absence
- A change in friendships or relationships with older individuals
- A significant decline in performance
- Signs of self-harm
- Bruises and injuries that do not reflect the activity the child is involved in and where the explanation does not confirm with the injuries
- Fear of certain adults
- Being involved in offending
- Unexplained gifts or new possessions could also indicate that a child has been approached by or involved with individuals associated with criminal networks or gangs
- Use of sexually explicit language and actions
- The child or vulnerable adult tells you that they are being abused
- A third party tells you that the child or vulnerable adult is being abused
- A child or vulnerable adult seems to be a loner and does not integrate with the group
- A child or vulnerable adult whose appearance deteriorates hygienically and or physically

Some disabled, young children or vulnerable adults may feel more vulnerable in making others aware of the abuse due to them relying on the abuser.

Whilst it is important that a partnership approach is adopted to ensure that safety and the welfare of children and vulnerable adults, it is of equal importance that all concerned are confident that the information they provide will only be disclosed where it is in the best interests of the child or vulnerable adult to do so.

General conduct when working with young people and vulnerable adults

Superstar Sports expects its coaches to fulfill their duty to keep children and vulnerable adults safe and to protect them from physical, emotional and sexual harm.

All coaches are expected to contribute to:

- Providing a safe environment for children to learn in education settings
- Identify children and young people who are suffering or likely to suffer significant harm and take appropriate action with the aim of making sure they are kept safe both at home and in the education setting.

All Superstar Sports coaches are encouraged to demonstrate exemplary behaviour to safeguard children and to protect themselves from allegations of abuse. Stated below are the standards of behaviour required of Superstar Sports coaches to fulfil their roles to ensure that a positive culture and climate is created during all activities involving contact with young people and vulnerable adults.

- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment e.g. no secrets)
- Treat all young people and vulnerable adults with respect and dignity
- Maintain a safe and appropriate distance from young people and vulnerable adults.
- Build balanced relationships based on mutual trust
- Ensuring that during any residential events, adults do not enter young people and vulnerable adults rooms or invite young people and vulnerable adults to their rooms unless there are exceptional reasons for doing so
- Be an excellent role model – this includes not smoking or drinking alcohol in the company of young people and vulnerable adults or using inappropriate language
- Give enthusiastic and constructive feedback rather than negative criticism
- To refrain from taking any photographs, videoing or audio recording of pupils or vulnerable adults without prior written consent.

Unacceptable practices

The following should never be sanctioned:

- Spending excessive amounts of time alone with young people or vulnerable adults away from others

- Making personal contact with young people or vulnerable adults by email, telephone, post or any means without parental consent
- Taking young people or vulnerable adults to your home where they will be alone with you
- Allowing young people or vulnerable adults to travel on their own with you in a vehicle
- Engaging in rough, physical or sexually provocative games including horseplay
- Sharing a room with a young person or vulnerable adult
- Engaging a toilet with young people or vulnerable adult unless another adult is present or permission is given. Coaches should avoid using toilets that are used by school pupils or vulnerable adults.
- Allowing or engaging in any form of inappropriate contact
- Allowing or encouraging abusive peer activities
- Allowing young people to use inappropriate language unchallenged
- Making sexually suggestive comments to or within hearing of a young person or vulnerable adult
- Reducing a young person or vulnerable adult to tears as a form of control
- Allowing allegations made by a young person or vulnerable adults to go unchallenged, unrecorded or not acted upon
- Doing things of a personal nature for young people or vulnerable adult that they can do for themselves
- Physically restraining a young person or vulnerable adults unless the restraint is to:
 - prevent the injury of the young person/vulnerable adult/ other young person/yourself
 - prevent damage to any property
 - prevent or stop the commission of a criminal offence

Mobile Phones

Our setting is committed to safeguarding and promoting the welfare of all children. The use of mobile phones is strictly controlled to ensure that children are protected at all times and that staff remain fully attentive to their care and supervision.

Mobile phones must not be used in the presence of children. Staff are not permitted to access personal devices while supervising children, except in exceptional circumstances and with prior authorisation. This ensures that staff remain focused, engaged, and responsive to children's needs at all times.

Site Leads and Deputy Site Leads are permitted to have access to company issued mobile phones for operational and safeguarding purposes. This includes communication with the Company Director, Senior Leadership Team, parents/carers and emergency services where necessary. Such use is essential to maintain the safe and effective running of the provision.

Where mobile phones are used, this must take place away from children, out of earshot and within a private space. Under no circumstances should mobile phone use compromise the supervision, safety or wellbeing of children.

All staff are expected to adhere to this policy, and any misuse of mobile phones will be treated as a safeguarding concern and addressed in line with our disciplinary procedures.

This approach ensures compliance with safeguarding expectations and supports a safe, professional environment for all children in our care.

Reporting Safeguarding Concerns, Allegations and Disclosures

The following guidelines should be used when reporting any safeguarding concern or if an allegation is disclosed by a young person to a member of Superstar Sports coaches:

1. Listen and reassure

- Maintain confidentiality but do not make promises that you cannot keep, and explain that the information will have to be passed on and what action you will be taking in this regard
- Be calm
- Be reassuring and make it clear that you are glad that they have told you
- Show that you are taking the child or vulnerable adult seriously and that you understand and believe them
- Keep questions to a minimum; if you have to ask questions keep them open and not leading

Points to note when dealing with a disclosure

- Try not to display any kind of shock or disapproval
- Do not jump to conclusions
- The young person or vulnerable adult may regard the experience as either bad or painful, they may not feel guilty or angry
- Be aware of your own feelings which may be different to those of the young person or vulnerable adult
- Take care of yourself by ensuring that you have an opportunity to discuss your feelings with someone at a later stage
- Do not destroy any evidence as it may be used later in a court of law
- Initial disclosure even if retracted must still be referred
- In an emergency (i.e. a serious incident, the child is in need of medical attention or a crime may have occurred) call 999.

2. Recording Information

It is essential that the details of the alleged abuse be recorded correctly and legibly as this will be critical later on in the proceedings. This should be done immediately and certainly within 24 hours.

3. Informing the appropriate contacts

If abuse has been disclosed to you or you suspect that it is happening OR if you have any type of safeguarding concern - you must inform the relevant Designated Safeguarding Officer within a school/organisation and the DSL for Superstar Sports.

4. Referral to Relevant Authorities

Any cases where Superstar Sports have to dismiss a coaches member for reasons of child and vulnerable adult protection, will be referred to the Disclosure and Barring Service.

Referrals will be made by the Company Director

Procedures for Superstar Sports coaches dealing with a disclosure of abuse

A disclosure of abuse is received by a Superstar Sports' coach



Contact emergency services if there is an immediate need



Full details of the disclosure should be recorded by the recipient



The recipient informs the designated Child Protection Officer at the school and/or the Designated Safeguarding Lead of Superstar Sports of their concerns.



The Designated Safeguarding Lead will then decide on the next appropriate action to be taken. This may include a referral to local social services department.

Procedures for managing allegations made against Superstar Sports Coaches

The following document outlines Superstar Sports' procedures for managing allegations made against coaches.

General Principles

The following general principles will apply:

- Each step and action will be taken without unreasonable delay.
- Superstar Sports may suspend coaches without pay while an investigation takes place. Such a suspension will be reviewed as soon as possible and will not normally exceed 20 working days
- If a review meeting is required, the coaches will have the right to be accompanied by a trade union representative or a work colleague of their choice. If a coach is unable to attend any such meeting, an alternative meeting date may be suggested, provided it is within 5 working days of the original date.
- Timing and location of meetings must be reasonable.
- If a meeting is needed it will be conducted in a manner that enables both Superstar Sports and the coach to explain their case.
- Whenever Superstar Sports or the coach is required to send the other a statement, the original or a copy will suffice.
- No action will be taken against a coach until the case has been fully investigated
- A coaches contract will not be terminated for a first offence except in the case of gross misconduct.
- It should be recognised that lists of offences cannot be regarded as complete to meet every case, and also that action described as general misconduct may amount to and be treated as gross misconduct if the circumstances or the manner of the misconduct are such as to warrant serious action. These lists should be regarded therefore as being illustrative rather than exhaustive.
- All records of action taken will be held centrally by the Safeguarding Team and a record of the action will be held on the coaches' record.
- Superstar Sports will follow the Keeping Children Safe in Education guidance (part 4) in relation to allegations against supply staff. We will work closely with the School, LADO, police and/or children social services where necessary.

Procedures for Superstar Sports coaches dealing with an allegation made against staff

A concern regarding a staff member is identified.



Contact emergency services if there is an immediate need



Full details of the concern should be recorded.



The concern is reported to the designated Child Protection Officer at the school and/or the Designated Safeguarding Lead of Superstar Sports.



The Designated Safeguarding Lead will contact the LADO within 24 hours of the incident.



The Designated Safeguarding Lead will not contact any individuals in connection with the concern.



The Designated Safeguarding Lead will be advised by the LADO whether an internal, external or relevant authorities will investigate.

Procedures

The steps set out below are a guide and will not be followed in full in every case. The point at which the procedure is entered or the omission of any of the stages will depend entirely on the seriousness of the offence. Thus, a series of minor offences or a repetition of one such offence may involve the entire procedure whilst a more serious offence may well call for a final warning. Gross misconduct will lead to instant termination of a contract.

Offences other than gross misconduct

The following are examples of offences other than gross misconduct for which contract termination may be appropriate if corrective action is not taken after the issue of a written warning:-

- Unauthorised absence: including unauthorised absenteeism or unauthorised absence from the work place.
- Poor standard of work; or inadequate attention to work.
- Poor timekeeping or attendance
- Provocative, abusive or truculent behaviour
- Inappropriate language or phrases
- Sexist or racist conduct or behaviour of any kind.

All staff have a positive duty to report and challenge such behavior among colleagues or pupils, and that failure to do so is a safeguarding failure.

The procedures for dealing with offences other than gross misconduct are:

Formal Review	A Formal Review will take place in the light of any allegation. This review may involve taking written statements from relevant parties or a formal review meeting or both. Written notice of meetings will be given in all cases coaches are entitled to suggest an alternative date where relevant within 5 working days of the original meeting date.
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Verbal Warning	(For Minor Offences) In the case of minor offences the coach will be given a formal verbal warning.
First Written Warning	(For Repeated Minor Offences or a More Serious Offence) If a more serious offence occurs or another minor offence occurs after the issue of a formal verbal warning the coach will be given a first written warning.
Final Written Warning	(For Repeated Minor Offences and Very Serious Offences) If another offence occurs after the issue of a first written warning or if there is an action which the Company considers is a very serious offence a final written warning will be given to the coach.
Dismissal	Dismissal is regarded as the ultimate step and in cases other than gross misconduct will take place where the coach on a former occasion has been issued with a final written warning in respect of a similar matter or other cause of complaint.

Where a decision to dismiss has been taken the coach will be informed that he/she will receive a formal written notice of this decision, together with a clear statement of the reasons for dismissal.

Suspension

At each stage Superstar Sports reserves the right to suspend the coach without pay whilst an investigation is ongoing. In all cases we will endeavour to work within DfE guidelines on timescales.

Suspension will apply where:

- The actions complained of require the immediate removal of the coach from their place of work pending a decision concerning any action to be taken. The action complained of/alleged requires investigation and it is considered by the Company that it is undesirable for the coach to remain on duty.

Offences involving gross misconduct

Superstar Sports will terminate the contract of any coach considered to be guilty of gross misconduct.

The following are examples of actions which constitute gross misconduct:-

- Theft, either from Superstar Sports, its employees, clients, assigned schools or private rented spaces, including the unauthorised possession of any of Superstar Sports' goods, materials, products or produce.
- Fraud: any deliberate falsification of records or any deliberate attempt to defraud Superstar Sports or fellow employees. Fraud can include falsification of time sheets, travel claims, self-certification forms, registration documentation, career history etc.
- Unauthorised use or disclosure of confidential information or business matters relating to the company, its clients, coaches or applicants.
- Violence: any fighting or violence involving any fellow employee or any other person which takes place on Superstar Sports' premises or whilst at an assigned school or privately rented space.
- Indecency which is related to employment with Superstar Sports.
- Deliberate damage to Superstar Sports' property, or to the property of fellow employees or to the property of an assigned school or privately rented space.
- Intoxication on Superstar Sports' premises or the bringing of intoxicants or illegal drugs onto the Superstar Sports' premises at any time or onto the premises of an assigned school or privately rented space.
- Gross carelessness or negligence: including any action or failure to act which threatens the health or safety of any fellow employee or school, pupil or teacher including any disregard of safety rules which jeopardises the safety of those on the Superstar Sports' premises or the premises of an assigned school or privately rented space.
- Failure to comply with the provisions of the Superstar Sports' Safety Policy or that of an assigned school or privately rented space.
- Any conduct which does or may bring Superstar Sports' business into disrepute or which results in the loss of custom of a client, temporary or applicant or a loss of business.
- Breach of contract of employment: any fundamental breach of contract which renders continuation of employment impossible including failure to meet statute related provisions.
- Harassment of other members of staff or of others, whether the harassment is sexual, racial or of any other kind.

- Discrimination against other members of the coaching team, applicants for employment or others which is on grounds of sex, marital status, race, colour, religion, ethnic origin, nationality or disability.
- Obtaining unauthorised access to, making unauthorised use of or making unauthorised amendments to information stored on computers, computer software or computer hardware.
- Inappropriate social, physical or sexual contact with school staff, pupils or Superstar Sports' employees.
- Refusal to carry out reasonable instructions from a superior.
- Failure to inform Superstar Sports of any relevant disciplinary matters arising from alternative employment that may be relevant to our assessment of your suitability to work.
- A criminal offence committed at work other than a minor road traffic offence committed in the course of the employment, or an offence committed outside work which is incompatible with the employee remaining in employment.
- Refusal to obey a lawful instruction in connection with the employment.
- Disclosing details of his/her salary and remuneration to other caches or external staff colleagues.

Appeals

The coach has the right to appeal against any action taken against him/her. The wish to appeal should be notified in writing to the Company Director and the appeal should be made in writing within 2 weeks. Unless the appeal is made within five days of the review, it will be assumed that the coach accepts the action taken.

Referral to Relevant Authorities

Misconduct (not Child and Vulnerable Adult Protection related) / Incompetence

Safeguarding

Any cases where Superstar Sports have to dismiss a coach for reasons of child and vulnerable adult protection, will be referred to the Disclosure and Barring Service.

Referrals will be made by the Company Director.

Review

The Company Director will keep Superstar Sports' procedures for managing allegations under annual review and/or if there have been any relevant legislative changes.

Date Reviewed: March 2026

Next Review: September 2026