



COUNTY IN THE  
COMMUNITY

*Providing Opportunities: Enhancing Lives*

# Safeguarding Vulnerable Adults Policy

	NAME	DESIGNATION	DATE	SIGNATURE
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	Dave Lewis	College Programme Coordinator	16/08/21	

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## **Mission Statement**

County in the Community Trust (Trust) is committed to the safeguarding and welfare of Vulnerable Adults. The Trust will work alongside the football club (Club) to ensure the safety of all those who engage with and meet the Trust. The Trust expects all Trustees, Staff, Volunteers, Participants, Contractors and Guests to abide by and uphold this Policy.

The Trust believe that all Trustees, Staff, Volunteers, Participants, Contractors and Guests to have a responsibility to report any concerns to the Trust should they be concerned about the welfare of any vulnerable adult.

The Care Act 2014 came into force in England on 1 April 2015. The Social Services and Wellbeing Act 2014 came into force in Wales on 1 April 2016. The acts introduce new duties and responsibilities on local authority adult social services as the lead agencies in protecting adults at risk. This gives public services and government clear responsibility to make sure that people in the most vulnerable situations are safe from abuse or neglect.

The Trust supports the principles in the acts and believes that safeguarding is everyone's business. We know how important it is for organisations to work together and create shared strategies to protect people.

The safety and welfare of vulnerable adults under the care of the Trust is paramount. All vulnerable adults that engage with the Trust, regardless of age, culture, social background, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to safety and protection from abuse or harm. All suspicions, reports and/or allegations of abuse will be taken seriously & investigated thoroughly which may involve the appropriate local authority teams where necessary.

We're committed to taking action quickly, effectively and professionally when abuse takes place. This Policy is available to view at <http://www.countyinthecommunity.co.uk/about-us/policies/>

### **1. Safeguarding Vulnerable Adults Policy**

#### **What is Safeguarding?**

- (a) In recent years there has been increasing concern about the safety and welfare of vulnerable adults. Agencies (and organisations) working with vulnerable adults must take all reasonable measures to ensure that the risks of harm to the individual's welfare are minimised; and where there are concerns about the welfare, of any vulnerable adults, all agencies (and organisations) take all appropriate actions to address those concerns, working to agreed local policies and procedures, working in partnership with other local agencies.

## **Who Are We Safeguarding?**

- (b) For the scope of this Policy the Trust recognise the need to ensure that vulnerable adults are protected from abuse and harm.
- (c) In the terms of this policy a vulnerable Adult has the following definition: A person who is over 18 who is or may need Community Care Services by reason of mental or other disabilities, age, or illness, or may be unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation. Examples of vulnerable adults are people with learning disabilities, mental health problems, the elderly, and people with physical disabilities. (The Welsh Assembly Guidance, In Safe Hands 2000)
- (d) This definition may include a person who:
- Has learning disabilities.
  - Has mental health problems, including dementia.
  - Is an older person with support/care needs;
  - Has a physical or sensory disability.
  - Misuses drugs or alcohol.
  - Has social or emotional problems.
  - Has an autistic spectrum disorder.
- (e) This may mean that they have a reduced ability to protect themselves from assault, abuse, or neglect. This can be because of a learning or physical disability (not normally to include dyslexia); a physical or mental illness chronic or otherwise (including an addiction to alcohol or drugs); or a reduction in physical or mental capacity.

### ***County in the Community takes pride in supporting vulnerable adults in their studies.***

- (f) Adult education organisations are experiencing more contact with vulnerable adults through taster days, summer schools, family classes, and other out of school opportunities. At the Trust we also take pride in supporting vulnerable adults in their studies.
- (g) Adult Education organisations have a common law duty of care to take such steps that in the circumstances of an educational institution are reasonable to ensure that the vulnerable adult is safe, and in the absence of specific requirements, be seen to have an enhanced duty of care.

## **2. Safeguarding Structure and Responsibilities**

Overall responsibility lies with the Trustee/Senior Safeguarding Officer Samantha Scott. As of June 2018, our appointed Designated Safeguarding Officer is Norman Parselle and is

supported by The College Programme Coordinator, Dave Lewis as Deputy, who will be available to all staff, volunteers and service users to speak to when they have any concerns, issues or complaints regarding the safety, well-being or conduct of service users, volunteers and staff.

The safeguarding officers and deputy will have access to appropriate training to support them in these roles. They will liaise with appropriate local and national agencies, contribute to appropriate policies, maintain records and keep confidentiality, adhere to and promote this policy within the organisation, and support or provide access to support for individuals suffering harm or abuse.

- (a) In those areas where staff and volunteers work with vulnerable adults as part of their roles, a manager is nominated to have responsibility for safeguarding in their area:
- (b) All staff and volunteers are required to take a shared responsibility for the protection and safety of any vulnerable adults. They must be aware of and abide by the Trust's Codes of Good Practice (See section 8.2).

### **3.1 Responsible persons Contact details:**

Samantha Scott

Trustee – Senior Safeguarding Manager

Office Number – 01633 251246

Contact Number – 07828 705060 – [samantha.scott@countyinthecommunity.co.uk](mailto:samantha.scott@countyinthecommunity.co.uk)

Norman Parselle

Chief Executive Officer - Designated Safeguarding Officer

Office Number – 01633 251246

Contact Number – 07722147695 – [community@newport-county.co.uk](mailto:community@newport-county.co.uk)

Dave Lewis

College Programme Coordinator & Walking Football

Contact Number – 01633 251246 - [dave.lewis@newport-county.co.uk](mailto:dave.lewis@newport-county.co.uk)

### **3. Statement of Policy**

The Trust is committed to safeguarding and promoting the welfare of vulnerable adults, engaged in the breadth of its activities. For example:

- County in the Community - Mental Health Programme
- County in the Community – Walking Football Team
- Adult Volunteers within the Programme.

- County in the Community – University Foundation Degree
- (a) The Trust has taken the view that in the interests of good practice there should be a clear policy and associated procedures to guide work with vulnerable adults. This policy deals with the protection of Vulnerable Adults. A separate policy covers Child Protection
- (b) The Trust recognises that it has a duty to help staff and persons recognise their responsibilities (through guidance, support and training), minimise risk and avoid situations (where possible) where abuse or neglect might be alleged.
- (c) Processes are in place to check the suitability of staff and volunteers working directly with vulnerable adults. Some staff and volunteers within the Trust will be in regular or significant occasional contact vulnerable adults during their teaching or other work. There is a commitment to uphold the Law and that such staff and persons have satisfactory DBS disclosures, at an appropriate level, before working with vulnerable adults.

#### 4.1 Principles

- (a) Everyone has the right to live their lives free from coercion, intimidation oppression and physical, sexual, emotional, or mental harm.
- (b) Everyone has the right to a family life and privacy.
- (c) Everyone has a right to confidentiality in respect of personal information, where this does not infringe the rights of other people.
- (d) Everyone has the right to receive full and comprehensive information to allow them to make informed choices about their own circumstances.
- (e) Everyone has the right to the protection of the law and full access to the judicial process and criminal justice system.
- (f) Accordingly, adult protection should operate in the context of fully engaged citizenship, not restricted to social care, health services and the criminal justice system.

#### Human Rights Act 1998

*The rights of vulnerable adults to live a life free from neglect, exploitation and abuse are protected by the Human Rights Act 1998. Specifically, a vulnerable adult's right to life is protected (under Article 2); their right to be protected from inhuman and degrading treatment (under Article 3); and their right to liberty and security (under Article 5).*

#### 4.2 Putting these principles into practice in adult protection means:

- (a) Protecting a vulnerable adult should be everyone's paramount concern.
- (b) All staff have an ethical and professional duty of care to act if they.

- Witness abuse.
  - Receive information about abuse, suspected abuse or concerns about the care or treatment of vulnerable adult; or
  - Have concerns or suspicions about possible abuse or inappropriate care.
- (c) Vulnerable adults have the right to be fully involved throughout the adult protection process and to make decisions about their safety and welfare, unless it has been assessed that they do not have the mental capacity to make any decision.
- (d) The sharing of information by professionals must be with due regard to confidentiality and information by professionals must be with due regard to confidentiality and information security, for example using secure e-mail and password-protected documents.
- (e) The Wales Adult Protection Policy and Procedures, including criminal investigations, override other organisational procedures, such as disciplinary and complaints investigations (this is stated in Listening and Learning, Section 7: Guidance for local authorities about managing complaints).
- (f) Agencies and services taking disciplinary action should delay their own investigations until completion of action under the Adult Protection Policy and Procedures, unless a Strategy Meeting held under these Procedures agrees otherwise.

#### **4. Values**

The values and rights below underpin the way vulnerable adults should be supported and cared for in whatever setting or places they live in or use:

- Independence: to think, act and make decisions, even when this involves a level of risk.
- Respect: recognition that everyone is unique, with intrinsic value as a person.
- Equality: the right of people to be treated no less favourably than others because of their age, gender, disability, sexual orientation, religion, class, culture, language, race, ethnic origin, or other relevant distinctions.
- Privacy: the right of the individual to be left alone or undisturbed and free from intrusion or public attention in their affairs.
- Choice: the right to make choices, and to have the alternatives and information that enable choices to be made.

##### **4.1 Putting the principles and values into practice means:**

- (a) Adult protection is everyone's concern.
- (b) All staff, volunteers, paid or unpaid staff should understand the nature of abuse, how people might be at risk of harm and work to prevent it:

- (c) When responding to referrals, the concerns raised must be believed and accepted without judgement.
- (d) Staff have a duty to report any concerns they have about the potential abuse of a vulnerable adult.
- (e) Careful consideration and respect of vulnerable adults' wishes, and preferences are essential to the adult protection process.
- (f) Vulnerable adults have the right to be supported and empowered when adult protection procedures are used, and to have an independent advocate if they wish. For people assessed as lacking capacity to make decisions about how they could be protected, and Independent Mental Capacity Advocate (IMCA) must be considered and may be appointed.
- (g) The Trust wishes to ensure that all our participants have a safe and stimulating environment in which they can fulfil their potential and we wish to safeguard the welfare of our vulnerable adult learners.

## **5. Protecting Vulnerable Adults in a Sporting Environment**

- (a) The Trust is concerned that all its persons remain safe and free from harm and is committed to playing a full and active part in the multi-agency response to vulnerable adult's protection concerns. This document sets out the Trust's position in relation to all aspects of the vulnerable adult protection process.
- (b) In the event of any concern by any member of staff, or if a vulnerable adult approaches any member of staff, regarding any matter concerning abuse, they must tell the person that they are bound to pass on the information to the Designated Safeguarding Officer. The person receiving the information should pass it on as a matter of urgency to ensure the matter can be dealt with as soon as possible. If the designated person is not available, the staff member should contact a member of the Senior Management Team or a Trustee. No person must be promised that anything they say will be kept confidential. It is helpful for a member of staff to tell the person they will jot down anything the person says to ensure an exact a record as possible is kept for future reference.

### **5.1 Scope of the Policy**

- (a) This Policy applies to all staff employed by the Trust, temporary staff and volunteers. All have a legal responsibility to take seriously any vulnerable adult concerns that come to their attention and follow the procedures given.
- (b) Subcontractors must be informed of this Policy and deal with any concerns reported to them by contacting the DSO who is responsible for Vulnerable Adult Protection in the Trust.
- (c) Persons who have concerns about other persons or the behaviour of adults towards them can use this Policy to ensure they are taken seriously.

- (d) It is not the Trust's responsibility to investigate abuse. Nevertheless, it has a duty to act if there is a cause for concern and to notify the appropriate agencies so that they can investigate and take any necessary action.

## 5.2 Prevention

- (a) The Trust takes seriously its duty of pastoral care and will be proactive in seeking to prevent vulnerable adults becoming the victims of abuse or neglect. It will do this in many ways:
- (b) Through the creation of an open culture which respects all individuals' rights and discourages bullying and discrimination of all kinds
- (c) By identifying a member of the Board of Trustees and staff, who have overall responsibility for vulnerable adult matters they will receive training in this field and act as a source of advice and support to other Trust staff especially Community coaches and volunteers. Training to be delivered to staff by the Safeguarding Officer or Leading delivery agencies.
- (d) By informing vulnerable adults of their rights to be free from harm and encouraging them to talk to Trust staff if they have any concerns
- (e) Through the ongoing programme of support, at an appropriate level to promote self-esteem and social inclusion and address the issue of the protection of vulnerable adults in the wider context

## 6.3 Responsibilities

Trustees & Staff at CitC have the overall responsibility to protect vulnerable adults within our Charity. We are responsible for the identification of abuse and referral to the appropriate authorities via the Trust's nominated persons. Designated Safeguarding Officer (DSO) Norman Parselle.

The Trust will operate safe recruitment procedures and ensure that appropriate checks are carried out on all new Trustees, Staff, Volunteers, Participants, Contractors and Guests. (Please see Confidential Declaration Form June 2018 appendix 2, pg 18).

When working with ex-offenders in Full time, Part Time, or Volunteer roles CitC will carry out robust checks. An applicant will be vetted appropriately to ensure they have not been barred from working with vulnerable adults. An enhanced DBS will be required, and these factors will also be taken into consideration. (Please see below Recruitment of Ex-Offenders Policy appendix 3, pg22)

- What is the nature of the volunteering role?
- Are there offences relevant to the role?
- What was the seriousness and nature of the offence?
- What was the volunteer's age at the time of the offence?
- What amount of time has passed since the offence occurred?



- Was the offence revealed during the application stage?

## 6. What is Abuse?

- (a) The main categories of abuse as identified by the Welsh Assembly Government in “In safe hands” include:
- physical
  - neglect
  - sexual
  - financial
  - psychological/emotional
- (b) Abuse is defined as: A violation of an individual’s human and civil rights by another person or persons which results in significant harm.
- (c) Abuse may be:
- A single or repeated act, or multiple acts;
  - A lack of appropriate action;
  - Perpetrated because of deliberate intent, negligence, or ignorance: and/or
  - An act of omission (failing to act) or neglect.
- (d) Abuse can occur in the vulnerable adult being persuaded or forced to enter into a financial or sexual arrangement of which they have not, or could not, consent.
- (e) Abuse can occur in any relationship and fundamentally is an abuse of trust, including failure to meet a duty of care.
- (f) Abuse is behaviour towards a person that either deliberately or unknowingly causes a vulnerable adult harm or endangers their life or their human or civil rights. It can be passive, e.g. failing to act to care for someone, or failing to raise the alert about abuse; or active, e.g. hitting, stealing, or doing something that causes harm.
- (g) Abuse can be a one-off or something that is repeated.

Definition of (Appendix 1, pg 16)

## 7. Guidance & Procedure for staff

- (a) The Trust recognises its legal duty to work with other agencies in safeguarding vulnerable adults and in responding to abuse. All members of staff involved with vulnerable adults (coaching and non-coaching) have a responsibility to be mindful of issues related to

vulnerable adult safety and welfare and a duty to report and refer any concerns however “minor” they appear to be. IT IS NOT THE JOB OF TRUST STAFF TO INVESTIGATE THESE CONCERNS.

- (b) In cases where it is deemed that a vulnerable person lacks sufficient understanding to make informed decisions about his/her own care and treatment, it may be in their best interest to inform and involve parents/carers about any concerns about the vulnerable person’s welfare or any action taken to safeguard and promote the vulnerable adult’s welfare, providing this does not compromise the vulnerable adult’s safety. Where there are possible concerns about a vulnerable adult’s safety. Unconditional confidentiality cannot be guaranteed and should not be offered.
- (c) The Trust will be proactive and take positive steps to inform persons of their rights to safety and protection and the options available to express their fears or concerns.
- (d) When persons make allegations about abuse or neglect, they should always be listened to, have their comments taken seriously and, where appropriate, the allegations should be investigated thoroughly.
- (e) If you suspect that a person is going to discuss abuse, either towards themselves or another vulnerable adult, establish GROUND RULES CONCERNING CONFIDENTIALITY. This information must be shared with a nominated person for safeguarding adults.
- (f) The designated person will then contact the Local Authority Safeguarding Adult Team to discuss appropriate action. The Local Authority Adult Protection Unit is responsible for coordinating action in vulnerable adult cases, including liaison with police.
- (g) Note: It is important to convey that the Safeguarding Adult Team will need to assess the situation and would want to work with the vulnerable adult in determining what could/should happen next. They would wish to respect the vulnerable adult’s wishes and feelings provided no one is at immediate risk of harm.
- (h) If the person is fully aware of what could happen, they can:
  - choose whether they want to speak now or have time to think about it
  - be as informed as possible regarding the implications of passing on this information.
- (i) If the complainant is the vulnerable adult him/herself, questions should be kept to the minimum necessary to understand what is being alleged. Leading questions must be avoided as the use of leading questions can cause problems for the subsequent investigation and any court proceedings.

## **Bullying**

County in the Community works with children, families and vulnerable adults as part of its activities. The purpose of this policy statement is:

- to prevent bullying from happening between vulnerable adults who are a part of our organisation or take part in our activities
- to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need

- to provide information to all staff, volunteers, children, their families and vulnerable adults about what we should all do to prevent and deal with bullying.

This policy statement applies to anyone working on behalf of County in the Community, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

- Our code of behaviour for children, young people and adults
- Our policies and procedures for preventing and responding to bullying and harassment that takes place between adults involved with our organisation.

### **What is bullying?**

Bullying includes a range of abusive behaviour that is:

- repeated
- intended to hurt someone either physically or emotionally.

### **Legal framework**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect vulnerable adults in the UK.

### **We believe that:**

- vulnerable adults should never experience abuse of any kind
- we have a responsibility to promote the welfare of all vulnerable adults, to keep them safe and to practise in a way that protects them.

### **We recognise that:**

- bullying causes real distress. It can affect a person's health and development and, at the extreme, can cause significant harm
- all vulnerable adults, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying.

We recognise that bullying is closely related to how we respect and recognise the value of diversity.

### **We will be proactive about:**

- seeking opportunities to learn about and celebrate difference
- increasing diversity within our staff, volunteers, vulnerable adults
- welcoming new members to our organisation.

## **8.2 Code of conduct**

Conduct according to the spirit of fair play is essential for the successful promotion and development of and involvement in sport. The objective of Fair Play is to foster a sporting spirit, as well as the sporting behaviour of coaches, team players, officials, and spectators, thereby increasing the enjoyment of all those involved in the game.

In order that the Trust may address the behaviour of supporters in a meaningful way, consideration must be given to the actions and activities of those associated with the club, its coaches, players, officials, and parents and guardians of its youth players (Appendix 5 pg. 25,26,27).

### **8.3 Procedure for staff dealing with suspicions or allegations of abuse to a vulnerable adult**

#### **Step 1**

If a Vulnerable Adult tells you something that concerns you or them, listen carefully and say that you will need to share this information. Write down notes as soon as possible in the persons own words. Also, if you are concerned about the welfare of a Vulnerable Adult please report to Norman or Senior Management Team.

#### **Step 2**

Norman has responsibility for the protecting Vulnerable Adults so contact him as soon as possible and in any event within 2 hours. If this is not possible, a member of the Senior Management Team must be notified Dave Lewis or Samantha Scott.

#### **Step 3**

The nominated member of staff (Norman, Dave or Samantha) must immediately discuss the matter with the Newport Safeguarding Children Board (NSCB) to discuss appropriate action (Mike Sloan Newport LADO 01633 851485) The landline number for Mike also connects through to his mobile phone. Mike deals with professional concerns, such as coaches/staff etc. Any concerns about children or adults at risk should go straight through to the duty desk.

- (a) If the person is fully aware of what could happen, they can:
  - choose whether they want to speak now or have time to think about it
  - be as informed as possible regarding the implications of passing on this information.
- (b) If the complainant is the vulnerable adult him/herself, questions should be kept to the minimum necessary to understand what is being alleged. Leading questions must be avoided as the use of leading questions can cause problems for the subsequent investigation and any court proceedings.
- (c) Gwent Safeguarding Board <https://www.gwentsafeguarding.org.uk/en/Home.aspx>  
[firstcontact.adults@newport.gov.uk](mailto:firstcontact.adults@newport.gov.uk)

The duty teams for children and adults, the telephone number during business hours is 01633 656656. Outside of these times, contact can be made with the out of hours service on 0800 3284432

If you think the Vulnerable Adult is in immediate danger, then contact the Gwent Police on 01633 11.

Any suspicion, allegation or incident of abuse must be reported to the Norman or Dave as designated members of staff with responsibility for the protection of vulnerable adults as soon as possible and in any event within 2 hours. If this is not possible, a member of the Senior

Management Team must be notified. The nominated member of staff must immediately discuss the matter with the Safeguarding Adult Team to determine whether it is a protection of vulnerable adult matter. (NB: The Local Authority Safeguarding Adult Team is responsible for coordinating action in vulnerable adult cases, including liaison with police).

Norman Parselle - Designated Safeguarding Officer (DSO)

Contact Number 07722147695 [community@newport-county.co.uk](mailto:community@newport-county.co.uk)

Dave Lewis – College, University & Walking Football Coordinator

Contact Number 07912 641339 [dave.lewis@newport-county.co.uk](mailto:dave.lewis@newport-county.co.uk)

Samantha Scott - Trustee – Senior Safeguarding Manager

Contact Number – 07828 705060 [samantha.scott@countyinthecommunity.co.uk](mailto:samantha.scott@countyinthecommunity.co.uk)

If it is agreed that it meets the threshold for a Vulnerable Adult referral a decision which can only be made by the Safeguarding Adult Team, a written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the local authority Adult Protection Unit within 24 hours. If the consent has not been gained from the vulnerable adult, the nominated member of staff should discuss with the Local Authority Safeguarding Adult Team what action will be taken to inform the parents/carers of the vulnerable adult and a note of that conversation should be made. The nominated member of staff must notify the Safeguarding Manager of the Trust as soon as practicable and in any event within 2 hours of the initial concern arising.

#### **8.4 Responding to an Allegation**

A full record shall be made as soon as possible on **Safeguarding Vulnerable Adults Incident Report Form (VA1)** (Appendix 4, pg 23) of the nature of the allegation and any other relevant information including: A full record shall be made as soon as possible of the nature of the allegation and any other relevant information. This must also be recorded as soon as possible on the Myconcern Safeguarding platform [Login | MyConcern](#)

#### **8.5 Responding to an allegation about a member of staff**

- (a) Any suspicions, allegations of actual abuse of a vulnerable adult by a member of staff must be reported to the lead designated member of staff and the Chair of Trustees immediately. On being notified of any such matter, the designated member of staff shall:
- (b) Notify the Chair of Trustees, Nathan Blake. No investigation by the organisation is to take place unless they have had the necessary training and been provided with an Investigation remit from the Safeguarding Adult Team.

- (c) Take such steps as he/she considers necessary to ensure the safety of the person in question and any other person who might be at risk.
- (d) Report the matter to the Club Safeguarding Officer 01633 481896 in accordance with the procedure set out in the previous paragraph.
- (e) Ensure that a report of the matter is completed by the person who reported the original concern. If the complaint is made against any member of the Senior Management Team or a designated safeguarding officer, then the person dealing with the complaint must be either a Trustee of the Trust or The Football League Trust regional manager should be immediately notified.

## 9 Confidentiality

**Confidentiality:** There is nothing in legislation that prevents the sensible sharing of relevant information to prevent harm to an individual or to assist in the prevention or detection of a crime. Personal information on all personnel and service users should be kept securely and not shared unless there is reason to do so. Personnel should understand that any personal information they may learn about service users in the course of their work should not be discussed outside the organisation.

*Example: All reports and logs (including personnel records) will be kept securely and confidentially according to our data protection policy and confidentiality statement, or in line with DBS Code of Practice if appropriate, until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.*

## 10 Communication

- (a) It is vital to plan and prepare for the appropriate sharing of information within and beyond the organisation. Staff and service users, or their families may have communication difficulties, speak languages other than Welsh and English, or be unable to hear, see, read, speak etc. Everyone should know they have the right to speak up about things that concern them. The organisation has a duty to communicate with other agencies, to best support their service users and to fulfil their safeguarding/protection responsibilities.

*Example: We will communicate this policy to all staff, volunteers, service users and their families / carers, using appropriate methods, formats and language to get the essence across. We support and encourage all service users, volunteers and staff to speak up and contact the named Safeguarding Officer or deputy where there is a concern (a worry, issue or doubt about practice or treatment of a service user or colleague, or their circumstances), or a disclosure (information about a person at risk of or suffering from significant harm) or*

*an allegation (the possibility that a volunteer or staff member could cause harm to a person in their care)*

- (b) Staff or volunteers can report things that aren't right, are illegal or if anyone at work is neglecting their duties, putting someone's health and safety in danger or covering up wrongdoing. In the first instance they should speak with the Safeguarding Officer, their deputy or the trustee with appropriate responsibility (as outlined in point 2)

Whenever possible members and personnel will use internal processes to report as above, but this does not prevent them from making a report or referral to statutory agencies such as Social Services or the Police, in their own right as a private individual. We also support our staff or volunteers to raise concerns or to disclose information, which they believe shows malpractice - whistleblowing (disclosure in the public interest).

To encourage everyone involved in our organisation to understand that safeguarding is everybody's business, we will: hold forums / agenda trustee's meetings / provide opportunities for discussions about issues and concerns, policy and procedures to reflect, review and to continue to learn and improve in our safeguarding responsibilities.

## **11 Written Records**

- (a) The designated safeguarding officer for the protection of vulnerable adults (Norman Parselle) will retain the central record of all allegations and actions taken. This will include:
- The formal report on form VA1 (Appendix 4 pg 23)
  - Any notes, memoranda or correspondence dealing with the matter
  - Any other relevant material
- (b) Copies of reports, notes etc will be kept securely locked always but will be shared in accordance with the Data Protection Act 1998.

## **12 Training – Staff Development**

All staff & volunteers within the Trust will undergo training so that they are fully aware of this policy and their responsibilities. Safeguarding Training was delivered on 10/12/19 in person to all staff & volunteers. Also, all staff & volunteers have access to online safeguarding training via Educare & Myconcern. Designated Safeguarding of Vulnerable Adults Officers (Norman & Dave) will receive

additional training so that they can effectively fulfil their responsibilities to the safeguarding of vulnerable adults at The Trust.

## **13 Recruitment**

- (a) The Trust will operate safe recruitment procedures and ensure that appropriate checks are carried out on all new Trustees, Staff, Volunteers, Participants, Contractors and Guests. (Please see Confidential Declaration Form June 2019, app 2, pg18).
- (b) When working with ex-offenders in Full time, Part Time, or Volunteer roles CitC will carry out robust checks as per the ex-offender's policy (see app 3, p22). An applicant will be vetted appropriately to ensure they have not been barred from working with vulnerable adults. An enhanced DBS will be required, and these factors will also be taken into consideration.

- What is the nature of the volunteering role?
- Are there offences relevant to the role?
- What was the seriousness and nature of the offence?
- What was the volunteer's age at the time of the offence?
- What amount of time has passed since the offence occurred?
- Was the offence revealed during the application stage?

### **14.1 Volunteers**

14 Volunteers It is important that all volunteers are treated fairly, are given clear expectations of their role within the organisation and are supported to fulfil that role.

15 Example: All volunteer roles will be supported by a Volunteer Co-ordinator /Supporter.

16 Volunteers will be treated equally alongside any paid staff, and all volunteers will be offered the same opportunities for advancement, responsibility, training and gaining qualifications and acknowledgement for their contribution to our organisation. In turn, our volunteers will adhere to the Code of Conduct at all times as a representative of our organisation.

17 Any volunteer roles, which would be regulated activity if unsupervised, will be appropriately supervised in accordance with statutory guidance.

## **15. Whistleblowing**



This Trust encourages individuals to raise any concerns they have about the Health, Safety and Welfare of children, young people and vulnerable adults involved with County in the Community, and details how their concerns can be raised.

It provides for a method of raising concerns, assurance of receiving a response, how feedback will be received on any action taken and how to further pursue the matter if they are not satisfied.

The Trust seeks to reassure individuals they will be protected from reprisals or victimization for whistleblowing in good faith (see appendix 6, pg28).

## **16. Review and Monitoring of the Policy and Procedures**

The Designated Safeguarding Officer & Senior Safeguarding Manager (Norman & Nathan) will review and monitor the policy and procedures on an annual basis and will recommend and implement approved changes where necessary. A revised version of the policy will be submitted to the Board of Trustees on an annual basis to ensure that any identified deficiencies or weaknesses have been dealt with without delay. A review will also be carried out if there has been a major safeguarding issue or if there has been a change in the Law.

## **17. SUMMARY – Protection of Vulnerable Adults Policy**

This procedure must be followed whenever any member of Trust’s staff hears an allegation from a vulnerable adult that abuse has, or may have, occurred or where there is a significant concern that a vulnerable adult may be abused:

### **(a) RECEIVE**

- What is said
- Accept what you are told – you do not need to decide whether it is true
- Listen without displaying shock or disbelief

### **(b) REASSURE**

- The person
- Acknowledge their courage in telling
- Do not promise confidentiality
- Remind them they are not to blame – avoid criticising the alleged perpetrator
- Do not promise that “everything will be all right now” (it might not be)

### **(c) REACT**

- Respond to the person but do not interrogate

- Avoid leading questions but ask open ended ones
- Clarify anything you do not understand
- Explain what you will do next, i.e. inform a Designated Person - The Safeguarding Officer - A Trustee - The Football Trust Regional Manager

(d) RECORD

- Make notes as soon as possible – during the interview if you can comprehensively complete form VA1
- Include: time, date, place, the person’s own words – do not assume – ask, e.g. “Please tell me what xxxxx means”.
- Describe observable behaviour and appearance
- Cross out mistakes – do not use Tippex
- Do not destroy your original notes – they may be needed later and must be given to the Designated Person.

(e) SUPPORT

- Consider what support is needed for the person– you may need to give them a lot of your time or they may need to be referred
- Ensure you are supported – such interviews can be extremely stressful and time consuming
- Once reported to them, the Designated Person will take responsibility for the matter and will take the necessary actions. However, if you have questions or need additional support then do ask

## **Appendix 1 Definitions of Abuse (Vulnerable Adults)**

- (a) Physical Abuse. Physical abuse is the physical ill treatment of an adult, which may or may not cause physical injury and causes harm to the individual’s person. It may involve pushing, slapping, pinching, punching, hitting, shaking, throwing, poisoning, burning, scalding, drowning, or suffocating, force feeding, improper administration of medicines or denial of prescribed medicines, forced isolation and confinement, including a person being locked in a room or inappropriate sanctions or restraint, or inappropriate manual handling. It may be the result of a deliberate failure to prevent injury occurring.
- (b) Psychological and Emotional Abuse. Psychological abuse may involve the use of harassment, bullying, intimidation, indifference, hostility, rejection, threats, humiliation, name-calling, other degrading behaviours, shouting, swearing, discrimination or the use of oppressive language, mobile phone texting abuse, email, emotional abuse and all forms of cyber abuse. It can result in feelings of low self-worth. Some level of psychological or emotional abuse is present in all forms of abuse.

- (c) Sexual Abuse. Sexual abuse involves a vulnerable adult participating in, or watching, sexual activity to which they have not consented or were pressured into consenting, or to which they cannot give informed consent. It is not necessary for the individual to be aware that the activity is sexual. The activities may include physical contact, including penetrative or non-penetrative acts, e.g. rape, buggery, indecent assault or inappropriate touch, incest, and situations where the perpetrator touches the abused person's body (e.g. breasts, buttocks, genital area); non-contact activities, e.g. exposing genitals to the abused person, or coercing the abused person into participating in or watching pornographic videos or photographs.
- (d) Neglect. Neglect is the deliberate withholding or unintentional failure to provide help or support, which is necessary for the adult to carry out activities of daily living. It also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk. Neglect may involve failing to provide adequate food, shelter and clothing; failure to ensure access to appropriate medical care or treatment; neglect of basic emotional needs
- (e) Financial/Material Abuse. Financial/Material Abuse is the exploitation, inappropriate use or misappropriation of a person's financial resources or property. It occurs when the individual is deprived of their own financial assets, for example, by holding money back from the individual, obtaining money by deception, or stealing money. It includes the withholding of money or the improper use of a person's money or property, usually to the disadvantage of the person to whom it belongs.

**The following definitions of abuse are not categories of abuse in themselves but are different aspects of abuse.**

- (f) Institutional Abuse. Institutional abuse can be defined as abuse or mistreatment by a regime as well as by individuals within any building where care is provided. Examples include lack of flexibility and choice, lack of consultation, public discussion of personal matters, inadequate or delayed responses, staff overly controlling service users' relationships and activities.
- (g) Discriminatory Abuse. Repeated, ongoing or widespread discrimination on the grounds of age, race, disability, religion, sexual preference or gender, slurs, harassment, name-calling, breaches in civil liberties, unequal access to health or social care.
- (h) Significant Harm. Sometimes, a single traumatic event may constitute significant harm, e.g. violent assault, suffocation, or poisoning. More often, significant harm is a compilation of significant events, both acute and long-standing, which interrupt, change or damage the adult's physical and psychological development.

**Bullying/ Cyberbullying (strand of emotional abuse)**

- (i) Bullying. May be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are. physical, verbal and emotional, both face to face and via social media and other online forums. The damage inflicted by bullying can

frequently be underestimated. It can cause considerable distress to vulnerable adult to the extent that it affects their health and development or, at the extreme, cause them significant harm (including self-harm). All settings in which vulnerable adults are provided with services or are living away from home should have in place rigorously enforced anti-bullying strategies.

- (j) Cyberbullying. Is when a person uses technology i.e. mobile phones or the internet (social networking sites, chat rooms, instant messenger, tweets), to deliberately upset someone. Bullies often feel anonymous from the incident when it takes place online and bystanders can easily become bullies themselves by forwarding the information on.

### **Safeguarding Contacts in Football**

FAW Safeguarding Practices & Procedures and Welfare Policy - Provides information on how to manage concerns, signs of abuse and poor practice and how to report etc - [www.faw.org.uk/safeguarding](http://www.faw.org.uk/safeguarding)

Designated Safeguarding Officer for EFL Trust Tara Lawson 07964 905652 [tlawson@efltrust.com](mailto:tlawson@efltrust.com)

Safeguarding & Incident Manager for EFL Trust Joe Wyatt 07866 884186 [jwyatt@efltrust.com](mailto:jwyatt@efltrust.com)

EFL Safeguarding Manager Alexandra Richards 07792284740 [arichards@efl.com](mailto:arichards@efl.com)

FA Safeguarding Case Management Team Monday to Friday 9am till 5pm URGENT: 0800 0835 902

For non-urgent enquiries please email: [saeguarding@thefa.com](mailto:saeguarding@thefa.com)

### **Appendix 2 Confidential Declaration Form June 2019**

The Confidential Declaration Form must be completed by all those wishing to work with adults experiencing, or at risk of abuse or neglect. It applies to all roles, including Trustees, employees, and volunteers who may be in a leadership position, or in a role that has contact with adults experiencing, or at risk of abuse or neglect. This form is strictly confidential and will be stored safely as required by the General Data Protection Regulations. Except under compulsion of law, will be seen only by those involved in the recruitment/ appointment process and the County in the Community Safeguarding Officer or someone acting in a similar role who may need to view the data in order to carry out County in the Community safeguarding duties. In signing this form, you are consenting to County in the Community, to which you are applying for a role, storing and processing this information for Safer Recruitment and Safeguarding purposes.

Full name .....

If you answer 'Yes' to any question, please give details, on a separate sheet if necessary, giving the number of the question you are answering. Please note that the Disclosure & Barring Service (DBS) is

an independent body, which came into existence on the 1 December 2012. It combines the functions of the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA).

If the role you have applied for is not eligible for a DBS check you MUST only answer questions 1 and 2 of this form

1. Have you ever been convicted of or charged with a criminal offence or been bound over to keep the peace that has not been filtered in accordance with the DBS filtering rules? (Include both spent and unspent convictions)

Yes/No. If yes, please explain below.

.....  
.....  
.....

Note: You do not have to declare any adult conviction where: (a) 11 years (or 5.5 years if under 18 at the time of the conviction) have passed since the date of the conviction; (b) it is your only offence; (c) it did not result in a prison sentence or suspended prison sentence (or detention order) and (d) it does not appear on the DBS's list of specified offences relevant to safeguarding (broadly violent, drug related and/or sexual in nature). Please note that a conviction must comply with (a), (b), (c) and (d) in order to be filtered. Further guidance is provided by the DBS at [www.gov.uk/government/publications/dbs-filtering-guidance](http://www.gov.uk/government/publications/dbs-filtering-guidance)

Please note that the rehabilitation periods (the amount of time which has to pass before a conviction etc. can be spent) have recently been amended by the Legal Aid, Sentencing and Punishment of Offenders Act 2012. Since 10 March 2014, custodial sentences greater than 4 years are never spent. For further guidance in relation to the rehabilitation periods please see <http://hub.unlock.org.uk/knowledgebase/spent-now-brief-guide-changes-roa/>

2. Have you ever received a caution, reprimand or warning from the police that has not been filtered in accordance with the DBS filtering rules?

Yes/No. If yes, please explain below

.....  
.....  
.....



Note: You do not have to declare any adult caution where: (a) 6 years (or 2 years if under 18 at the time of the caution, reprimand or warning) have passed since the date of the caution etc. and (b) it does not appear on the DBS's list of specified offences referred to in the above notes. Please note that a caution etc. must comply with (a) and (b) in order to be filtered

Additional notes: Where your position/role involves substantial contact with adults experiencing, or at risk of abuse or neglect you will be expected to declare all convictions and/or cautions etc., even if they are spent provided, they have not been filtered by the DBS filtering rules. Convictions, cautions etc. and the equivalent obtained abroad must be declared as well as those received in the UK.

If your position/role does not involve substantial contact with adults experiencing, or at risk of abuse or neglect you should only declare unspent and unfiltered convictions/cautions etc.

3. Are you at present (or have you ever been) under investigation by the police or an employer or other organisation for which you worked for any offence/misconduct?

Yes/No. If yes, please explain below

.....  
.....  
.....

4. Are you or have you ever been prohibited and/or barred from work with children and/or vulnerable adults?

Yes/No. If yes, please explain below

.....  
.....  
.....

5. Has a family court ever made a finding of fact in relation to you, that you have caused significant harm to a child and/or vulnerable adult, or has any such court made an order against you on the basis of any finding or allegation that any child and/or vulnerable adult was at risk of significant harm from you?

Yes/No. If yes, please explain below.

.....  
.....  
.....

Note: Significant harm involves serious ill-treatment of any kind including neglect, physical, emotional or sexual abuse, or impairment of physical or mental health or development. It will also include matters such as sexual relationship with a young person or adult for whom an individual had pastoral responsibility or was in a position of respect, responsibility or authority, where he/she was trusted by others.



6. Has your conduct ever caused or been likely to cause significant harm to a child and/or vulnerable adult, and/or put a child or vulnerable adult at risk of significant harm?

Yes/No. If yes, please explain below

.....  
.....  
.....

7. To your knowledge, has it ever been alleged that your conduct has resulted in any of those things?

Yes/No. If yes, please explain below.

.....  
.....

8. Have you ever had any allegation made against you, which has been reported/referred to, and investigated by the Police/Social Services/Social Work Department (Children or Adult's Social Care)?

Yes/No. If yes, please explain below giving details, including the date(s) and nature of the conduct, or alleged conduct, and whether you were dismissed, disciplined, moved to other work or resigned from any paid or voluntary work as a result.

.....  
.....  
.....

Note: Declare any complaints or allegations made against you, however long ago, that you have significantly harmed a child or vulnerable adult. Any allegation or complaint investigated by the police, Children's or Adult Services, an employer or voluntary body or other body for which you worked must be declared. Checks will be made with the relevant authorities.

9. Has a child in your care or for whom you have or had parental responsibility ever been removed from your care, been placed on the Child Protection Register or been the subject of child protection planning, a care order, a supervision order, a child assessment order or an emergency protection order under the Children Act 1989, or a similar order under any other legislation?

Yes/No. If yes, please explain below.

.....  
.....  
.....

10. If you are working from home with children, is there anyone who is 16 years of age or over living or employed in your household who has ever been charged with, cautioned or convicted in relation to any criminal offence not subject to DBS filtering rules; or is that person at present the subject of a criminal investigation/pending prosecution?



Yes/No/Not Applicable. If yes, please explain below, giving details including the nature of the offence(s) and the dates. Please give any further details, such as the reasons or circumstances, which led to the offence(s).

.....  
.....  
.....

Note: You are only required to answer this if you work from home with children. The DBS define home based working as where the applicant for the DBS check carries out some or all of his or her work with children or adults from the place where the applicant lives.

Note: All these matters will be checked with the relevant authorities.

Before an appointment can be made applicants, who will have substantial contact with children and/or adults experiencing, or at risk of abuse or neglect in their role, will be required to obtain an enhanced criminal record check (with or without a barred list check as appropriate) from the Disclosure and Barring Service. All information declared on this form will be carefully assessed to decide whether it is relevant to the post applied for and will only be used for the purpose of safeguarding children, young people or adults experiencing, or at risk of abuse or neglect. Please note that the existence of a criminal record will not necessarily prevent a person from being appointed, it is only if the nature of any matters revealed may be considered to place a child and/or an adult experiencing, or at risk of abuse or neglect at risk of harm.

**Declaration**

I declare that the above information (and that on any attached sheets) is accurate and complete to the best of my knowledge. I consent to County in the Community storing and processing this information for safer recruitment and safeguarding purposes.

I agree to inform County in the Community if I am cautioned or convicted of an offence after I take up post or if I become subject of an investigation by one of the statutory agencies. I understand that failure to do so may lead to the immediate suspension of my work with children or vulnerable adults and/or the termination of this work.

Signed.....Date.....

Full name.....

Date of Birth .....

Address .....





.....  
.....

This sheet may be used for further information if required.  
Please put the question number at the start of each reply.

.....  
.....  
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.....  
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.....

Note: Any persons wishing to work with or for County in the Community could be asked to complete the above Declaration Form. County in the Community are obliged to carry this out by Law, please see the below.

<https://www.gov.uk/government/publications/safeguarding-children-and-young-people/safeguarding-children-and-young-people>

**Appendix 3 County in the Community – Recruitment of Ex-Offenders Policy**

County in the Community uses the Disclosure and Barring Service (DBS) to check if an applicant is suitable for a position of trust. We comply with the DBS Code of Practice in:

- treating applicants who have a criminal record fairly



- not discriminating unfairly against someone because of a conviction or other information we learn from the DBS.
- We only request a Disclosure if our risk assessment for the position shows a Disclosure is needed. When we need a Disclosure:

All recruitment materials will say that the person offered the position will be asked for a disclosure.

We ask applicants to provide details of their criminal record alongside their application form via the Confidential Declaration Form. We ask that this information is sent to the Chair of Trustees under separate cover. We guarantee that it is only seen by those who need to see it as part of the recruitment process.

For posts exempt from the Rehabilitation of Offenders Act 1974 (ROA), such as roles working with children or vulnerable adults, we can ask about an applicant's whole criminal record. For all other roles, we only ask about convictions that are "unspent" under the Act. The Act says that a conviction becomes "spent" after a rehabilitation period if there are no more convictions during that time (further information can be found on the Confidential Declaration Form).

At interview, or in a separate discussion, we ensure that we talk about the offences or other relevant matters in an open and measured way.

**Failure to reveal information that is directly relevant to the position sought could lead to a withdrawal of an offer of employment or voluntary position and may constitute a criminal offence.**

### **Procedure**

If a criminal record is disclosed, we will discuss the disclosure with you before deciding if we will withdraw a conditional offer of employment. In all cases, a risk assessment will be undertaken, when offences are disclosed, which considers the circumstances of the offence and the position applied for.

Before withdrawing an offer of employment or voluntary position, the appointing body in liaison with the Safeguarding Officer will undertake to discuss any matter revealed at interview, in a Confidential Declaration Form or in a DBS Disclosure with the person seeking the position.

Having a criminal record does not necessarily mean you can't work with us. It depends on the type of position and the offences.

### **Appeals and Complaints Procedure**

If an applicant for a disclosure is unhappy about the way the County in the Community has processed the disclosure or how a risk assessment has been made, the appeal or complaint should be made in writing, stating their name, address, the nature of the appeal, the date of the disclosure document concerned, the identity of the person or appointing body responsible for making the appointment, and any other relevant information to:

### **Vice Chair of Trustees**

The Vice Chair will then instigate an independent assessment of the issues in question. The appeal/complaint will be dealt with within six months. The adjudication will be sent to the applicant and the appointing body with a copy to the Vice Chair for information.

## **2020 - New online referral form for the FA and EFL**

<https://app.smartsheet.com/b/form/8381a936dd8c4eed987ab4338e1c2b49>

Rather than emailing a referral form to the FA and EFL, this will now go directly to the FA Safeguarding Investigation team, and the relevant information will automatically be shared with the EFL omitting details such as the victim information.

This online referral is replacing the current process and will be rolled out to clubs over the coming weeks.

### Appendix 4 Vulnerable Adult Incident Report Form (VA1)

Your name:	Your position:
Your address:	Your phone number/s:
Persons name:	Date of birth:
Persons address:	
Parents/carers names and address:	
Date and time of any action:	
Your observations:	
Exactly what was said to you and what you said:	
Action taken so far:	
Alleged Offender:	
Name:	
Address:	

<b>External Agencies contacted</b> (date & time)	
<b>Gwent Police</b> Contact Number: 01633 838111 or 999	If yes – which: Name and contact number:  Details of advice received:
<b>Newport Protection of Vulnerable Adults Team (POVA)</b> Contact Number: 01633 656656	If yes – which: Name and contact number:  Details of advice received:
<b>NGB FAW</b> Contact Number: 02920 435820	If yes – which: Name and contact number:  Details of advice received:
<b>South East Wales Emergency Duty Team</b> Contact Number: 0800 328 4432	If yes – which: Name and contact number:  Details of advice received:

Print name:	
Signature:	Date:

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information. This must also be recorded as soon as possible on the Myconcern Safeguarding platform [Login | MyConcern](#)

**County in the Community (CitC)**

**Player Code of Conduct**

**When representing Newport County AFC - County in the Community I will:**

Always play to the best of my ability

Respect my team-mates, the other team, the referee, my coach/manager

Play by the rules, as directed by the referee

Shake hands with the other team and referee at the end of each game

Listen and respond to what my coach/team manager tells me

Remember that as a player of the club/community you are an ambassador of Newport County AFC – County in the Community and your manner in all situations, including use of social media should reflect this.

Talk to CitC Safeguarding Officer (Norman Parselle). If I'm unhappy about anything at County in the Community or Newport County AFC.

**I understand that if I do not follow the Code, Newport County AFC – County in the Community may take the following actions:**

Be required to apologise to my team-mates, the other team, referee, coach/manager

Being left out of the team on match day.

Receive a formal warning from the coach/manager or the club/community.

Be suspended from training.

Be required to leave the club/community.

Print Players name: .....

Players Signature: .....

Parents Signature (Under 18's only): .....

Coach/Managers Signature: .....

### **Newport County AFC - County in the Community**

Fully supports the Football Association of Wales 'Behind the Line, Behind the Team' campaign and is committed to safeguarding the wellbeing of its' members. As a member of NCAFC - CitC you are expected to get behind your team and follow the below Code of Conduct.

We all have a responsibility to ensure that everyone involved in football finds it to be a fun, safe and positive experience.

Please show your support for FAW Safeguarding by signing the below declaration. By signing this Code

of Conduct you demonstrate that you understand the following conditions, and breach of this could lead

to disciplinary action.

Players are expected to:

- Show exemplary behaviour by respecting and listening to match officials and your coaches.
- Show respect to your opponents and shake their hands after each game.
- Accept responsibility for your own performance and behaviour.
- Treat all fellow players equally.
- Be friendly and welcoming to new players.
- Not bully or make anyone feel unhappy or sad.
- Encourage, support and co-operate with your team mates.
- Keep yourself safe.
- Tell someone you trust about inappropriate or risky behaviour or if something makes you unhappy or uncomfortable.
- Take care of equipment owned by the club.
- Not discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability. Respect other people.
- Not take part in rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour.
- Not consume any alcohol or take any illegal substances when partaking or representing CITC.
- Appreciate the efforts of all players.
- Not get involved in peer pressure and push others to do something they do not want to do.
- Accept that striving to win is more important than winning itself.
- Always pursue fair play – stick to the laws and the spirit of the game.
- Be positive, approachable and offer praise to promote the objectives of the club at all times.
- Display high standards, behave responsibly and never use foul, abusive, insulting or inappropriate words, behaviour or gestures.
- Respect and listen to the opinions of fellow players.
- Not to post anything nasty on social media which may bring the game into disrepute.
- Make football **fun**.



Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### **County in the Community – Parent, Guardian and Spectators Code of Conduct**

County in the Community fully supports the Football Association of Wales 'Behind the Line, Behind the Team' campaign and acknowledges that football coaches and volunteers have a fantastic opportunity to be a positive role model for the young people involved.

We all have a responsibility to ensure that everyone involved in football finds it to be a fun, safe and positive experience. Please show your support for County in the Community and FAW Safeguarding by signing the below declaration. By signing this Code of Conduct, you demonstrate that you understand the following conditions, and breach of this could lead to disciplinary action.

#### **Parents, guardians and spectators are expected to:**

Show exemplary behaviour by respecting and appreciating match officials, opposition players, coaches, managers and spectators.

Deliver and collect your child punctually before and after sessions, matches and events.

Support & motivate all players, including the opposition, and encourage your child to do the same.

Encourage your child to obey the laws of the game and teach them that they can only do their best.

Never publicly criticise, ridicule or embarrass any children.

Ensure your child has kit and clothing appropriate to the environment and weather conditions.

Ensure that proper sportswear and protective kit are provided and worn.

Disclose any medical concerns or changes in medical conditions to the Club Safeguarding Officer and the Coach/Staff member.

Not place unnecessary pressure on your child or push them into activities they do not want to do.

Applaud effort and good play.

Not to interfere with the coaches instructions and not to confuse players by telling them what to do.

Encourage all children not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability.

Accept that striving to win is more important than winning itself.

Respect the decisions of the match officials.

Ensure that your child has read and understood their Code of Conduct.

Do not post anything inappropriate or negative on social media, which may bring the game into disrepute.

Display high standards, behave responsibly and never engage in or tolerate the use of foul, abusive, insulting or inappropriate words, behaviour or gestures.

Get Behind the Line and not enter the field of play without prior permission from the referee.



Make football fun.

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## **Appendix 6 Whistleblowing policy (confidential reporting)**

### **1. What is Whistleblowing?**

In this policy 'Whistleblowing' means the reporting by employees of suspected misconduct, illegal acts or failure to act within the Trust.

The aim of this Policy is to encourage employees and others who have serious concerns about any aspect of the Trust's work to come forward and voice those concerns.

Employees are often the first to realise that there may be something seriously wrong within the Trust. 'Whistleblowing' is viewed by the Trust as a positive act that can make a valuable contribution to the Trust's efficiency and long-term success. It is not disloyal to colleagues or the Trust to speak up. The Trust is committed to achieving the highest possible standards of service and the highest possible ethical standards in public life and in all of its practices. To help achieve these standards it encourages freedom of speech.

If you are considering raising a concern you should read this Policy first. It explains:

- the type of issues that can be raised
- how the person raising a concern will be protected from victimisation and harassment
- how to raise a concern, and what the Trust will do.

### **2. What is the aim of the Policy and when does it apply?**

#### **2.1. Aims of the Policy**

The Policy is designed to ensure that you can raise your concerns about wrongdoing or malpractice within the Trust without fear of victimisation, subsequent discrimination, disadvantage or dismissal.

It is also intended to encourage and enable you to raise serious concerns **within** the Trust rather than ignoring a problem or 'blowing the whistle' outside.

This Policy aims to:

- encourage you to feel confident in raising serious concerns at the earliest opportunity and to question and act upon concerns about practice
- provide avenues for you to raise those concerns and receive feedback on any action taken
- ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied
- reassure you that you will be protected from possible reprisals or victimisation if you have made any disclosure in good faith.

#### **2.2. Scope of this Policy**

**This Policy is intended to enable those who become aware of wrongdoing in the Trust affecting some other person or service, to report their concerns at the earliest opportunity so that they can be properly investigated.**



The Whistle Blowing Policy is not intended to replace existing procedures:

- If your concern relates to your own treatment as an employee, you should raise it under the existing grievance or harassment procedures
- If a client has a concern about services provided to him/her, it should be raised as a complaint to the Trust
- Complaints of misconduct by Staff are dealt with under a separate procedure (for further information please contact the Trust's Community Development Officer)

### **2.3. Who can raise a concern under this Policy?**

The Policy applies to all:

- employees of the Trust
- employees of contractors working for the Trust, for example, agency staff, builders and drivers
- employees of suppliers
- those providing services under a contract or other agreement with the Trust in their own premises,
- volunteer's workers working with the Trust

### **2.4. What should be reported?**

Any serious concerns that you have about service provision or the conduct of staff or members of the Trust or others acting on behalf of the Trust that:

- make you feel uncomfortable in terms of known standards;
- are not in keeping with the Trust's Constitution and policies;
- fall below established standards of practice; or
- are improper behaviour.

These might relate to:

- conduct which is an offence or a breach of the law (a criminal offence has been committed or failing to comply with any other legal obligation)
- disclosures related to miscarriages of justice
- racial, sexual, disability or other discrimination
- health and safety of the public and/or other employees
- damage to the environment
- unauthorised use of funds or other assets
- possible fraud and corruption
- neglect or abuse of clients, or
- other unethical conduct.

This list is not exhaustive.

## **3. Protecting the Whistle-blower**

### **3.1. Your legal rights**

This policy has been written to take account of the Public Interest Disclosure Act 1998 which protects workers making disclosures about certain matters of concern, when those disclosures are made in accordance with the Act's provisions and in the public interest.

The Act makes it unlawful for the Trust to dismiss anyone or allow them to be victimised on the basis that they have made an appropriate lawful disclosure in accordance with the Act.

Rarely, a case might arise where it is the employee that has participated in the action causing concern. In such a case it is in the employee's interest to come into the open as soon as possible. The Trust cannot promise not to act against such an employee, but the fact that they came forward may be taken into account.

### **3.2. Harassment or Victimisation**

The Trust is committed to good practice and high standards and to being supportive of you as an employee.

The Trust recognises that the decision to report a concern can be a difficult one to make. If you honestly and reasonably believe what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer, your colleagues and those for whom you are providing a service.

The Trust will not tolerate any harassment or victimisation of a whistle-blower (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith and will treat this as a serious disciplinary offence which will be dealt with under the disciplinary rules and procedure.

### **3.3. Support to you**

Throughout this process:

- you will be given full support from senior management
- your concerns will be taken seriously, and
- the County Trust will do all it can to help you throughout the investigation

If appropriate, the Trust will consider temporarily re-deploying you for the period of the investigation.

For those who are not Trust employees, the Trust will endeavour to provide appropriate advice and support wherever possible.

### **3.4. Confidentiality**

All concerns will be treated in confidence and every effort will be made not to reveal your identity if that is your wish. If disciplinary or other proceedings follow the investigation, it may not be possible to act as a result of your disclosure without your help, so you may be asked to come forward as a witness. If you agree to this, you will be offered advice and support.

### **3.5. Anonymous Allegations**

This Policy encourages you to put your name to your allegation whenever possible. If you do not tell us who you are it will be much more difficult for us to protect your position or to give you feedback. This policy is not ideally suited to concerns raised anonymously.

Concerns expressed anonymously are much less powerful but they may be considered at the discretion of the Trust. In exercising this discretion, the factors to be considered would include:

- the seriousness of the issue raised
- the credibility of the concern, and
- the likelihood of confirming the allegation from other sources

### **3.6. Untrue Allegations**

If you make an allegation in good faith and reasonably believing it to be true, but it is not confirmed by the investigation, the Trust will recognise your concern and you have nothing to fear. If, however, you make an allegation frivolously, maliciously or for personal gain, appropriate action that could include disciplinary action, may be taken.

## **4. Raising a Concern**

### **4.1. Who should you raise your concern with?**

This will depend on the seriousness and sensitivity of the issues involved and who is suspected of the wrongdoing. You should normally raise concerns with:

Norman Parselle, Chief Executive Officer - Designated Safeguarding Officer

Contact Number – 07722147695 – [community@newport-county.co.uk](mailto:community@newport-county.co.uk)

If, exceptionally, the concern is about the Chief Executive Officer of the Trust your concern should be raised with the Chair of Trustees Haydn Ames who will decide how the investigation will proceed. This may include external investigation.

### **4.2. How to raise a concern**

You may raise your concern by telephone, in person or in writing. The earlier you express your concern, the easier it is to act. You will need to provide the following information:

- the nature of your concern and why you believe it to be true
- the background and history of the concern (giving relevant dates)

Although you are not expected to prove beyond doubt the truth of your suspicion, you will need to demonstrate to the person contacted that you have a genuine concern relating to suspected wrongdoing or malpractice within the Trust and there are reasonable grounds for your concern.

You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.

You may invite your trade union, professional association representative or a friend to be present for support during any meetings or interviews in connection with the concerns you have raised.

## **5. What the Trust will do**

The Trust will respond to your concerns as quickly as possible. Do not forget that testing your concerns is not the same as either accepting or rejecting them.

The overriding principle for the Trust will be the public interest. In order to be fair to all employees, including those who may be wrongly or mistakenly accused, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.

The investigation may need to be carried out under terms of strict confidentiality, i.e. by not informing the subject of the complaint until (or if) it becomes necessary to do so. In certain cases, however, such as allegations of ill treatment of others, suspension from work may have to be considered immediately. Protection of others is paramount in all cases.

Where appropriate, the matters raised may:

- be investigated by management, internal audit, or through the disciplinary/grievance process
- be referred to the police
- be referred to the external auditor
- be referred and put through established child protection/abuse procedures
- form the subject of an independent inquiry

Within ten working days of a concern being raised, the person investigating your concern will write to you:

- acknowledging that the concern has been received
- indicating how the Trust proposes to deal with the matter
- supplying you with information on staff support mechanisms
- telling you whether further investigations will take place and if not, why not.

The amount of contact between you and the officers considering the issues will depend on the nature of the matters raised, the potential difficulties involved and the clarity of your information. It is likely that you will be interviewed to ensure that your disclosure is fully understood.

Any meeting can be arranged away from your workplace, if you wish, and a union or professional association representative or a friend may accompany you in support.

The Trust will do what it can to minimise any difficulties that you may experience as a result of raising a concern. For instance, if you are asked to give evidence in criminal or disciplinary proceedings, the Trust will arrange for you to receive appropriate advice and support.

You need to be assured that your disclosure has been properly addressed. Unless there are any legal reasons why this cannot be done, you will be kept informed of the progress and outcome of any investigation.

## **6. The Responsible Officer**

The Community Development Officer has overall responsibility for the maintenance and operation of this Policy.

## **7. How the Matter can be Taken Further**

This Policy is intended to provide you with an avenue within the Trust to raise concerns. The Trust hopes you will be satisfied with any action taken. If you are not, and you feel it is right to take the matter outside the Trust, the following should be contacted:

- your trade union
- the police
- other relevant bodies prescribed by legislation

If you raise concerns **outside** the Trust you should ensure that it is to one of the above.

A public disclosure to anyone else could take you outside the protection of the Public Interest Disclosure Act and of this Policy.

You should not disclose information that is confidential to the Trust or to anyone else, such as a client or contractor of the Trust, except to those included in the list above.

This Policy **does not** prevent you from taking your own legal advice.

## **8. Review of the Policy**

The Trust's Policy Committee will review this Policy annually.

## **9. Corporate Recording and Monitoring**

The Community Development Officer will maintain a corporate register containing all concerns that are brought to their attention. All officers allocated to look into a concern must ensure the Monitoring Officer is provided with sufficient details for the corporate register.

The Community Development Officer will review the corporate register and produce an annual report for Trustees. The report will include a summary of the concerns raised, to which department they related, the post to which the concerns related (if not confidential) and any lessons learned. The report will not include any employee names. The aim of this is to ensure that:

- the Trust learns from mistakes and does not repeat them, and
- consistency of approach across the departments

The corporate register together with the annual reports will be available for inspection by internal and external audit, after removing any confidential details.

## **Appendix 7 Lone Working Policy**

Lone Working Policy

Introduction

This policy should be read in conjunction with CitC Health & Safety Policy

- It is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations. Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.

Lone working with young people

- There are situations when CitC members of staff will find themselves working alone with a Vulnerable Adult. These may include:
  - A staff member working alone with a group of Vulnerable Adults 18 years of age & above.
  - A staff member working along with a Vulnerable Adult in a 1 to 1 situation
  - A staff member travelling with a Vulnerable Adults.
  - A situation where a staff member needs to isolate a Vulnerable Adult and work 1 to 1 with them.

This is likely to deal with a personal or behavioural issue with Vulnerable Adults.

- In each of these situations CitC staff members should follow the steps of this policy, in particular Section 3 on the assessment of risk.
- In addition, there are the following actions that can be taken or considered in each of the above scenarios.

#### 1. A staff member working alone with a group of Vulnerable Adults 18 years of age & above

- This is to be avoided and where possible staff should ensure that a second member of staff is available
- If this cannot happen, or if a staff member is unexpectedly unavailable to support the group (sickness etc), then the Designated Safeguarding Officer should be informed of
  - What is taking place
  - Where
  - Times
  - Who is involved
  - Activities taking place

### CitC Safeguarding Vulnerable Adults Policy

#### Appendix 7

#### 2 Appendix 7 Lone Working Policy

- In this group situation the staff member should ensure that they are always with 2 or more Vulnerable Adults at any one time, unless a situation in number 4 arises.

#### 2. A staff member working alone with a Vulnerable Adult in a 1 to 1 situation

- This situation may occur in a training/mentoring capacity
- In this situation, looking at how to minimise the risks can be taken into account as to plan when and where the meeting will take place
- Public places, or visible meeting places can be used in this scenario
- As above, the Designated Safeguarding Officer should be informed if any type of work like this is taking place with details including the place, time and who is involved
- CitC will ensure that all staff members who carry out 1 to 1 work with Vulnerable Adults will undertake an Enhanced DBS check

- It is possible that in this situation a Vulnerable Adult may disclose information that means scenario 4 may occur.

### 3. A staff member travelling with a Vulnerable Adults 18 years of age & above

- This may occur when Vulnerable Adults 18 are travelling to residentials, events, advisor's opportunities etc.
- When travelling by public transport, the Designated Safeguarding Officer or line manager of the staff member concerned should be aware of
  - Who is travelling
  - Destination
  - Arrival time
  - Departure time
- Where possible, the relevant person (above) should be contacted when the staff member and young people arrive at their destination.
- When travelling by car CitC will ensure the driver has
  - A current DBS check
  - Business insurance for their vehicle
- As above the designated officer or line manager of the staff member should be informed of:
  - Who is travelling
  - Where
  - Expected arrival time
- It is good practice and a preferred outcome to have 2 staff members present in the vehicle when travelling with Vulnerable Adults.
- In the case of an emergency (sickness or injury that has occurred to a Vulnerable Adult) if it is deemed appropriate by the first aider on site the Vulnerable Adult may need transporting to a local hospital or medical centre. In this case it may not be appropriate or feasible to have 2 staff members. It is good practice to take other Vulnerable Adults along to accompany the sick or injured Vulnerable Adult.

## CitC Safeguarding Vulnerable Adults

### Appendix 7

#### 3 Appendix 7 Lone Working Policy

#### 4. A situation where a staff member needs to isolate a Vulnerable Adult and work 1 to 1 with them.

This is likely to be to deal with a personal or behavioural issue with the Vulnerable Adults

- In this situation, which may occur from the others above, the first and most important action is to make sure the Vulnerable Adult is taken care of and their needs are put first.
- In dealing with a behavioural issue, informing other staff members of your actions and how long you will be is an appropriate course of action.
- If a staff member is in a situation where information of a personal nature is disclosed to them, it may be appropriate talk alone to the Vulnerable Adult. In this situation the following actions may take place:
  - Inform a colleague that a Vulnerable Adult wants to speak alone to the staff member present.
  - Identify where you are going to speak to them and for how long.
  - The staff member who is alone with the Vulnerable Adult is to listen to what they have to say.

- It is important that the Vulnerable Adult is informed that any information disclosed will need to be passed onto the relevant people at CitC (below) but it will be done confidentially and informed by the Vulnerable Adult.
- Any incident of this nature is to be immediately referred to either the Safeguarding lead at that event, or the designated safeguarding officer and they will take the appropriate actions. (As referred to in the safeguarding policy)

#### Assessment of risk

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, any special circumstances.
- The individuals concerned – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances.

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task

### **Appendix 8 Designated Safeguarding Roles**

#### **Introduction**

CitC will ensure Safeguarding is led in the organisation by the Designated Safeguarding Officer (DSO Norman Parselle). Norman will take a lead in relation to Safeguarding Vulnerable Adults /Child Protection issues, with CitC. The DSO will be expected to attend a basic Safeguarding awareness course (e.g. EFL, FAW, FA, Sport Wales, SEWSC, UKCC, or equivalent) and are subject to a disclosure and barring service (DBS) check.

Details of CitC Designated Safeguarding Officer are provided on page 3 and also at the bottom of this Appendix.

#### Responsibilities of the DSO:

- Be the lead for CitC work on the welfare and safety of Vulnerable Adults/Young People across the organisation. This includes the promotion of a Children/Vulnerable Adults centred approach to the development and delivery of programmes, activities, events and residential experiences.
- Be responsible for the inclusion and monitoring of Safeguarding within CitC; Receiving notification of any information relating to safeguarding Vulnerable Adults/Child Protection issues.
- Making any immediate enquiries necessary to clarify the nature of the concern and identifying which other organisations should be contacted.
- Deciding on an appropriate response (when necessary having sought advice and support from EFLT or other statutory child care agency e.g. Social/Children's Services or Police, or another sports organisation).



- Responses could include consulting with or referring the matter to another sports organisation’s safeguarding officer (e.g. EFLT, NGB), or contacting a statutory agency such as Social/Children’s Services or Police.
- If the concerns relate to the behaviour of a member of staff or volunteer (poor practice or suspected abuse), consulting with the relevant manager/HR so appropriate disciplinary processes can be initiated.
- Recording all actions (including those actions agreed by other organisations or individuals) and establishing a record, which is stored securely in accordance with the requirements of the Data Protection Act.
- Providing advice to staff on safeguarding matters.
- Acting as the organisational link with other agencies or organisations involved in dealing with safeguarding issues, which arise.
- Ensuring all office staff are aware of and understand these procedures.
- Ensure there is adequate training for staff of the organisation in areas including Safeguarding, working with young people and dealing with extremism and radicalisation
- Oversee the DBS process for CitC ensuring the DBS check is part of inductions for relevant staff and reviewing staff lists on a regular basis.
- Ensure Safeguarding is a part of all new staff member’s induction and is a part of the internal audit and process training for all staff.

The Designated Safeguarding Officer role is to be carried out by CitC Manager

Norman Parselle, Designated Safeguarding Officer

Contact Number – 07722147695 – [community@newport-county.co.uk](mailto:community@newport-county.co.uk)

In his absence, this is to be deputised by College Programme Coordinator

Dave Lewis – College Programme Coordinator (Lead for University & Walking Football)

Contact Number – 01633 251246 - [dave.lewis@newport-county.co.uk](mailto:dave.lewis@newport-county.co.uk)

### **Frequency of Safeguarding Training**

<b>Role</b>	<b>Timescale</b>	<b>Type of Training</b>
Senior Safeguarding Manager – Samantha Scott	Annually	EFL or EFLT Safeguarding Workshop or Equivalent
Designated Safeguarding Officer – Norman Parselle	Annually	EFL or EFLT Safeguarding Workshop or Equivalent
Senior Management Team and Safeguarding Leads Dan Harvey & Dave Lewis	Annually	EFL or EFLT Safeguarding Workshop or Equivalent
Staff & Volunteers	Every 3 Years	FAW/FA or UKCC Safeguarding Training

## **Appendix 9 Safeguarding Lockdown-Pandemic**

### **1. Safeguarding principles**

#### **Principles stay the same**

Although day-to-day working arrangements may be different, the key principles of CitC safeguarding vulnerable adults and child protection policies will remain the same.

- Participant's welfare will come first.
- If anyone has a concern about a participant, they should act immediately following CitC safeguarding and child protection procedures.
- The DSO or Deputy (see above) will always be available to deal with concerns.
- Safe recruitment practices will always be followed.

CitC will continue to follow existing statutory safeguarding and child protection guidance. CitC will also review and update our policies and procedures regularly throughout the coronavirus pandemic to reflect circumstances as they evolve.

> Read more about statutory legislation and guidance in the UK

How CitC will continue to work with children and families

### **Vulnerable children**

Across the UK, the government has set out which children are classed as 'vulnerable' during the coronavirus pandemic (DfE, 2020b; Department of Education, 2020; Scottish Government, 2020; Welsh Government, 2020b).

However all children are now more vulnerable than before because there are fewer opportunities for the adults in their lives to spot identify and respond to child protection concerns and issues.

CitC will consider which of the children and young people we work with may need additional support at this time, and how we can provide this. CitC will also think about any new risks that young people may be particularly exposed to as the pandemic continues.

CitC policies and procedures explain how our staff and volunteers should:

- maintain contact with vulnerable adults & children whilst observing social distancing guidelines
- recognise and raise concerns about vulnerable adults & children's welfare
- make sure vulnerable adults & children have someone to talk to if they're worried about anything.

> Find out more about which children the government has defined as vulnerable in our coronavirus schools briefing

> Read our briefing for social work practitioners for more information about how agencies are expected to support children during the pandemic

## **Recognising when families need support**

Changes to ways of working, such as contacting children and families on the phone and by video calling, may bring new information to light about their home situation. Families may also experience new challenges during the pandemic, for example income loss, mental health problems, family conflict and difficulty getting food.

Make sure your staff and volunteers know what to do if they are concerned that a child, young person or their family are struggling to cope.

Set out how to liaise with multi-agency partners during the pandemic to ensure families have the support they need. This could include referrals to the local early help service, children's social care, community food banks, mental health support or other relevant services.

> [Read our coronavirus briefing for children's social work practitioners for more information](#)

> [Share our safeguarding advice and information for parents during the coronavirus pandemic](#)

## **Responding to non-attendance**

CitC staff and volunteers should check on vulnerable adults & children's welfare if they do not arrive at a session (physically, by phone or online). This should include following up with parents, guardian's carers, the local authority and/or children's social care as appropriate.

## **Online safety, domestic abuse and mental health**

### **Online safety**

Online technology is invaluable for enabling children and young people to continue their learning, keep in touch with friends and feel connected with the outside world. But changes in online behaviour can put young people at risk of online abuse.

> [Find out more about protecting children and young people from online abuse](#)

If staff and volunteers are communicating with vulnerable adults & children and young people online, via video calls or livestreaming, policies will need to be updated to outline how this should be done safely.

> [Find out more about safeguarding when contacting children remotely](#)

## **Domestic abuse**

During this intense period of social distancing where families are spending more time together, CitC safeguarding policies and procedures reflect the heightened risk of domestic abuse.

CitC policies include information on what action staff and volunteers should take if they have concerns about a person and their family experiencing domestic abuse. Remember that people are not expected to stay at home during coronavirus if their home is unsafe.

> [Get further advice on dealing with arguments, conflict and family tension during coronavirus \(COVID-19\) on the NSPCC website](#)

## **Mental health**

CitC safeguarding vulnerable adults and child protection policies recognise that some people's mental health may suffer during the pandemic, staff and volunteers should follow procedures if they have concerns about a person's wellbeing.

CitC will consider what can be put in place to help people who were already receiving mental health support.

Parents/Guardians and carer's mental health will also be affected during the pandemic. CitC will consider how this will affect the people we work with and what support they need.

For further Guidance see below

If a child or young person needs confidential help and advice, direct them to Childline. Calls to 0800 1111 are free and children can also contact Childline online.

> [Find out more about how to support young people experiencing mental health difficulties during the pandemic](#)

> [Find out more about parental mental health problems](#)

## **Reporting concerns during the coronavirus pandemic**

We can confirm that CitC Safeguarding reporting concerns are the same now during the current pandemic.

This includes:

- concerns about children
- concerns about adult's behaviour towards children (including that of your own staff and volunteers).
- Follow your organisation's child protection procedures.
- Contact the NSPCC Helpline on [0808 800 5000](tel:08088005000) or by emailing [help@nspcc.org.uk](mailto:help@nspcc.org.uk). Our trained professionals will talk through your concerns with you and give you expert advice.
- Contact your local child protection services. Their contact details can be found on the website for the local authority the child lives in.
- Contact the police.

If you think a child is in immediate danger, contact the police on 999. If you are worried about a child but they are not in immediate danger, you should share your concerns.

**For further reading see below**

<https://learning.nspcc.org.uk/safeguarding-child-protection/coronavirus>

**PLCF-CLUB INSIGHT SESSION-SAFEGUARDING**

[file:///C:/Users/commu/AppData/Local/Packages/microsoft.windowscommunicationsapps\\_8wekyb3d8bbwe/LocalState/Files/S0/1/Attachments/20200716%20Club%20Insight%20-%20Kate%20Singleton\[23532\].pdf](file:///C:/Users/commu/AppData/Local/Packages/microsoft.windowscommunicationsapps_8wekyb3d8bbwe/LocalState/Files/S0/1/Attachments/20200716%20Club%20Insight%20-%20Kate%20Singleton[23532].pdf)

**NSPCC June 2020**

**Social isolation and the risk of child maltreatment, in lockdown and beyond**

<https://learning.nspcc.org.uk/media/2246/isolated-and-struggling-social-isolation-risk-child-maltreatment-lockdown-and-beyond.pdf>

**Young Minds 2020**

**Coronavirus: Impact on Young People with Mental Health Needs**

<https://youngminds.org.uk/about-us/reports/coronavirus-impact-on-young-people-with-mental-health-needs/>

**Sexting**

It's important that anyone working or volunteering with vulnerable adults understands the dynamics of sexting. You should know what to do if you ever need to help a young person who has received or sent an explicit image, video or message, or had an image shared without their consent. NSPCC learning has update its content on sexting advice for professionals. To access the content visit:

<https://learning.nspcc.org.uk/safeguarding-child-protection/safeguarding-examples-issues-concerns#sexting>

### **PFA**

Ian Ackley is the Survivor Support Advocate at the PFA. His role is to assist and support survivors of non-recent abuse in football, to better understand the process for civil cases and to provide useful information about legal options. The service is not intended to advise on specific cases, but instead to offer broader independent and impartial advice about what survivors might expect during a civil case and what options there are for legal support. It is envisaged that in some cases the service may be able to assist survivors on other ways as well, such as signposting to other relevant agencies and support services that can help them. Ian can be contacted by emailing [ian.ackley@thepfa.com](mailto:ian.ackley@thepfa.com) or 07940 340285