

# Discrimination Text-Line Service

Guide For Hampshire FA Facility Users



# Our Commitment

Hampshire FA (HFA) is committed to promoting equality, diversity and inclusion and challenging discrimination in all its forms. We will work with our facility users to ensure that everyone is treated fairly and equally, and to promote a culture of tolerance and respect in our local communities and our facilities.

Our goal is to make football enjoyable and accessible to the wider numbers, but we can only achieve this by collectively standing up against discrimination and reporting abuse whenever we witness it.

Experiencing or witnessing any form of discrimination can be very distressing and we are committed to improving the outcomes for victims as well as the reporting process.

Which is why, we have launched a new Discrimination Text-Line service to help facility users and staff members in reporting discriminatory abuse taking place at our hub sites. The service is available at our three facility hubs.



# How to use the service?

When at one of our facilities, if you see or hear an incident of discrimination, text the 'facility code' (see below) to 82 228.

You will then receive further advice/instruction.

Text **REFPRO**



Text **REPWIN**



Text **REPSTO**



The Discrimination Text-Line service enables victims of discriminatory abuse to access the services of Sporting Chance, a charity-partner of the FA who offers mental health and well-being services to those involved in football. To access this service the victim will need to quote the reference number/code provided to them by the FA.

There are multiple signs throughout the facilities and our staff members are always available and happy to assist you in reporting any discriminatory abuse.

# How to improve the service?

Hampshire FA has launched an online survey assessing the awareness around the Discrimination Text-Line service and its efficiency.

The survey is anonymous and aims to collect feedbacks on the service's effectiveness and visibility and identify what needs to be improved. This survey should take no more than a few minutes to complete.

The findings of the survey will help us understand perceptions of discrimination in grassroots football, potential barriers preventing people from reporting incidents, and potential areas to explore for improvement.

We are asking players, parents and the grassroots workforce who use our facilities at Stoneham, Front Lawn and/or Winklebury to complete the survey to help improve this service. Please share the survey with your club members.



The survey can be accessed through this link <https://bit.ly/30oS5Ze> or by scanning the QR Code!

