



Behavior Policy

Summer Residential Programme

1. Purpose

The purpose of this policy is to establish clear expectations for behaviour and conduct for all participants attending the Manchester City Football Club (MCFC) Summer Programme.

This policy supports the delivery of a safe, inclusive, and high-performance environment at the City Football Academy, where participants are expected to demonstrate professionalism, respect, and commitment throughout their experience. It also outlines the procedures and responses applied where expected standards are not met.

All decisions made under this policy are aligned with safeguarding principles and are taken in the best interests of all participants and the wider group.

Any incident that raises concerns regarding harm, abuse, exploitation, neglect, bullying, mental health, or the safety and wellbeing of a participant will also be managed in line with MCFC safeguarding procedures and reported through appropriate safeguarding reporting routes where required.

2. Participant Expectations

All participants are expected to:

- Take responsibility for their actions.
- Treat MCFC staff, fellow participants, accommodation staff and facilities with respect.
- Engage professionally and commit fully to coaching sessions and activities.
- Follow staff instructions and safety procedures.
- Uphold Manchester City's values on and off the pitch, and on and off site throughout the programme.

Conduct that is not acceptable

Bullying, discrimination, sexual harassment, retaliation against anyone who raises a concern, and inappropriate online conduct are not acceptable.

Participants must not create, request, share or distribute images or recordings of another person without their consent. Sexual or intimate images must never be created, requested or shared.

These expectations apply throughout the programme, including at the residence, on excursions, during travel, online, and whenever participants are representing or connected with the programme.

A safe and inclusive environment

All participants have the right to feel safe, supported, respected and included. MCFC is committed to providing an inclusive environment regardless of age, gender, disability, neurodiversity, culture, religion, background or personal circumstances.

Staff will recognise and reinforce positive behaviour, including effort, teamwork, leadership and respect.

Responding fairly to behaviour

Behaviour can be influenced by additional needs, mental health, cultural differences, SEND, personal circumstances or the challenges of being away from home.

When responding to an incident, staff will consider the participant's needs and circumstances, give them an appropriate opportunity to explain what happened, and consider reasonable adjustments before deciding on a sanction. Responses will be fair, proportionate, supportive and non-discriminatory.

3. Recognition of Positive Behaviour

Participants who consistently demonstrate positive behaviours may be recognised through:

- Daily or weekly staff recognition
- 'Player of the Day' or equivalent awards
- Positive feedback shared with parents or guardians

4. Levels of Response to Incidents

Responses to behaviour incidents will always prioritise participant welfare, safeguarding, and de-escalation where appropriate. Any concern that may indicate a safeguarding risk must be acted on and referred through the appropriate MCFC safeguarding route immediately. This must not wait for a behaviour stage, warning, or meeting.

4.1 Low-Level Incidents (Stage One – Verbal Reminder)

Examples may include lateness, minor disruption, failure to follow instructions, inappropriate language, or leaving rooms after quiet hours.

Response:

- Verbal reminder
- Logged in behaviour record
- Reflection encouraged
- Staff support provided where appropriate

4.2 Medium-Level Incidents (Stage Two – Formal Warning and Temporary Removal)

Examples may include repeated disruption, refusal to follow instructions, unsafe behaviour, leaving activities without permission, or inappropriate content sharing.

Response:

- Formal warning
- Temporary supervised removal for reflection
- Possible exclusion from activities
- Parents or guardians informed the same day where safe and appropriate, following safeguarding consultation where needed
- Safeguarding team informed where safeguarding concerns are identified

4.3 Major Incidents (Stage Three – Temporary or Full Exclusion)

Examples may include alcohol or drug use, aggression, bullying, leaving site without permission, serious misuse of technology, or damage to property.

Response:

- Formal meeting with programme management
- Possible final warning, temporary removal, or full exclusion
- Parents or guardians informed within 5 hours where safe and appropriate, following safeguarding consultation where needed
- Safeguarding team informed immediately where safeguarding concerns are identified
- Where a participant is removed or excluded, they will remain appropriately supervised while programme management coordinates the arrangements and a safe handover. No participant will be left unsupervised during this process.
- No refunds provided in cases of removal due to misconduct

5. Safeguarding and Staff Responsibilities

All staff responsible for implementing this policy are safeguarding-trained and expected to apply the policy consistently, fairly, and in line with MCFC safeguarding procedures. Physical punishment is strictly prohibited.

MCFC staff will always prioritise verbal de-escalation and supportive behaviour management strategies. Physical intervention will only ever be used in exceptional circumstances where necessary to prevent harm or further harm, and must always be reasonable, proportionate, and in line with safeguarding guidance. All incidents must be documented promptly in line with the communication and documentation requirements in this policy.

Staff must promptly record and refer any safeguarding concern through the appropriate MCFC safeguarding reporting procedures, in addition to behaviour management processes. Staff must not delay a referral or decide for themselves whether a safeguarding threshold has been met.

6. Communication and Documentation

- All behaviour incidents documented promptly, including the date and time, what happened, who was present, the participant's account (or why it could not be obtained), immediate action taken, who was notified and when, and any follow-up
- Stage Two and Three incidents communicated to parents or guardians where safe and appropriate. Before contacting a parent or guardian, staff must consult the Safeguarding Lead if contact could increase risk, affect a safeguarding response, or is otherwise not considered safe or appropriate.
- Medium and major incidents communicated within 5 hours where safe and appropriate
- Safeguarding concerns recorded and escalated in line with MCFC safeguarding procedures where required

7. Commitment to Positive Engagement

Manchester City Football Club is committed to delivering a world-class residential experience that reflects the Club's values of excellence, respect, teamwork, inclusion, and participant wellbeing.

All participants are supported to thrive, develop positively, and create lasting positive memories within a safe and supportive environment.

Policy Owner: Operations Manager, Kayvon Abbasi

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