



Matchday Guidance for Adults bringing Children to Nottingham Forest FC Matches

Introduction and Scope

The purpose of this guidance is to set out the policy and principles for children / under 18s attending sporting events at Nottingham Forest Football Club (“the Club”) and to provide advice to adults accompanying children where required.

We hope that all visitors to our Club will embrace the principles and advice set out in this guidance in the spirit in which they are intended, which is to keep all our junior supporters as safe as possible at all times, so that they have an enjoyable experience on matchdays and at all our events.

Age Requirements

All children must be 4 years old before attending matches.

Children aged 4-13 years inclusive must always be accompanied by an adult (i.e. someone over 18) when attending matches. The recommended ratio is 1 adult to 2 children. Adults are kindly requested to supervise children with them at all times.

Children aged 14 years and over can attend matches without being accompanied by an adult.

Preparing for the Match

The English weather is unpredictable so please consider what you and your child will need throughout your visit. Check the weather forecast before you leave home and be prepared for it to change and be colder or wetter than predicted.

****DRESS FOR FULL TIME, NOT KICK OFF****

High temperatures and strong sunshine are possible, and the length of a match may mean you are outside in full sun for long periods of time. You may wish to bring sunglasses, sun hats and sun cream to protect you and your child from the sun’s harmful effects. To keep you and your child hydrated, drinks can be purchased from our concourse bars and kiosks and you can bring some drinks with you into the Ground. Some items are prohibited, so please ensure you refer to the Ground Regulations on prohibited items which can be found on our website here: www.nottinghamforest.co.uk/tickets/ground-regulations

Winter games, especially evening fixtures, may mean sub-zero temperatures, rain, wind and snow. This may also cause tricky conditions under foot when walking to and from the stadium due to the number of supporters attending the match.

Layered clothing is very effective in keeping warm and dry in cold and wet conditions, as well as on warm and sunny days when it gets colder at the end of the match.



What to do in the Event that your Child is Lost / Separated from You

The City Ground is very large, and matchdays are very busy, and unfortunately children and accompanying adults can become separated from each other.

To avoid becoming separated our advice is:

- When you first arrive at The City Ground, agree a meeting point with your child in case you get separated. Choose somewhere easy to remember and close by.
- Point out the Safety Stewards in your area to your child and get to know them, so that your child feels able to go to them if they are separated, scared or worried.
- Do your best to keep your child with you at all times and fully supervise them including when they visit the toilets and concession outlets – shops, bars, kiosks, etc.

Our safety staff are trained on what to do in the event that a child gets lost / separated from their accompanying adult as follows:

- When a lost child first comes to our attention, one of our Safety Stewards will remain in the place with the child where s/he is found.
- Accompanying adults should approach the nearest Safety Steward and retrace their footsteps together. Safety Stewards can be easily identified by their yellow jackets.
- If necessary, they will use the internal radio system to identify where the child is and safely return them to you.

What to do in the Event of an Emergency Evacuation

In the unlikely event of an emergency and The City Ground needing to be evacuated, you will be told what to do via announcements on the Public Address System. Please listen carefully.

Safety Stewards will assist with your safe exit from your area of the Ground, and all supporters and visitors are kindly requested to cooperate and comply with their advice, as it will be crucial to the safe evacuation of everyone in the area.

You may wish to familiarise yourself and your child with your nearest emergency exit and meeting point.

Attending the Match

Risk from Footballs

In all spectator seating areas both during the warm up and the match, there is a risk of being hit by a ball from the pitch due to the nature of football.

During warm up there are multiple balls in play, and these could come from any direction on the pitch, when you least expect it, as your focus may not be on the pitch. Footballs are hard and can be kicked at force which could cause significant injury. There is an increased risk if you are seated close to the pitch and especially behind the goals so please:

****STAY ALERT AT ALL TIMES****

NOTTINGHAM FOREST FOOTBALL CLUB



Noise and Language

Football matches are very noisy and often rowdy events, particularly when goals are scored. Young children's hearing is more sensitive than adults, so consider the impact that loud noise may have on your child. They may find the cheering, singing and chanting in some parts of the stadium a little frightening. Ear defenders and ear plugs can offer useful protection.

You may also find some spectators occasionally use language that is inappropriate for young people to hear. The Club will not tolerate language that is offensive, abusive or discriminatory and will take appropriate measure to tackle it. However, we cannot guarantee that your child will not hear it. If you hear language and / or comments that you deem unacceptable, please report them to the nearest member of Club Staff or Safety Steward. We also have a text facility available on matchdays on which you can report such behaviour in confidence. To do so, text 60066 and start your message with 'forest', and we will be able to monitor the behaviour without compromising you or your child.

There is a Family Stand where such language is less likely to occur, so you may wish to enjoy the match there.

Final Thoughts

We want you and your child to enjoy your visit. If you are bringing a child to The City Ground, think about their needs first. If you can't guarantee their comfort or safety, then consider organising a babysitter so that you can relax and enjoy the game.

Any young child has the right to enjoy their visit and should never experience discomfort, distress or harm as a result of a visit to our Ground.

Where Club officials are concerned that a child may be suffering abuse or neglect, we may decide that we have to refer our concerns to the Head of Safeguarding, Local Authority Safeguarding Team or even the police.

If you have a concern about a child during a match, contact one of the Stewards who will provide help. Alternatively, you can contact the NFFC Safeguarding Team at any time using the email: besafe@nottinghamforest.co.uk or on 0115 982 4444 during business hours.

If your concern relates to the immediate welfare of a child, call the police emergency number 999, or contact the Nottinghamshire Multi-Agency Safeguarding Hub ("MASH") on 0300 500 8090. For out of core hours and in an emergency, contact the Emergency Duty Team on 0300 456 4546.

Issued by Nottingham Forest Football Club Safeguarding Team, November 2018