

LONDON CITY LIONESSES

Matchday Safeguarding FAQs and Guidance





Introduction

London City Lionesses (the “Club”) is committed to fostering and maintaining the highest standards of safeguarding. This includes providing a safe, positive, and inclusive experience for everyone attending a matchday at CopperJax Stadium, or any other Club matchday location.

This guide includes frequently asked questions (FAQs) and guidance related to matchday safeguarding.

For away matches, please refer to the host club’s stadium policies, as they may differ from those of the Club.





Reporting a Safeguarding Concern

If you have a safeguarding concern on a matchday, please do not hesitate to approach any steward, security or member of staff to ask for support.

Alternatively, you can report a concern to the Club's dedicated Safeguarding Team via email: safeguarding@londoncitylionesses.com or by using the QR code below:



In the event of an emergency, please contact the emergency services - 999 and inform any steward, security or member of staff.

FAQs



Will I be inspected?

Yes. All items and bags carried into the stadium will be inspected by stewards. Stewards may also choose to use to an electronic wand or pat down on individuals.

Can I drink alcohol in the stands?

Yes. The Club is participating in the *Alcohol in the Bowl Trial* where you will have a choice to drink alcohol in the stands. For more information, please [click here](#) . Please note that Section A Glyn Beverly is an alcohol-free zone.



FAQs



Can I bring children to a matchday?

Yes! We love welcoming young supporters. Please note that children under the age of 16 must be accompanied by a responsible adult who is aged 18 or over. Before attending a matchday, we ask accompanying adults to consider the following:

- Risk of being hit by a football

Football can occasionally enter the crowd at speed which can hurt or even lead to injury. Where possible, those attending with children should avoid sitting directly behind the goals. Responsible adults should remain vigilant throughout the match.

FAQs



- Weather conditions

Matchdays can bring varied weather conditions and spectators are likely to experience all weather types. Early and late season may bring high temperatures and strong sunshine requiring sun protection. Mid-Winter games may bring low temperatures and rainy conditions.

On matchdays, spectators may be stationary for long periods, young children are especially susceptible to the cold, so accompanying adults are responsible for ensuring children are suitably dressed for the weather. Accompanying adults should monitor children regularly for signs of being too hot or too cold and be prepared to take appropriate action.

Please check the weather forecast before travelling to the match and ensure appropriate clothing is worn or brought along.

FAQs



- Noise levels

Matchdays can be very loud. Whilst adults may not be affected, loud noises can be potentially damaging for young children's ears. We recommend bringing appropriate ear protection, especially for very young children.

There is likely to be loud shouting and cheering in the stadium, which may be unsettling or even frightening for children. Please also be aware that unfortunately some supporters may use language that is inappropriate for children to hear.

FAQs



What should I do in an emergency?

Remain calm, listen and follow instructions given by our stewards.

Do all children require a ticket?

Yes. Every individual attending a match, including babies and young children, must have a valid ticket. This is a safety requirement which we must adhere to in order to remain compliant with stadium licensing conditions.



FAQs



Can a child or young person attend a matchday alone?

Children under the age of 16 must be accompanied by a responsible adult who is aged 18 or over. It is advisable that the adult accompanies the child at all times on a matchday, wherever possible.

If our stewards believe that a child under the age of 16 is unaccompanied on a matchday, they may approach them to check on their welfare and ask if they are attending with a responsible adult.

If a child under the age of 16 attempts to attend a matchday alone, staff may need to contact a responsible adult.

FAQs



What should I do if I lose my child/child in my care on a matchday?

If you lose contact with your child or child in your care, immediately inform a steward. Our stewards and Safeguarding Team are trained to respond to such situations. As a precaution, we recommend arranging and agreeing on a nearby meeting point with your child/child in your care in case you separated.

Please ensure your child/child in your care knows that they should go to a steward if they get lost, and that they know how to get in contact with you (has your emergency contact details) in this situation.



FAQs



What happens if I locate an unaccompanied or lost child?

If you locate an unaccompanied or lost child, do not leave the child alone and alert the nearest steward immediately.

FAQs



What should I do if I see inappropriate, suspicious or unsafe behaviour?

If you witness any of the following, or something doesn't seem right, please report your concerns to the nearest steward immediately:

- Aggressive, abusive, or threatening behaviour.
- Bullying or harassment.
- Individuals who appear overly intoxicated.
- Unsafe seating arrangements.
- Children or adults at risk being left unattended for extended periods.
- Photography or filming of children without appropriate consent.
- Children or adults at risk who appear unwell or distressed.

Your vigilance helps us maintain a safe environment for everyone.