

GOVERNANCE • SAFEGUARDING • INCLUSION

CHILTERN FUTSAL LTD

Governance and Policy Pack 2026

Approved 17 August 2026 | Next review 17 August 2027

Registered Charity No. 1217196

About this policy pack

These policies set the standards that apply across Chiltern Futsal Ltd (the Charity). They support safe, inclusive and well-governed futsal activity and apply alongside the Charity's governing document, applicable law, The Football Association's rules and safeguarding framework, and any competition or venue requirements.

The Board of Trustees/Directors may amend a policy sooner than its scheduled review date where legislation, safeguarding practice, governance requirements or organisational needs change. Constructive suggestions may be submitted to the Chair or the relevant policy lead at any time. Where this pack conflicts with law, the Charity's governing document or a binding regulatory requirement, the higher authority takes precedence.

Our mission

Chiltern Futsal Ltd provides a welcoming, female-led and inclusive environment in which children, young people and adults can learn, play and excel in futsal. We aim to widen access, develop technical excellence, support physical and mental wellbeing, and create pathways into coaching, leadership, qualifications and wider life opportunities.

Our values

- Progressive - we learn, improve and share good practice.
- Ambitious - we support every participant to develop and achieve.
- Kind - we act with care, fairness and respect.

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Trustees' and Directors' Code of Conduct

Document reference	CFL-GOV-001
Version	3.0
Status	Approved
Owner	Board of Trustees/Directors
Approved by	Board of Trustees/Directors
Approval date	17 August 2026
Next review date	17 August 2027

1. Purpose

Chiltern Futsal Ltd is committed to high standards of charity governance, integrity, accountability, transparency and ethical conduct. This Code sets the behaviour expected of every charity trustee who is also, where applicable, a company director. It supports lawful, informed and responsible decision-making in the Charity's best interests and for the public benefit.

Compliance is a condition of holding office. Trustees/Directors must maintain the declarations, checks, qualifications and training required for their roles, including safeguarding, equality, governance and any requirements imposed by law, the Charity Commission, Companies House or The FA.

2. Scope

This Code applies directly to all Trustees/Directors. Its principles also guide committee and working-group members, employees, volunteers, contractors, consultants, sponsors and anyone authorised to represent the Charity. Additional role-specific terms of reference or agreements may also apply.

3. Standards and values

Integrity

Act honestly, consistently and ethically; avoid behaviour that could compromise trust; base decisions on appropriate evidence.

Accountability

Accept responsibility; remain answerable to the Charity, its beneficiaries and stakeholders; ensure decisions and reasons are properly recorded.

Transparency

Promote openness while respecting confidentiality, data protection and safeguarding; avoid informal or undocumented decision-making.

Respect

Treat everyone with dignity and professionalism; welcome constructive challenge; address behaviour that undermines inclusion.

Inclusivity

Promote equal opportunity and accessibility and support diversity in participation, leadership and governance.

Stewardship

Protect the Charity's resources, reputation and long-term sustainability and use them only to further its charitable purposes.

4. Core duties

Trustees/Directors must:

- Act within the Charity's powers and comply with its Articles of Association and applicable law.
- Act in good faith and only in the Charity's best interests, furthering its charitable purposes for the public benefit.
- Manage the Charity's resources responsibly, exercise reasonable care and skill, and ensure accountability.
- Make sufficiently informed decisions, consider relevant factors, disregard irrelevant factors and record decisions appropriately.
- Comply with Charity Commission and Companies House reporting and filing requirements.
- Lead by example and protect the welfare of children, young people and adults at risk.

5. Participation and collective responsibility

- Attend meetings regularly and punctually, give apologies where necessary and prepare by reading relevant papers.
- Participate constructively, ask appropriate questions and exercise independent judgement.
- Support properly made collective decisions once agreed, while ensuring any dissent or concern is accurately minuted where appropriate.
- Carry out allocated responsibilities diligently and act as an ambassador for the Charity and futsal.
- Use the Charity's agreed channels to raise governance, safety or legal concerns.

6. Respect, equality and safeguarding

- Treat everyone fairly and respectfully and promote an environment free from discrimination, bullying, harassment, intimidation, victimisation, abuse and inappropriate language.
- Value diversity of opinion, background and experience and make reasonable adjustments where required.
- Place welfare and wellbeing at the centre of decisions affecting children, young people and adults at risk.
- Follow the Charity's safeguarding procedures, complete required training and report concerns immediately through approved channels.
- Never retaliate against a person who raises a concern in good faith.

7. Conflicts of interest

- Declare actual, potential and perceived conflicts of interest and conflicts of loyalty on appointment, annually and whenever they arise.
- Ensure declarations are entered in the Register of Interests and relevant meeting minutes.
- Withdraw from information, discussion and voting where the unconflicted Trustees/Directors decide this is required.
- Never use the role for unauthorised personal, family, business, political or financial advantage.
- Follow CFL-GOV-002 and any stricter requirement in the governing document or law.

8. Confidentiality, information and intellectual property

Confidential information includes personal data, safeguarding information, disciplinary material, commercially sensitive information and anything obtained through the role that a reasonable person would understand to be confidential.

- Use confidential information only for legitimate Charity purposes and disclose it only where authorised or where safeguarding or legal duties require disclosure.
- Comply with the UK GDPR, Data Protection Act 2018 and the Charity's information-handling procedures.
- Continue to protect confidential information after leaving office.
- Do not use confidential information to obtain private benefit, harm another person or damage the Charity.
- Return or securely delete Charity information when requested, subject to lawful record-retention requirements.

Unless agreed otherwise in writing, intellectual property, materials, policies, branding, databases, contact lists, communications, strategies, plans and work products created on behalf of the Charity belong to Chiltern Futsal Ltd.

9. Communications and social media

- Communicate professionally and respectfully.
- Do not make public or media statements on the Charity's behalf without authority.
- Respect privacy, confidentiality, safeguarding and copyright online.
- Do not publish malicious, discriminatory, abusive or knowingly false content about the Charity or people connected with it.
- Direct legitimate concerns through the proper reporting, whistleblowing or complaints process.

10. Financial stewardship, gifts and hospitality

- Use Charity resources responsibly and only for authorised charitable purposes.
- Maintain effective oversight, internal controls, accurate records and transparent financial decision-making.
- Avoid or manage financial and reputational risk and never authorise personal benefit without lawful authority.
- Do not accept gifts or hospitality that could influence, or reasonably appear to influence, a decision.
- Declare any gift, benefit or hospitality worth more than £25 to the Chair; where the Chair is the recipient, declare it to another unconflicted Trustee/Director. All declarations must be recorded.

11. Betting and sporting integrity

Trustees/Directors must comply with any applicable FA rules on betting, inside information, match integrity and manipulation. They must not use inside information for betting, take part in match-fixing or otherwise compromise the integrity of futsal.

12. Breaches

Alleged breaches will be considered under CFL-GOV-007 and, where relevant, the governing document, employment procedures or safeguarding arrangements. Outcomes may include advice, training, warning, suspension, removal from duties or office where lawfully permitted, and referral to The FA, the Charity Commission, Companies House, police, local authority or another appropriate body.

13. Monitoring and review

The Board is responsible for implementation and annual review. An earlier review will take place if law, Charity Commission guidance, safeguarding practice, FA requirements or the Charity's activities change.

Declaration

I confirm that I have read, understood and agree to comply with the Chiltern Futsal Ltd Trustees' and Directors' Code of Conduct.

Name: _____ Mary Pacitti _____

Role: _____ Safeguarding Officer & Trustee _____

Signature: _____ *Mary Pacitti* _____

Date: _____ 17th August 2026 _____

Related documents

This policy should be read with the Charity's Articles of Association and the other policies listed in this pack.

Conflict of Interest Policy

Document reference	CFL-GOV-002
Version	3.0
Status	Approved
Owner	Board of Trustees/Directors
Approved by	Board of Trustees/Directors
Approval date	17 August 2026
Next review date	17 August 2027

1. Purpose

This policy protects the integrity of the Charity's decisions by identifying, declaring and managing actual, potential and perceived conflicts of interest and conflicts of loyalty. All decisions must be made only in Chiltern Futsal Ltd's best interests and must further its charitable purposes.

2. Scope

This policy applies to Trustees/Directors, committee and working-group members, employees, volunteers and any other person participating in a decision or using authority delegated by the Charity.

3. Meaning of a conflict

Actual conflict

A person's private interest or duty to another person or organisation conflicts with the Charity's interests now; for example, considering a contract for a business owned by a Trustee's family member.

Potential conflict

A conflict could reasonably arise in the future; for example, a person is considering taking a role with an organisation that may seek funding or work from the Charity.

Perceived conflict

A reasonable observer could believe that a person's judgement may be influenced, even where the person believes they can act impartially.

Conflict of loyalty

A person's duty or loyalty to another organisation or individual could influence, or appear to influence, a Charity decision.

4. Declarations and register

- On appointment and at least annually, relevant persons must complete or update a declaration of interests.
- A new conflict must be declared as soon as it becomes known and at the start of any relevant meeting or decision process.
- The Charity will maintain a central Register of Interests recording the person, nature of the interest, dates, action taken and review or closure date.
- The meeting minutes must record the declaration, how the conflict was managed, the person's absence where applicable, the remaining quorum and the decision reached.
- Responsibility for identifying and managing a conflict rests with the whole Board, not only the conflicted person.

5. Managing a conflict

The unconflicted Trustees/Directors will decide the proportionate management action, subject to the governing document and law. Action may include:

- Excluding the conflicted person from relevant papers or information.
- Requiring the person to leave the meeting for discussion and voting.
- Obtaining independent quotations, valuation, advice or oversight.
- Changing responsibilities or introducing supervision and safeguards.
- Declining, postponing or ending the proposed transaction or arrangement.
- Seeking Charity Commission authority where a trustee benefit or transaction is not already authorised.

A conflicted person must not vote and will not count in the quorum for that item unless the governing document or applicable law expressly permits otherwise. The unconflicted Trustees/Directors must be satisfied that the decision remains in the Charity's best interests.

6. Trustee benefits and connected persons

Trustees/Directors and people connected with them may receive a benefit from the Charity only where it is properly authorised by the governing document, law or the Charity Commission. Any payment, employment, contract, grant, expense or other benefit must be transparent, reasonable, demonstrably in the Charity's interests and approved without participation by the beneficiary.

7. Gifts and hospitality

Gifts, benefits or hospitality that could influence a decision must be declined. Any item worth more than £25 must be declared and recorded. Lower-value items must also be declared where their nature, frequency or context could create a conflict or appearance of influence.

8. Failure to declare or manage a conflict

A suspected breach must be reported to the Chair or, if the Chair is involved, to another unconflicted Trustee/Director. The allegation will be handled fairly under CFL-GOV-007. Deliberately false or retaliatory allegations may themselves be considered misconduct; this does not prevent good-faith concerns from being raised.

8.1 Initial assessment and interim action

The appointed unconflicted person will record the concern, preserve relevant evidence and assess whether temporary recusal, restricted access to information, suspension of delegated authority or another proportionate measure is needed. Interim action is precautionary and does not imply guilt.

8.2 Investigation

The investigator may review declarations, minutes, correspondence, financial records and other relevant material; interview the person concerned and witnesses; obtain written statements; and seek independent specialist advice. An independent investigator may be appointed. The person concerned will receive the allegation and a fair opportunity, normally at least seven days, to respond.

8.3 Decision

A panel of at least three unconflicted people, including independent members where necessary, will determine the matter on the balance of probabilities. It will consider seriousness, impact, benefit obtained, intent, previous conduct, cooperation and mitigating or aggravating factors.

Possible outcomes include no further action, guidance, correction of records, repayment or recovery action, training, warning, formal censure, restriction or suspension of duties, removal where lawfully permitted, and referral to a regulator or statutory body.

8.4 Appeal

An appeal must be submitted in writing within 14 days and identify the decision, grounds and supporting evidence. Grounds are procedural error, significant new evidence unavailable earlier, an unreasonable finding, or a disproportionate sanction. An unconnected appeal panel may uphold, vary or overturn the outcome or order a rehearing. Its decision is final within the Charity.

9. Records, confidentiality and reporting

Records will be kept securely and for an appropriate period under the Charity's retention arrangements. Information will be shared only where necessary and lawful. The Charity may make a serious-incident report or other notification to the Charity Commission, Companies House, The FA, police, local authority or another body where required or appropriate.

10. Monitoring and review

The Board will review the Register of Interests at least annually and this policy by 17 August 2027, or earlier if circumstances or guidance change.

Official guidance

Charity Commission guidance: [Conflicts of interest: a guide for charity trustees \(CC29\)](#)

Related documents

This policy should be read with the Charity's Articles of Association and the other policies listed in this pack.

Name: _____ Mary Pacitti _____

Role: _____ Safeguarding Officer & Trustee _____

Signature: _____ *Mary Pacitti* _____

Date: _____ 17th August 2026 _____

Code of Conduct

Document reference	CFL-GOV-003
Version	3.0
Status	Approved
Owner	Board of Trustees/Directors
Approved by	Board of Trustees/Directors
Approval date	17 August 2026
Next review date	17 August 2027

1. Purpose

This Code establishes the standards expected of everyone who participates in, works for, volunteers with, represents or attends activities organised by Chiltern Futsal Ltd. It supports safe, inclusive and enjoyable futsal and protects participants, staff, volunteers, the Charity and the sport.

2. Scope

The Code applies to Trustees/Directors, committee and working-group members, employees, volunteers, coaches, referees and match officials, players, club officials, contractors, consultants, sponsors and partners when representing the Charity, and parents, carers, guardians and spectators at Charity activities.

It applies at sessions, matches, competitions, events, trips, meetings, training, online activity, communications and whenever a person is identifiable as representing or participating with Chiltern Futsal Ltd.

3. Our standards

- Act honestly, responsibly and with integrity.
- Treat every person with dignity, fairness and courtesy.
- Promote a safe, welcoming and inclusive environment.
- Follow lawful instructions, venue rules, competition rules and Charity policies.
- Demonstrate fair play, good sportsmanship and respect for match officials.
- Accept feedback and support continuous improvement.
- Report concerns promptly and responsibly.

4. Respect, equality and inclusion

- Value diversity and support equal opportunity.
- Do not discriminate unlawfully or engage in bullying, harassment, sexual harassment, victimisation, intimidation, abuse, threatening behaviour or discriminatory language.
- Respect people's privacy, identities, beliefs, abilities and individual needs.
- Support reasonable adjustments and do not disadvantage a person for requesting them.
- Help create a culture in which concerns can be raised without retaliation.

5. Safeguarding

- Make the welfare of children, young people and adults at risk paramount.
- Maintain appropriate professional boundaries and never exploit a position of trust.
- Follow CFL-GOV-004 and complete required safeguarding and safer-recruitment checks or training.
- Report a concern, disclosure, allegation or poor practice immediately through approved channels; do not investigate it yourself.
- Cooperate with safeguarding processes and keep information confidential on a need-to-know basis.

6. Conduct at sessions, events and competitions

- Follow coaches' and officials' reasonable safety instructions and respect decisions.
- Do not use violence, abusive behaviour, offensive gestures or discriminatory language.
- Do not attend or participate while impaired by alcohol or illegal drugs.
- Do not deliberately damage facilities, equipment or property.
- Use equipment safely, report defects and follow emergency and first-aid arrangements.
- Do not act in a way that brings the Charity or futsal into disrepute.

7. Conflicts, information and communications

- Declare actual, potential or perceived conflicts and follow CFL-GOV-002.
- Use confidential and personal information only for authorised purposes and comply with the UK GDPR and Data Protection Act 2018.
- Do not make unauthorised statements on behalf of the Charity.
- Use social media responsibly and never post confidential, abusive, discriminatory, malicious or safeguarding-sensitive content.
- Respect intellectual property. Unless agreed otherwise in writing, work created on behalf of the Charity belongs to Chiltern Futsal Ltd.

8. Financial responsibility, gifts and integrity

- Use Charity money, equipment and other resources responsibly and only as authorised.
- Provide accurate records and receipts and follow financial controls.
- Do not accept gifts or hospitality intended to influence decisions; declare anything over £25 or anything that could reasonably appear influential.
- Comply with applicable FA rules on betting, inside information and match integrity.
- Never participate in match-fixing, manipulation or misuse of inside information.

9. Breaches

Concerns will be addressed proportionately under CFL-GOV-007, safeguarding arrangements, employment procedures or competition rules as applicable. Outcomes may include guidance, apology or restorative action, training, warning, removal from an activity, suspension, termination of a role, or referral to The FA, a regulator, statutory agency or police.

10. Declaration

I confirm that I have read, understood and agree to comply with the Chiltern Futsal Ltd Code of Conduct.

Name: _____ Mary Pacitti _____

Role: _____ safeguarding Officer & Trustee _____

Signature: _____ *Mary Pacitti* _____

Date: _____ 17th August 2026 _____

Related documents

This policy should be read with the Charity's Articles of Association and the other policies listed in this pack.

Safeguarding Children, Young People and Adults at Risk Policy

Document reference	CFL-GOV-004
Version	3.0
Status	Approved
Owner	Board of Trustees/Directors
Approved by	Board of Trustees/Directors
Contact	Welfare Officer: Mary Pacitti mary_pacitti@hotmail.com
Approval date	17 August 2026
Next review date	17 August 2027

1. Policy statement

Chiltern Futsal Ltd is committed to safeguarding the welfare and rights of every child, young person and adult at risk involved in its activities. Everyone has the right to take part in futsal in a safe, supportive and inclusive environment, free from abuse, neglect, exploitation, bullying and avoidable harm.

A child is anyone under 18. An adult at risk is an adult who has care and support needs, is experiencing or at risk of abuse or neglect, and because of those needs may be unable to protect themselves. The welfare of the child or adult at risk is paramount.

The Charity follows The FA safeguarding framework and works with the relevant County FA and statutory agencies. This policy applies alongside the Children Acts 1989 and 2004, Safeguarding Vulnerable Groups Act 2006, Protection of Freedoms Act 2012, Care Act 2014, Equality Act 2010, UK GDPR and Data Protection Act 2018, together with current statutory guidance.

2. Our commitments

- Treat all children and adults fairly, respectfully and without unlawful discrimination.
- Listen to children and adults and take their views, needs and wellbeing seriously.
- Provide safe environments, risk-assess activities and promote safe practice.
- Use safer recruitment, appropriate references, eligibility-based DBS checks and role-appropriate training.

- Respond promptly to concerns, allegations and disclosures and refer them to the correct agency.
- Share safeguarding information only with people who need it to protect welfare, while involving the child, adult and parents/carers where safe and appropriate.
- Support people who raise concerns in good faith and prohibit retaliation.

3. Roles and responsibilities

3.1 Board of Trustees/Directors

The Board retains overall responsibility for safeguarding governance, appropriate resources, policy approval, risk oversight and regulatory reporting. It will receive safeguarding assurance without receiving unnecessary personal detail.

3.2 Welfare Officer / Designated Safeguarding Lead

The Charity appoints Mary Pacitti as Welfare Officer and Designated Safeguarding Lead. The role is to:

- Act as the first point of contact for safeguarding and poor-practice concerns.
- Maintain appropriate FA safeguarding training and an in-date FA-accepted DBS disclosure where the role is eligible.

Advise staff and volunteers and ensure concerns are recorded and referred promptly.

- Liaise with the Board, County FA Designated Safeguarding Officer, The FA Safeguarding Team, local authority children's social care, the LADO, adult social care and police as appropriate.
- Inform The FA or County FA of referrals where required by FA regulations.
- Ensure this policy, codes of conduct, training and safer-recruitment arrangements are implemented and reviewed.

3.3 Everyone

Safeguarding is everyone's responsibility. Any person who sees, hears or suspects abuse, neglect, exploitation, grooming, bullying, poor practice or a breach of professional boundaries must report it. A person must not investigate, confront an alleged perpetrator or promise secrecy.

4. Safer recruitment, checks and training

- Use clear role descriptions and meet or interview applicants before appointment.
- Obtain and verify appropriate references before confirming roles.
- Complete identity, qualification and right-to-work checks where relevant.
- Require an FA-accepted Enhanced DBS check, including any appropriate barred-list check, only where the role is legally eligible and in line with current FA rules.
- Do not treat a DBS check as a substitute for supervision, references, training and safe working practice. Where DBS process take a long time – a current DBS from another employee will be deemed acceptable during the waiting period.

- Provide induction and safeguarding, first-aid and role-specific training; maintain records and renew training/checks as required.

5. Expected conduct and positions of trust

- Prioritise welfare, use age-appropriate coaching and maintain clear professional boundaries.
- Avoid unnecessary one-to-one situations; where unavoidable, remain observable and interruptible and follow the activity risk assessment.
- Never engage in sexual, exploitative, grooming, humiliating, abusive or coercive behaviour.
- Never use physical contact that is unnecessary, secretive, punitive or could reasonably be misunderstood.
- Never transport a child alone or enter private accommodation with a child except under an approved emergency or travel plan.
- Do not give personal gifts, money or preferential treatment that could create secrecy, obligation or dependency.

6. Recognising abuse and poor practice

Concerns may relate to physical abuse, emotional abuse, sexual abuse, neglect, domestic abuse, exploitation, grooming, discrimination, bullying or cyberbullying, self-harm risk, abuse of trust, financial abuse, organisational abuse or unsafe practice. A concern may arise from a disclosure, an injury or behaviour, something witnessed, information from another person or worrying online activity.

7. Responding to a concern or disclosure

- If anyone is in immediate danger or needs urgent medical help, call 999 first.
- Stay calm, listen carefully and take the person seriously.
- Reassure them that they did the right thing by speaking.
- Do not promise confidentiality or an outcome; explain that information must be shared with people who can help.
- Ask only open, necessary questions to clarify immediate safety. Do not investigate or repeatedly question.
- Make an accurate, dated and signed factual record using the person's own words where possible.
- Report immediately to the Welfare Officer. If the concern involves that person, report to the Chair or directly to the County FA/The FA or statutory agency.
- Preserve relevant messages, images, documents or other evidence securely; do not forward illegal or indecent imagery.

If the Welfare Officer is unavailable, delay could increase risk, or the person making the report is not confident the concern is being handled, they must contact the relevant County FA safeguarding contact, The FA, local authority children's or adult social care, the LADO or police directly. Doing nothing is not an option.

8. Allegations against staff or volunteers

Any allegation that an adult working with children may have harmed a child, committed a possible offence, posed a risk of harm or behaved in a way indicating unsuitability must be referred promptly to the Welfare Officer and the relevant local authority LADO/County FA in line with current guidance. The Charity will not conduct an internal investigation before seeking safeguarding advice where this could compromise a statutory or FA process.

Interim protective measures may be used without implying guilt. Support and appropriate confidentiality will be provided to the child or adult at risk, the person reporting and the person who is the subject of the allegation.

9. Online safety and communication

- Use approved Charity channels and accounts for coaching and organisational communication.
- Include a parent/carer in communications with children and avoid private one-to-one messaging.
- Keep language professional and send messages at appropriate times.
- Do not ask children to keep communications secret or use disappearing-message features for official communication.
- Risk-assess online coaching and control access, recording, chat and screen-sharing functions.
- Report inappropriate contact, content, grooming, bullying or account misuse immediately.

10. Photography, video and media

- Obtain and record appropriate consent before taking or publishing identifiable images of children.
- Respect a child's wishes and never pressure anyone to be photographed.
- Use approved devices and secure storage; do not use changing rooms or other private areas.
- Avoid pairing a child's full name with an image unless there is a clear, risk-assessed reason and consent.
- Portray participants positively and respectfully and remove content if consent is withdrawn where reasonably possible.

11. Trips, changing rooms and transport

Trips and events must have written risk assessments, emergency contacts, appropriate supervision, medical and consent information, travel and accommodation arrangements, and clear codes of conduct. Adults must not change or shower with children. Parents/carers should be informed of arrangements in advance, and rooming or transport must avoid unnecessary one-to-one situations.

12. Safeguarding adults at risk

The same principles of dignity, safety, listening and prompt reporting apply to adults at risk. Responses should respect the adult's wishes and capacity wherever possible, but information may be shared without consent where there is an overriding risk to the person or others, a crime may have occurred, coercion is suspected or the law requires it. Advice should be sought from adult social care, police, The FA or the County FA as appropriate.

13. Confidentiality, records and information sharing

Safeguarding records will be accurate, secure, access-controlled and kept separately from general records. Information will be shared on a necessary, proportionate and lawful basis to protect welfare. Confidentiality cannot be guaranteed where someone may be at risk. Data protection law does not prevent appropriate safeguarding information sharing.

14. Whistleblowing and complaints

Concerns about unsafe practice, concealment, retaliation or failure to act should be raised with the Chair or Welfare Officer, or with another Trustee/Director if either is implicated. A person may also report directly to The FA, the County FA, a statutory agency or regulator. Chiltern Futsal Ltd will not subject anyone to retaliation for raising a genuine concern. Statutory whistleblowing protections may apply depending on the person's status and the disclosure.

15. Monitoring and review

The Welfare Officer is responsible for day-to-day implementation. The Board will review this policy annually and after a serious incident, material organisational change or change in law or FA guidance.

Key safeguarding resources

The FA safeguarding guidance and reporting routes: thefa.com/football-rules-governance/safeguarding

The FA safer recruitment and DBS guidance: [Section 3 - safer recruitment and DBS checks](#)

Related documents

This policy should be read with the Charity's Articles of Association and the other policies listed in this pack.

Equality, Diversity and Inclusion Policy

Document reference	CFL-GOV-006
Version	3.0
Status	Approved
Owner	Board of Trustees/Directors
Approved by	Board of Trustees/Directors
Approval date	17 August 2026
Next review date	17 August 2027

1. Policy statement

Chiltern Futsal Ltd is committed to equality, diversity and inclusion across participation, volunteering, employment, governance and the services it provides. We will oppose unlawful discrimination and create an environment in which people are respected, supported to contribute and able to develop their potential.

2. Scope

This policy applies to Trustees/Directors, employees, workers, volunteers, coaches, players, parents/carers, spectators, contractors, partners and applicants for employment or volunteering. It covers recruitment, selection, training, pay and benefits, terms, progression, flexible working, leave, discipline, grievance, dismissal, redundancy, participation, service delivery and access to opportunities.

3. Protected characteristics and wider inclusion

The Equality Act 2010 protects people from unlawful discrimination connected with age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origin), religion or belief, sex and sexual orientation.

The Charity also values inclusion in relation to caring responsibilities, socio-economic background, neurodiversity, language, experience and other personal circumstances, while recognising that these do not all have the same legal status as protected characteristics.

4. Our commitments

- Provide equality, fairness and respect to paid and unpaid people and to participants.

- Make decisions on merit and relevant role or activity requirements, subject to lawful positive action, occupational requirements or other statutory exceptions.
- Prevent and address direct and indirect discrimination, harassment, sexual harassment and victimisation.
- Take reasonable steps to prevent sexual harassment of employees in the course of employment, including harassment by third parties, and assess foreseeable risks.
- Make reasonable adjustments for disabled people and provide accessible ways to request support.
- Ensure opportunities for training, development and progression are communicated fairly.
- Recognise contributions and promote dignity and respect.
- Challenge discriminatory conduct and take complaints seriously.

5. Responsibilities

5.1 Board and managers

- Lead by example and ensure decisions and procedures support this policy.
- Identify and address barriers, harassment risks and patterns of disadvantage.
- Respond promptly to requests for reasonable adjustments.
- Ensure relevant training and support are available.

5.2 Everyone

- Treat others with dignity and respect and follow this policy.
- Do not discriminate, bully, harass, sexually harass or victimise another person.
- Report concerns and cooperate with reasonable steps to resolve them.
- Understand that individuals as well as the Charity may be legally responsible for unlawful conduct.

6. Recruitment, participation and development

Recruitment and selection criteria will be relevant, objective and consistently applied. Advertising will aim to reach suitable candidates. Interview, training and participation arrangements will be accessible, and reasonable adjustments will be considered. Decisions about employment, volunteering, team opportunities and development will be recorded where appropriate and will not be based on unlawful assumptions or stereotypes.

7. Bullying, harassment and sexual harassment

Bullying, harassment, sexual harassment, intimidation and victimisation are unacceptable whether they occur in person, online, at a venue, on a trip or at a related social event. Conduct may be a single incident or a pattern and may be unlawful even if the person responsible did not intend harm.

Reports will be taken seriously and handled under the appropriate safeguarding, grievance, complaints or disciplinary process. Serious conduct may amount to gross misconduct, a safeguarding concern or a criminal matter and may be referred externally.

8. Raising a concern

A concern may be raised with a coach, manager, Welfare Officer, Chair or another Trustee/Director. Informal resolution may be considered only where safe and appropriate; no person is required to confront someone whose behaviour concerns them. The Charity will protect confidentiality as far as reasonably possible and will not tolerate retaliation.

9. Monitoring and data

The Charity may monitor participation, recruitment, workforce and volunteer information to assess inclusion and the effectiveness of this policy. Any monitoring will be voluntary where appropriate, limited to a clear purpose, handled lawfully and securely, and reported in a way that avoids identifying individuals. Monitoring will reflect the practical size and resources of the Charity.

10. Review

The Board fully supports this policy and will review it annually or sooner if law, guidance or organisational needs change. Employment practices, volunteer arrangements and delivery procedures will be reviewed where evidence suggests a barrier or unfair outcome.

Official guidance

Equality Act 2010 guidance: [gov.uk/guidance/equality-act-2010-guidance](https://www.gov.uk/guidance/equality-act-2010-guidance)

Related documents

This policy should be read with the Charity's Articles of Association and the other policies listed in this pack.

Name: _____ Mary Pacitti _____

Role: _____ Safeguarding Officer & Trustee _____

Signature: _____ *Mary Pacitti* _____

Date: _____ 17th August 2026 _____

Disciplinary Policy and Procedure

Document reference	CFL-GOV-007
Version	3.0
Status	Approved
Owner	Board of Trustees/Directors
Approved by	Board of Trustees/Directors
Approval date	17 August 2026
Next review date	17 August 2027

1. Purpose and scope

This procedure provides a fair, proportionate and timely way to consider alleged breaches of a Chiltern Futsal Ltd code, policy, lawful instruction, role requirement or other applicable regulation. It applies to Trustees/Directors, committee members, volunteers, coaches, players, parents/carers, spectators, officials, contractors and other participants.

Employees will normally be dealt with under the disciplinary procedure forming part of their employment arrangements, while safeguarding allegations will follow CFL-GOV-004 and statutory/FA processes. Competition or governing-body rules may also apply. Nothing in this policy limits the Charity's ability to take urgent protective action or report a matter externally.

2. Principles

- Allegations will be considered impartially, without predetermined outcome and on the available evidence.
- The person concerned will be told the substance of the allegation and given a reasonable chance to respond.
- Investigators and decision-makers must declare conflicts and take no part where impartiality could reasonably be questioned.
- Action will be proportionate to seriousness, risk, impact and circumstances.
- Safeguarding, welfare, confidentiality, data protection and reasonable adjustments will be considered throughout.
- Proceedings will be documented and completed without unnecessary delay.
- A complaint shown to be deliberately false, malicious or retaliatory may be considered separately; an unproven good-faith complaint will not be treated as misconduct.

3. Reporting and initial assessment

A concern should be sent to the Chair, Welfare Officer or another appropriate Trustee/Director. The recipient will record it, acknowledge receipt where appropriate, check whether immediate safeguarding or statutory referral is required, decide which procedure applies and appoint an unconflicted person to manage the matter.

4. Interim measures

Pending investigation, the Charity may impose proportionate temporary measures, including suspension from duties or activities, restricted contact or access to information, removal from a particular responsibility, adjusted supervision or another safety measure.

The Chair, or an alternative unconflicted Trustee/Director where the Chair is involved, will approve interim measures. Factors include the available evidence, seriousness, safeguarding and welfare, risk to people or the investigation, and the person's role. Interim measures do not imply guilt and will be reviewed regularly.

5. Investigation

The appointed investigator may:

- Review policies, records, correspondence, messages, photographs, video, financial information or other relevant documents.
- Interview the person concerned and witnesses and obtain written statements.
- Seek safeguarding, equality, governance, employment, financial, legal or other specialist advice.
- Appoint or recommend an independent investigator where appropriate.

The person concerned will be given the allegation, relevant supporting material subject to lawful redaction, and a reasonable response period. Seven calendar days will normally be allowed, but this may be varied for urgency, complexity, accessibility or fairness.

6. Investigation report

The investigator will prepare a written report identifying the alleged rule or policy breaches, the evidence considered, relevant disputed facts, any safeguarding or confidentiality restrictions, and whether there is sufficient evidence for formal determination. The report or an appropriate summary will be provided to the person concerned before a decision, subject to lawful protections.

7. Decision panel and hearing

The Chair will establish an unconflicted panel of at least three people, using independent external members where necessary. Where the Chair is involved, another unconflicted Trustee/Director will convene the panel. The panel may request more information, speak with witnesses and consider written or oral evidence.

The person concerned may request a hearing and may be accompanied by a colleague, friend or family member. The companion may provide support but may not answer questions or act as legal representative unless the panel agrees or a reasonable adjustment requires it.

The panel will decide facts on the balance of probabilities. Anonymous information may be considered only where fair and necessary; the panel must assess its weight carefully and provide enough information for a meaningful response without exposing a person to avoidable risk.

8. Decision and sanctions

The panel will consider seriousness, harm, risk, intent, previous conduct, cooperation, insight, consistency, mitigating and aggravating circumstances, and whether the person can continue in the role safely and credibly.

Outcomes may include:

- No further action or an informal resolution.
- Advice, apology, restorative action or correction of records.
- Mandatory training, supervision or an improvement plan.
- Verbal or written warning or formal censure.
- Restrictions, removal from an activity or suspension from duties.
- Termination of volunteering, participation, contract or other role, or removal from office where lawfully permitted.
- Referral to The FA, County FA, Charity Commission, Companies House, Disclosure and Barring Service, local authority, police or another body.

The outcome, reasons, sanction, duration, review arrangements and appeal rights will be communicated in writing.

9. Confidentiality and publication

Proceedings will normally remain confidential and information will be shared only where necessary and lawful. Participants must not disclose case information without authority, except to obtain confidential advice, exercise a legal right or make a protected or safeguarding report.

The Charity may publish or communicate an outcome only where there is a legitimate and lawful need, after considering data protection, safeguarding, fairness, confidentiality, regulatory duties and the public interest. Publication will be limited to what is necessary and proportionate.

10. Appeal

An appeal must be submitted in writing within 14 calendar days of the written decision. It must identify the decision, grounds, supporting facts or evidence and whether an oral hearing is requested.

Permitted grounds are:

- A material procedural failure.
- Significant new evidence that was not reasonably available earlier.

- A finding that no reasonable panel could have reached on the evidence.
- A sanction that was disproportionate.

An appeal panel whose members had no material involvement in the original decision may dismiss or uphold the appeal, vary the sanction, or remit the matter to a new panel. The panel may include independent members. Its decision is final within the Charity.

11. Independent resolution

After internal appeals are exhausted, the parties may agree to mediation or independent arbitration where appropriate. The provider, scope, procedure and costs must be agreed in writing. Each party will normally bear its own costs unless the agreement or arbitrator provides otherwise. Nothing in this clause removes statutory rights or prevents a referral to a regulator or safeguarding authority.

12. Records and review

Case records will be kept securely, accurately and only as long as necessary under applicable law and the Charity's retention arrangements. The Board will review this policy annually and after any case that identifies a material weakness.

Related documents

This policy should be read with the Charity's Articles of Association and the other policies listed in this pack.

Health & Safety & Volunteer Policy

Document reference	CFL-GOV-008
Version	3.0
Status	Approved
Owner	Board of Trustees/Directors
Approved by	Board of Trustees/Directors
Contact	Volunteer lead: appointed Trustee/Director or role supervisor
Approval date	17 August 2026
Next review date	17 August 2027

1. Introduction

Volunteers make an essential contribution to Chiltern Futsal Ltd's coaching, events, administration, governance and community. The Charity is committed to meaningful, safe and inclusive opportunities in which volunteers are supported, valued and able to develop.

Volunteering is not employment and this policy does not create a contract of employment or guarantee work, payment or a minimum duration. It sets mutual expectations and good practice.

2. Purpose

- Promote fair and consistent recruitment, management and support.
- Provide a safe, inclusive and positive environment.
- Explain the responsibilities and expectations of volunteers and the Charity.
- Encourage learning, development and recognition.

3. Scope

This policy applies to volunteers including coaches and assistants, referees and officials, Trustees/Directors and committee members, event organisers and stewards, media and communications helpers, Welfare Officers, administrators and other authorised volunteers.

4. Volunteer principles

- Match opportunities, where possible, with skills, interests, availability and development aims.

- Recruit inclusively and treat volunteers with dignity, fairness and respect.
- Provide clear roles, appropriate induction, supervision and safe systems of work.
- Recognise contributions and provide constructive feedback.
- Make reasonable adjustments and remove avoidable barriers.

5. Recruitment and selection

Recruitment will be fair, transparent and proportionate to the role. Opportunities may be advertised through Charity channels. Applicants may be asked to complete a form, discuss the role, provide references and evidence of qualifications, and complete eligibility-based checks.

5.1 Safeguarding requirements

- Meet or interview applicants for roles involving children or adults at risk and assess suitability and motivation.
- Obtain and verify appropriate references.
- Require an FA-accepted Enhanced DBS check and any barred-list check only where the role is eligible and current FA rules require it.
- Complete approved safeguarding training and comply with CFL-GOV-004.
- Do not begin regulated or unsupervised activity until required checks and approval are complete.

6. Induction and training

Induction will cover the role, supervision, expected conduct, safeguarding, equality, health and safety, emergency arrangements, confidentiality, expenses and how to raise concerns. Depending on the role, development may include first aid, coaching, refereeing, governance, data protection and equality training.

7. Support and supervision

- Each volunteer will have a named supervisor, Trustee/Director or other contact.
- Volunteers will receive the information, equipment and guidance reasonably needed for their role.
- The Charity will provide opportunities to give and receive feedback and may conduct periodic role reviews.
- Volunteers should ask for help where a task is outside their competence, authority or training.

8. Recognition and development

The Charity may recognise contributions through thanks, certificates, awards, events, public recognition with consent, development opportunities and references for education, employment or future volunteering where an appropriate person can provide an accurate reference.

9. Volunteer responsibilities

- Act in the Charity's best interests and uphold its values and reputation.
- Treat people fairly and respectfully and follow the Code of Conduct.
- Attend reliably, give reasonable notice of absence and work within the agreed role.
- Follow safeguarding, health and safety, equality, data protection and financial procedures.
- Report safeguarding, welfare, disciplinary, data-security or safety concerns promptly.
- Maintain confidentiality and use Charity information, equipment and systems only as authorised.
- Declare conflicts of interest and gifts or benefits as required.

10. Expenses

Volunteers should not be financially disadvantaged by authorised volunteering. Subject to available funds and prior approval, the Charity may reimburse reasonable out-of-pocket travel, subsistence, accommodation or other agreed costs.

- Claims must be made on the Charity's expense form within the stated time limit.
- Valid receipts or other agreed evidence must be provided.
- Payments will follow the Charity's financial procedures and approved rates.
- Expenses are reimbursement of actual authorised costs and are not payment for volunteering.

11. Health, safety and insurance

The Charity will assess relevant risks, explain safe working arrangements, provide appropriate information and equipment, and maintain suitable insurance for authorised activities. Volunteers must take reasonable care of themselves and others, follow instructions, use equipment correctly, report hazards and incidents, and not undertake tasks for which they are not trained or authorised.

Chiltern Futsal Ltd fully acknowledges its statutory responsibilities and obligations regarding health, safety, and welfare. We are committed to achieving and maintaining the highest possible standards within all areas of our club operations.

The safety and wellbeing of our players, staff, volunteers, and visitors is paramount. We will ensure that no one is exposed to risks arising from our activities and that all reasonable steps are taken to provide a safe, comfortable, and positive environment.

11.2 Our Commitment

Chiltern Futsal Ltd will: - Meet or exceed all minimum legal requirements regarding health and safety.

- Implement and maintain an effective Health & Safety Management System across all

club activities.

- Ensure that all employees and volunteers have completed FA First Aid training.
- Review and update this policy regularly to reflect changes in legislation, guidance, or club operations.
- Carry out and record risk assessments for all sessions, venues, and equipment.
- Provide suitable training, information, and supervision to ensure all staff can perform duties safely.
- Maintain all equipment in a safe condition and ensure it is suitable for use.
- Ensure all visitors and contractors are made aware of safety procedures during their time with the club.
- Appoint competent and appropriately trained contractors or staff where necessary.

11.3 Equipment & Facility Safety

- All equipment, including goals and playing surfaces, must be checked before use.
- Faulty or damaged equipment must be reported immediately and taken out of use until repaired.
- Goals must be assembled, anchored, and dismantled in accordance with FA safety guidelines.
- Venues and training areas must be clean, safe, and free from hazards.

11.4 Emergency & First Aid Procedures

- First aid kits must be available and clearly identifiable at all venues.
- All staff and volunteers must know the location of first aid kits and emergency exits.
- Any injuries, incidents, or near misses must be reported to the Club Welfare Officer or session leader.
- Emergency contact details must be available for all players and staff during sessions.

11.5 Staff & Volunteer Responsibilities

All employees, coaches, and volunteers have a duty to: - Take reasonable care for their own health and safety and that of others.

- Report any hazards or unsafe practices immediately.
- Cooperate with the club to ensure a safe and healthy working environment.
- Follow all club health and safety procedures and training.

11.6 Continuous Improvement

Chiltern Futsal Ltd will continually monitor and review its health and safety practices to ensure they remain effective and up to date with best practice & feedback from staff.

12. Concerns and problem solving

12.1 Informal resolution

Where safe and appropriate, a volunteer should first raise a concern with their supervisor, a Trustee/Director or the appointed volunteer lead. The Charity will try to understand and resolve the issue promptly.

12.2 Formal process

Where informal resolution is inappropriate or unsuccessful, the relevant complaints, safeguarding, grievance or disciplinary procedure will apply. Reasonable adjustments and a supporter at meetings may be considered.

12.3 Ending a volunteer role

Either the volunteer or the Charity may end the arrangement. The Charity may do so where the role is no longer required, expectations cannot be met, policies are breached, serious misconduct occurs or safeguarding or safety concerns arise. Where appropriate and safe, the Charity will discuss concerns first and explain the decision.

13. Data protection and confidentiality

The Charity will process volunteer information under the UK GDPR and Data Protection Act 2018. Volunteers must keep information secure, use personal data only for authorised purposes, follow retention and deletion instructions, and report any actual or suspected loss, unauthorised access or data breach immediately.

14. Equality and accessibility

Volunteer opportunities and support will follow CFL-GOV-006. Reasonable adjustments will be considered. Decisions will be based on the needs of the role, safety, suitability and available resources, not unlawful discrimination.

15. Review

The Board will review this policy annually or sooner following legislative change, safeguarding developments, governance requirements, significant feedback or organisational change.

Related documents

This policy should be read with the Charity's Articles of Association and the other policies listed in this pack.

Name: _____ Mary Pacitti _____

Role: _____ Safeguarding Officer & Trustee _____

Signature: _____ *Mary Pacitti* _____

Date: _____ 17th August 2026 _____

Policy pack references and version control

The policies were adapted for Chiltern Futsal Ltd's status as an England-and-Wales registered charity and futsal provider. The following authoritative sources informed the 17 August 2026 update:

- [The Charity Commission - The essential trustee \(CC3\)](#)
- [The Charity Commission - Conflicts of interest \(CC29\), updated April 2026](#)
- [The Charity Commission - Decision-making for charity trustees \(CC27\)](#)
- [The Football Association - Safeguarding rules, policy and guidance](#)
- [The Football Association - Safer recruitment and DBS checks](#)
- [UK Government - Equality Act 2010 guidance](#)
- [UK legislation - Equality Act 2010](#)

Version history

Version	Date	Status	Summary
3.0	17 August 2026	Approved	Rewritten throughout for Chiltern Futsal Ltd; jurisdiction, charity-governance, safeguarding, DBS and equality references updated.

Name: _____ Mary Pacitti _____

Role: _____ Safeguarding Officer & Trustee _____

Signature: _____ *Mary Pacitti* _____

Date: _____ 17th August 2026 _____