***Club Principles***

*All staff, volunteers and Trustees at Colchester United FC and FTIC, are firmly committed to safeguarding and protecting adults at risk and fully accepts its responsibilities for the safety and welfare of all adults at risk who engage with the club.*

*All adults at risk have a right to be protected from abuse regardless of their gender, race, disability, sexual orientation, religion, belief or age.* ***See Appendix 1***

*Through the application of policies, procedures and best practice everyone who has contact with adults at risk will create a positive environment in which they can participate, and protect them from harm.*

*All staff, volunteers and Trustees at Colchester United FC and FITC who come into contact with adults at risk in club related activities should be positive role models and display high ethical and moral standards in line with the club’s values.*

*This policy is across the club and is to be observed by all those working and coming into contact with adults at risk.*

*The following locations/departments are under the remit of this policy and include:*

* *Football in the Community – Shrub End*
* *Colchester United first team, under 23’s and Youth Academy – Florence Park*
* *JobServe Stadium – United Way Colchester*
* *Stewarding and all other match day activities that come into contact with adults at risk.*
* *Travel, Events and Tours.*

*All employees’ workers and volunteers are aware of the policy and procedures through induction. Where appropriate further outside and internal on-going safeguarding training is delivered.*

**Definition of an Adult at risk – Care Act 2014, Section 14.2**

*An adult at risk is defined as someone aged 18 or over and:*

* *Has needs for care and support, immaterial if the local authority is meeting any of those needs.*
* *Is experiencing, or at risk of abuse, neglect, and*
* *As a result of those needs is unable to protect himself or herself against abuse or the risk of it.*

**Safeguarding adults at risk is defined as: Care & Support Statutory Guidance 2014, Chapter 14.**

* Protecting their rights to live in safety and to be free from abuse and neglect.
* People and organisations working together to prevent the risk of abuse and neglect and stop these from happening.

***Recruitment and Disclosure***

*Colchester United FC/FITC takes the recruitment of staff and volunteers who are going to be working with adults at risk very seriously. Recruitment processes are thorough and conscientiously carried out. This not only helps to ensure that those who are not suitable to work in football are prevented from doing so. It gives the opportunity for the most suitable people to get involved. Recruitment and selection processes adhere to the Protection of Freedoms Act 2012 and the Rehabilitation of Offenders Act 1974.*

*All staff at Colchester United FC/FITC in a position of trust are required to undergo regular DBS disclosures, every three years or earlier if required. In addition, staff are required to complete a self-declaration, which is required annually.*

***Selection***

*Colchester United/FITC actively promotes equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from a wide range of candidates, including those with criminal records. Colchester United/FITC select all candidates for interview based on their skills, qualifications and experience.* ***Colchester United FC/FITC safe recruitment and selection procedures are detailed in the Safe Recruitment Policy and can be viewed in the Welfare Policy Document.***

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***Roles and Responsibilities - Organisational staff structure for* Safeguarding Adults at Risk and the Response Flow Chart**

Safeguarding

Catering

Karl Smith

Safeguarding

Community Foundation

Rick Goldsbrough

Safeguarding Recruitment

Jake Swan

Safeguarding Sports Medicine

Alec Bevens

Senior Safeguarding Manager

Tim Waddington

Designated Safeguarding Officer

Match Days & Events

Sean McQuaid

Player Care

Sean Thacker / Natasha Dyer

Lead Safeguarding

Education

Lewis Dallas

Safeguarding Ticket Sales

Chris Seward

Safeguarding

Commercial

Ben Conway

Safeguarding Stewarding

Sue Bennett

Safeguarding

Medical Physio

Hashim Ali

Safeguarding Academy Manager

James McFarlane

Designated Safeguarding Officer

Online

David Gregory

Designated Safeguarding Officer

FITC

Corin Haines

Designated Safeguarding Officer

Academy

Peter McCormack

**FLOW CHART**

An allegation of abuse has been made. This may be relating to a member of staff/volunteer at Colchester United the carer or an adult outside the Club.

Stay calm, offer reassurance to the victim if they are present, don’t promise confidentiality and keep questions to a minimum and refrain from asking leading questions.

If the person is in need of medical attention, telephone for an ambulance, inform the parents/ carer’s that you are doing so. If the parents/carers are allegedly involved in the abuse, only inform them that the person is going to hospital and do not share any other information. Inform the doctor of your concerns in relation to the protection issues and the Doctor will take the appropriate action.

Contact the relevant Designated Safeguarding Officer, unless the allegation involves them, in which case go straight to the Senior Safeguarding Officer.

Corin Haines

FITC

01206 755029

07540 722804

David Gregory Online

01206 755146

07765 894335

Sean McQuaid Match Days/ Events

01206 755119 07814965642

Peter McCormack Academy

01206 755121

07718476615

Relevant Designated Safeguarding Officer to inform Senior Safeguarding Office Tim Waddington

01206 755102 / 07875 961660

Tim.waddington@colchesterunited.net

If within the Academy, Academy Designated Officer to Liaise with Academy Manager

Senior Safeguarding Officer and Designated Safeguarding Officers to inform other professionals within football and outside football – as required on a case by case basis.

FA Case Management Team

0800 169 1863

Peter McCormack

Essex Police

Tim Waddington

Alex Richards Football League

Safeguarding Manager

01772 325940

Essex Local Safeguarding Board 0345 603 7627

Peter McCormack

Family Liaison

Peter McCormack

Club Insurers

Sean McQuaid

Senior Safeguarding Manager Tim Waddington

Liaising with and managing media David Gregory

***Good Practice and code of conduct***

***Good Practice and code of conduct***

* ***Listen carefully to adults at risk about his/her needs, take them seriously.***
* ***Treat all adults at risk equally***
* ***Always work in open environments, avoiding private or unobserved areas, encourage open communication with no secrets.***
* ***Make the experience fun and enjoyable.***
* ***Confront any bullying and promote fairness.***
* ***Avoid unnecessary physical contact.***
* ***Where any form of physical support is required it should be provided openly and with the adult at risk consent***
* ***If an adult at risk requires assistance in the changing room ensure that 2 coaches are present at all times.***
* ***If an adult at risk requests to be conveyed in a clubs vehicle obtain written consent.***
* ***Challenge unacceptable or inappropriate behaviour.***
* ***Encourage adults at risk to take responsibility for their own behaviour.***
* ***Reward effort as well as performance.***
* ***Record safeguarding concerns, incident and accidents.***

*All staff, volunteers, Trustees and Project Participants at Colchester United FC/FITC will be sighted on the Codes of Conduct before engaging in any form of activity and will understand the role they play in protecting adults at risk.*

*Colchester United FC/FITC has Codes of Conduct policy which can be viewed on the Welfare Policy*

*Document.*

***Photography and film***

*All images are taken by club photographers who have been briefed by the club DSO or a member of staff on site. Before taking images of adults at risk, the adult at risk if they do not have capacity, his/her carers consent in writing at the start of the session or prior an event will be sought. Photographs/filming will be conducted in an appropriate way and manner.* .

***Searching of Adults at Risk***

*To ensure the safety for all club actinides all adults at risk may be subject to the clubs search process. Adults at risk are asked to self-search as the preferred method, however, should the club suspect that the adult at risk may be concealing a prohibited item, consent can be sought from the adult at risk or the carer before a member of staff of the same sex searches the adult at risk.*

***Supervision of Adults at Risk***

The club adheres to best practice guidance from the local authority in relation to supervision of adults at risk.

* One employee to every 10 adults at risk.

Particular activities may require a lower ratio due to:

* Needs and capacity of the adults at risk
* Risk Assessment. Intelligence, environment.
* Expertise/experience of staff.
* Mixed gender adults at risk will require both genders to supervise.

Should the ratio not be suitable a decision will be made if the activity takes place?

***Working with External Partners***

*The club always ensure external partners and organisations we engage with promote the safety and welfare of adults at risk and this is outlined in contracts/service agreements. External partners and organisations are required to demonstrate competencies in safeguarding and the club assesses this through safeguarding audits. Where the organization does not have their own satisfactory safeguarding arrangement, they will be expected to comply with the club’s standards.*

***Consent***

*Primary concern in safeguarding is the welfare of the adult at risk. Consent must be obtained from the adult at risk before e referral can be made Local Authority Safeguarding Board or the Police. If the adult at risk gives their consent, then the member of staff should seek advice from their DSO. Information should not be given to carers or other adults without the consent of the adult at risk. There are a number of circumstances whereby an external referral can be made without consent.*

* *Adult lacks capacity – must be properly explored and recorded.*
* *Emergency or life threatening situation ion*
* *Other people are, or may be at risk including children and young people.*
* *Sharing the information could prevent a serious crime or a serious has been committed.*
* *The risk is unreasonable high and meets the criteria for a multi=agency conference referral.*
* *Allegation against staff or volunteers.*
* *There is a court order or other legal authority taking action.*

***Responding to Disclosures and Concerns***

*There is a responsibility on staff to act on concerns. It’s not a responsibility to decide whether or not abuse has taken place or investigate. The club will support and protect anyone who reports his or her concern that a colleague is, or maybe abusing an adult at risk. A disclosure is when an adult at risk reports directly to you that they are concerned about another person behavior towards him or her. Steps to be undertaken.*

* *Take the adult at risk to a safe and quiet place.*
* *React calmly so as not to frighten the adult at risk.*
* *Tell the adult at risk that they are not to blame and that he/she is right to tell you.*
* *If emergency treatment is required do not delay in calling an ambulance.*
* *Listen to what the adult at risk has to say, but do not ask leading questions. Ask only what is necessary to understand what is being reported.*
* *Reassure but do not promise confidentiality or an outcome.*
* *No contact should be made with the alleged abuser.*
* *Refer the matter to your DSO immediately*
* *Make a record of the incident on the using the Incident Report.* ***See Appendix 2***

***Preserving the evidence***

*Firstly, preserve the welfare and safety of the adult at risk. In all cases the preservation of evidence is crucial to enable an effective external agency investigation. Useful tips.*

* *In physical abuse cases, where an adult at risk wishes to show you an injury, only observe what he/she consent to show you and what is appropriate.*
* *Do not touch or clean an injury, wash anything or remove fibres, blood or debris. If you have to handle anything keep it to a minimum and tell the investigation authority.*
* *Do not touch weapons unless they are handed to you directly and place in a safe dry place.*
* *Preserve anything used to comfort or administer first aid to an adult at risk.*
* *Remain with the adult at risk until relieved by the police or other investigative organisation.*

***Procedure for dealing with allegations against staff or volunteers.***

*All staff members are made aware of the boundaries of appropriate behavior and conduct. These matters form part of staff induction and are outlined in the Staff Handbook / Code of Conduct.*

*The reporting of any concerns within or outside the workforce is a vital element of maintaining the core values. Individuals are strongly advised to report incidents of malpractice where the law, club policy or protocol has been breached by another member of the workforce. For members of the workforce failure to do so may result in disciplinary or criminal action.*

*If any member of the workforce has a concern about an adult at risk they have a duty to refer this to a member of the specific safeguarding team. A safeguarding officer will in turn report any concerns to the appointed lead safeguarding officer, or appointed deputy. If there is an immediate risk of harm, a serious injury, or a criminal offence may have been committed, then the police or other emergency service must be involved at the earliest opportunity.*

***Making a referral***

*Where a very serious concern is raised that involved an adult at risk and a member of the workface is involved in the allegation against the adult at risk, then.*

* *The Head of Department and Safeguarding Officer will be informed.*
* *If there are potential safeguarding issues, the DSO will inform the HR, the Line Manager, and where appropriate the information will be shared with other agencies including the Essex Safeguarding Children Board.*
* *Inform and take advice from the local police, County Welfare Officer at the County FA, the Child Protection Advisor at the EFL and the Safeguarding Team at the FA.*
* *Where the concerns could be of a criminal nature a referral to the police or social services should be made at the earliest opportunity.*
* *Where there is a concern raised relating to the behaviour of a member of staff towards an adult at risk, there is a need to manage that referral in a swift and confidential manner. The complainant will be updated every 7 days or at agreed interval as requested.*

***What to do if an adult at risk is in danger of immediate harm***

*Ensure that the adult at risk is at a safe place away from the alleged perpetrator. The police and social services should be called immediately especially if the situation is beyond the control or experience of the staff dealing. Inform you’re DSO, colleagues or other services who can assist in an emergency.*

***Colchester United FC/FITC have the following welfare policies in place:***

*Members of staff, Trustees and volunteers should refer to their Safeguarding Champions/Designated Safeguarding Officers for details of where these policies are located electronically and as hard copies. Policies listed below in bold type are not included in the Welfare Policy Document as they are more specialised. They can be provided if required.*

* ***Safe Recruitment & Ex-offenders***
* ***Policies & Procedures for dealing with concerns and legal requirement to make DBS referrals***
* *Procedures for dealing with serious safeguarding concerns*
* *Complaints Procedure*
* *Creating a safe environment*
* *Club Organisational Structure*
* *Codes of Conduct*
* *Dealing with allegations against staff or volunteers*
* *Tours, Events & Activities*
* *Missing Children*
* *Late collection of Children*
* *Anti-Bullying/Cyber Bullying*
* *Transport*
* *Media Policy/Guidance*
* *Social Media Networking*
* *Social Media*
* *Internet Safety*
* *Images and Filming*
* *Drugs*
* ***Radicalisation/ Prevent***
* ***Female Genital Mutilation***
* ***Honour Based Violence – Forced Marriage***
* ***Domestic Abuse***
* *Equality and Inclusion*
* ***Health and Safety***
* ***Accommodation Provision***
* ***Information Sharing***

***Review***

*The club shall review this Policy and Procedures on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

***APPENDIX 1***

***Abuse and neglect***

*There are 10 recognised categories of abuse under the Care Act 2015.*

1. ***Neglect and acts of omission***

Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

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| 1. ***Sexual abuse***   Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting. |

1. ***Physical abuse***

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| Assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanction. |

1. ***Psychological/Emotional abuse***

Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks

1. ***Discriminatory abuse which includes hate crime***

Forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

1. ***Financial and material abuse***

Theft, fraud, internet scamming, coercion in relation to an adult at risk’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

1. ***Organisational abuse***

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| Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.   1. ***Domestic violence where the victim is an adult at risk***  |  | | --- | | Psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence; female genital mutilation; stalking and forced marriage. |  1. ***Modern slavery***   Slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment   1. ***Self-neglect which includes hoarding.***   Neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding. | | |
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| ***APPENDIX 2*** |  |
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## INCIDENT REPORT FORM

DETAILS OF THE INCIDENT

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| Site where incident/accident took place |  |
| Address |  |
| Name of person in charge of session/transport |  |
| Name of person(s) involved in incident |  |
| Date and time of incident |  |
| Nature of incident |  |

Give full and descriptive details of the incident:

(Please use a continuation sheet if necessary)

ACTION TAKEN AFTER THE INCIDENT

Give full details of the action taken and the name(s) of others involved and or witness(s):

(Please use a continuation sheet if necessary)

Were any of the following contacted?

Welfare Officer: Yes 🞎 No 🞎

Education Officer: Yes 🞎 No 🞎

Parent/Carer: Yes 🞎 No 🞎

Police/social services: Yes 🞎 No 🞎

What happened to the person(s) following the incident? (e.g. went home, carried on with session, etc.

Have the people involved completed a statement such as a record of events or a witness statement?

Yes 🞎 No 🞎

DECLARATION

All of the above facts are a true and accurate record of the incident:

Name:

Job Title:

Signed:

Date:

I am in receipt of the incident form:

Coach Name: Signed: Date:

Head of Youth/ Name: Signed: Date:

Centre of Excellence Manager

Parent/Carer Name: Signed: Date:

Welfare Officer Name: Signed: Date:

Education Officer Name: Signed: Date:

***Review***

*The club shall review this Policy and Procedures on an annual basis prior to the start of the new football season, and following a major incident, organizational or legislative change.*

*Review Dates*

*Reviewed June 2022*

*Next Review June 2023*

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