

Safeguarding Children

Policy and procedures



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Safeguarding Children Policy

Date of Policy: November 2019 reviewed November 2021 reviewed November 22 reviewed March 2023 reviewed September 2023 March 2024 September 2024 July 2025 February 20226

This policy super cedes any other safeguarding policy.

Safeguarding Policy Statement

Bristol City Women's Football Club, Bristol City Women's Professional Game Academy (PGA) and Bristol City Women's Emerging Talent Centre (ETC) are collectively referred to as "the Company". All of these organisations acknowledge the duty of care to safeguard and promote the welfare of children.

"The Company" has both a moral and legal obligation to ensure a duty of care for children across its services. We are committed to ensuring that all children are protected and kept safe from harm whilst engaged in any services organised and provided by "the Company". "The Company" is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and local authority requirements.

The policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children have a positive and enjoyable experience of the activities delivered by "the Company". We are committed to ensuring that these activities will be in a safe environment, where children are protected from abuse whilst under our care.

"The Company" acknowledges that some children, including those with a disability or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy “the Company” will:

- Promote and prioritise the safety and wellbeing of children.
- Ensure staff, volunteers and board members understand their roles and responsibilities in respect of safeguarding and are provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children.
- Ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern.
- Ensure that confidential, detailed, and accurate records of all safeguarding concerns are maintained and securely stored and retained in accordance with Data Protection Act legislation.
- Ensure that “the Company” has Safer recruitment procedures to secure the employment/deployment of suitable individuals.
- Ensure robust safeguarding arrangements and procedures are in operation.
- Ensure that children, young people, parents/carers are informed about safeguarding via education sessions and through Safeguarding legislation (Keeping Children Safe in Education 2025).
- Ensure that safeguarding policies are shared with all external bodies to allow transparency and “best” working practice.

Any action taken by “the Company” will be in accordance with current legislation and will take into account statutory guidance “Working Together to Safeguard Children” 2023 “Keeping Children safe in Education” 2025 and “Teacher standards” 2025.

This policy and the procedures will be widely promoted amongst staff and are mandatory for anyone whose role involves working with Children in “the Company”. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from “the Company”.

Principles

This policy and supporting procedures are based on the following principles:

- The welfare of children is the primary concern. (Working together to Safeguard Children 2023).
- All children irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/ or sexual orientation have the right to protection from abuse and harm (The Children’s Act 1989 and 2004).
- It is everyone’s responsibility to report any concerns about abuse in order that prompt action be taken if required.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act May 2018, General Data Protection Regulation (GDPR) and any relevant privacy policy issued by “the Company”. All data will be kept in line with “the Club’s” Retention policy.

Monitoring

The policy will be reviewed a year after development and then every year after, or in the following circumstances:

- Changes in legislation and/or government guidance.
- As required by the Keeping Bristol Safe Partnership.
- As a result of any other significant change or event.

Recruitment, Induction, training, and qualifications

All staff recruitment is conducted in an open and transparent manner to ensure that “the Company” has the best staff. Reference should be made to “the Club’s” Safer Recruitment policy 2025 which includes a step-by-step guide to the process (Appendix 15).

Successful candidates are also subject to reference checks, which ask previous employers for their opinion as to whether the candidate is suitable to work with children, if the role requires it.

The employment of all “Club” staff, (where the role requires it) is subject to individuals having a relevant and up to date safeguarding qualification and enhanced DBS check. The standard recognised welfare qualification for “the Company” is the FA Safeguarding Children.

The qualification is valid for a period of two years from the date it is attained, and all staff are required to maintain their safeguarding qualification throughout their employment to ensure that it remains up to date and valid.

Safeguarding training forms part of the induction process for every member of staff (and volunteers). A copy of this Safeguarding Children Policy is also provided and discussed. This allows all staff and volunteers to understand their, and “the Club’s” responsibilities in running our activities in a controlled and safe environment for all participants. The induction process also covers the procedures for making disclosures or referrals, should the need arise and makes reference to additional safeguarding policies such as “Whistleblowing” which can be found on company website, and staff handbook. Where appropriate related to their role within “the Company” staff will also undertake annual PREVENT/ FGM awareness training.

“The Company” will also undertake annual mandatory face to face in-house training and development on safeguarding and welfare, to ensure that it remains continuously at the top of the agenda for all staff. In addition, and dependant on role, additional online training will be provided via FA/ EFL, and iHasco platforms.

Disclosure and Barring Service Checks

All staff and volunteers who are working with young people, are subject to an enhanced DBS check. This process is further outlined in “the Club’s” Self-declaration form and Criminal Records Policy. These checks will be led by the Senior Safeguarding Manager with the support of the Safeguarding team and administrator.

The Club undertakes not to discriminate unfairly against any person subject to a Criminal Records Check or self-disclosure based on a conviction or other information revealed.

Having a criminal record will not necessarily bar individuals from working or volunteering with “the Company” and any record will be considered as part of a risk assessment process, as outlined in the Safer Recruitment policy and Volunteering policy, that ensures suitability for the post in question.

The decision on suitability will depend on the nature of the position and the circumstances and background of the offences, cautions and other criminal intelligence.

The DBS confirms that all CRC and criminal record data will be processed on behalf of “the Company” in accordance with the provisions of the Data Protection Act 2018 and the DBS Code of Practice.

BCWFC Board Members

Ultimately, responsibilities for safeguarding and welfare within “the Company”, lies with the BCWFC Board Members. The role of the BCWFC Board in “the company” is not to oversee the day-to-day management of safeguarding and welfare controls, but to take leadership responsibility for “the Company’s” safeguarding arrangements. The day-to-day management for safeguarding controls is delegated to the Senior Safeguarding Manager (SSM) of “the company”.

The subject of safeguarding and welfare is continuously managed and monitored by Board Members at quarterly meetings through a standard agenda item. Safeguarding and welfare is promoted by the Board Safeguarding Champion.

Senior Safeguarding Manager (SSM)

“The Company” has a Senior Safeguarding Manager who is supported by Designated Safeguarding Officers (DSO). Safeguarding staff will have undergone the relevant and necessary training.

The role of Senior Safeguarding Manager is:

- To be clear about the Clubs responsibilities when running activities for children, young people, and vulnerable adults.
- To help the Club staff and volunteers understand what their duty of care towards children, young people and vulnerable adults means and entails on a day-to-day basis.
- Ensure that proper procedures and policies are in place and are followed with regard to child safeguarding and protection issues.
- Ensure all staff and volunteers receive appropriate training.

The Senior Safeguarding Manager will lead “the Company” on safeguarding and the welfare of children on a day-to-day basis, supported by an informed and trained workforce. This ensures that risks are managed as effectively as possible and all staff, players and volunteers, project participants and parents are aware of the processes and procedures for reporting concerns should the need arise.

Designated Safeguarding Officers (DSO)

Each area of “the Company” has a Designated Safeguarding Officer who will have undergone relevant training and DBS checks. As part of their role, they will have access to continual professional development, supervision and form part of a Safeguarding forum. (Appendix 3)

The role of the DSO is:

- To be the first port of call for safeguarding issues within their area of “the Company”.
- To report directly to Senior Safeguarding Manager any serious safeguarding concerns.
- Ensure that all concerns are reported and recorded appropriately.
- Liaise with and support SSM.
- Deputise for the SSM when necessary.

Should a member of staff have a concern related to SSM or Board Safeguarding Champion, they should report this directly to LADO: LADO@bristol.gov.uk. Telephone: 0117 903 7795

Definitions

Child

In line with the UN Convention on the Rights of the Child and NSPCC guidance for England, for the purpose of this policy a child is defined as anyone under the age of 18.

All the policies and procedures in this document refer to children.

Safeguarding

Safeguarding is the action that is taken to promote the welfare and human rights of individuals especially children, young people and vulnerable adults to live free from abuse, harm, neglect and exploitation. Safeguarding is everyone’s responsibility.

Contextual Safeguarding

Contextual safeguarding is an approach to safeguarding that recognizes that young people may be at risk of significant harm not only within their home environment, but also outside it. It looks at how we can best understand these risks, engage with children and young people and help to keep them safe. The approach acknowledges that the different relationships that young people form in their neighbourhoods, schools and online can feature violence and abuse.

Position of Trust

A relationship of trust can be described as one in which one party has power and influence over another by virtue of their work or nature of the activity.

Types of Abuse

Abuse can happen on any occasion or in any place where children are present. Abuse is any form of physical, emotional, or sexual mistreatment or lack of care that leads to injury or harm. It commonly occurs within a relationship of trust or responsibility and represents an abuse of power or a breach of trust. Abuse can happen to an individual regardless of their age, gender, race, or ability.

Somebody may abuse or neglect an individual by inflicting harm, or by failing to act to prevent harm. People may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger. People can be abused by adults either male or female, or children.

Any allegations or suspicions of abuse, poor practice or bullying need to be responded to and reported in line with “the Club’s” reporting procedures (Appendix 4 and 5).

There are four main types of abuse: neglect, physical abuse, sexual abuse, and emotional abuse. Children can also be harmed through poor practice and bullying within an activity setting.

Appendix 1 looks in detail at the types of abuse and some signs to look out for if staff are concerned. This also includes a definition of exploitation.

Code of conduct for staff and volunteers

“The Company” staff and volunteers involved have a great opportunity to be a positive role model and help build an individual’s confidence. The “Company” seek to create a culture of safer working practice and where everyone understands that safeguarding is everyone’s responsibility (“the Company” mission statement).

Staff and volunteers are expected to:

- Ensure the safety of all children by providing effective supervision, proper pre-planning of sessions, using safe methods at all times.
- Consider the wellbeing and safety of participants before the development of performance.
- Encourage and guide participants to accept responsibility for their own performance and behaviour.
- Treat all people fairly and ensure they feel valued. Have no favourites.
- Encourage all Children not to discriminate on the grounds of religious beliefs, race, gender, sexuality, social classes, or lack of ability.
- Not allow any rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour
- Be positive, approachable and offer praise to promote the objectives of “the Company” at all times.
- Not let any allegations of abuse of any kind or poor practice to go unchallenged or unrecorded.

- Incidents and accidents to be recorded in the line with “the Club’s” procedures.
- Never use sanctions that humiliate or harm participants.
- Report accidents or incidents of alleged abuse or poor practice to the designated person.
- Administer minor first aid in the presence of others and where required.
- Have access to telephone for immediate contact to emergency services if required.
- Foster team work to ensure the safety of children in their care.
- Ensure the rights and responsibilities of children are enforced.
- Establish and address the additional needs of disabled participants or other vulnerable groups.
- Not abuse members physically, emotionally, or sexually or in any way.
- Not engage in a sexual relationship with a child.
- Maintain confidentiality about sensitive information.
- Respect and listen to the opinions of children.
- Develop an appropriate working relationship with participants, based on mutual trust and respect.
- Be a role model, displaying consistently high standard of behaviour and appearance (disciplined/committed/time keeping), remember people learn by example.
- Refrain from smoking and consumption of alcohol during activities or sessions.
- Never condone rule violations, rough play or the use of prohibited substances.
- Not spending excessive amounts of time alone with children unless there are exceptional circumstances.
- Never taking a child to their home or travel alone with them. In exceptional circumstances the DSO should be consulted, and permission obtained.
- Not administering First Aid involving the removing of an individual’s clothing unless in the presence of others or a life and death situation.
- Hold appropriate valid qualifications and insurance cover.
- Make activity fun.
- Adhere to the Club’s Social Media policy at all times.

Staff and volunteers have the right to:

- Access on-going training and information on all aspects of leading/managing activities for young people particularly on safeguarding.
- Support in the reporting of suspected abuse or poor practice.
- Access to professional support services.
- Fair and equitable treatment by “the Company”.
- Be protected from abuse by children, young people, other adults and parents.
- Not to be left vulnerable when working with children.

Any minor misdemeanours and general misbehaviour will be dealt with immediately and should be reported to the Senior Safeguarding Manager and/ or Designated Safeguarding Officer and recorded on “My Concern. Serious or persistent breach of the code will result in

disciplinary action and could lead to dismissal from “the Company.” Refer to “the Company” Whistleblowing policy and Grievance and Disciplinary policies.

Emergency Action and First Aid

All coaches, leaders and members should be prepared with an action plan in the event of an emergency and be aware of our First Aid Procedures. (Management of Health and Safety at Work regulations 1999) (Appendices 6 and 7) This will include:

- Access to First Aid equipment.
- Telephone contact if the participant is a minor.
- Telephone contact to the Emergency Services.

Procedures

Management of safeguarding cases

The NSPCC Child Protection in Sport Unit (CPSU) assists sports Clubs to achieve an agreed set of standards which provide frameworks for safeguarding the welfare of children and young people involved in sport. A key requirement of the standards is for sports Clubs to have procedures and systems in place to effectively manage complaints and concerns about the welfare of children. These are collectively referred to as the case management process.

General principles of case management

1. Where, in a sport context, any issue arises in relation to child protection and safeguarding, the welfare of children shall be the paramount consideration.
2. Any investigation or inquiry is to proceed upon the basis that the primary consideration will be a determination of the risk posed to children.
3. Unless the determination finds no, or an insignificant, risk, effective steps must be taken to manage or reduce the risk.
4. Individuals about whom there are concerns should be treated fairly and honestly and should be provided with support throughout the process.

Investigation

5. Every investigation or inquiry must be sensitive to the welfare of the child during its processes and, at all times, hold central the need to keep the interests of those directly involved as paramount.
6. Where issues other than risk to children are under consideration in any investigation or inquiry, such issues must remain subordinate to the requirement to determine the risk posed to children.

Risk assessment

7. The assessment of risk involves consideration of the actual or potential harm that an individual poses to a child.
8. The assessment of risk does not involve making a finding based upon either the criminal or civil standards of proof (i.e., certainty or “the balance of probabilities”). The assessment requires a defensible decision that a risk does or does not exist and, where it does, a determination of the extent of such risk.

9. Save in exceptional cases, the assessment will not require the production of a formal risk assessment report.

Risk management

10. The steps taken to address any perceived risk to children must have regard to the nature and extent of the risk as well as to any particular and relevant aspects of the activity in question and, in the light of this, must seek to ensure that such steps will be effective.
11. In cases where the perceived risk is low, and no criminal or disciplinary charge could be made out, it may be nonetheless necessary to impose stringent restrictions on an individual or remove his/her ability to participate in the activity in question.

Responding to Disclosure

If a child informs a member of staff directly or a member of staff identifies that they are concerned about someone's behaviour towards them, this is known as disclosure. This disclosure may be relating to an incident or incidents either during "the Company" activity, or outside of the activity environment. The person receiving the disclosure should:

- React calmly so as not to frighten the individual.
- Tell the individual that he or she is not to blame and that they were right to share their concerns.
- Take what the individual says seriously.
- If the individual needs immediate medical treatment, take them to hospital or telephone for an ambulance, inform doctors of concern and ensure they are aware that is a child protection issue (as outlined in the referral procedure diagram – Appendix 4)
- Ensure the immediate safety of the individual in question.
- Avoid leading the individual in questioning and keep any questions to the absolute minimum. Ask only what is necessary to ensure a clear understanding of what has been said.
- Re-assure the individual but do not make promises of confidentiality or outcome, which might not be feasible in the light of subsequent developments.
- In the event of suspicion of sexual abuse do not let the child bath or shower until given permission to do so. Washing can destroy evidence.
- Inform parents/carers immediately unless there is a specific reason not to e.g., the individual has named the parent/carer as the abuser. If this is the case, then contact the Company Senior Safeguarding Manager. If they are unavailable, staff should contact local Social Care Services or the Police for guidance.
- The judgment about whether an incident is one of abuse or poor practice may not be able to be made at the point of referral, but only after the collection of relevant information by someone appropriately trained and skilled.
- Make a full written record of what was said, seen and heard as soon as you can. (using "the Company reporting system "My concern") In the case of a serious incident with a threat to life, the emergency services should be called.

In the event of a disclosure, staff should not:

- Dismiss the concern.
- Panic
- Allow your shock or distaste to show.
- Probe for more information than is offered.
- Speculate or make assumptions.
- Make negative comments about the alleged abuser.
- Make promises or agree to keep secrets.
- Ask the child or any witnesses to sign your written information as this may be significantly detrimental to any subsequent police investigation.

Do not take photographs of any alleged injuries. Any such recording must only be done by an approved medical or other practitioner, following referral.

Other Disclosures

There may be instances where a fellow member of staff, friend or carer of a child may disclose a concern about the welfare of a young person.

In this instance the same protocol should be followed regarding reporting procedures, and it should be made clear on the referral form by whom the disclosure was made.

This Safeguarding Children Policy should be made available for all key stakeholders upon request, to ensure individuals and other Clubs are aware of the “the Company” reporting procedure for safeguarding concerns.

Reporting Procedure

My Concern

This an electronic recording system used “Company “wide. It enables all staff members to record both high, and low-level concerns wherever they are working both on and off site.

All concerns register immediately on the system enabling the Senior Safeguarding Manager to triage and categories concerns. These are then classed as high, medium, or low-level risk. Staff are encouraged to use “My Concern” to record any incidents no matter how small and insignificant up to and including high level. This allows instant notification of serious issues and enables patterns of inappropriate behaviour to be identified. “**My Voice**” has been introduced onto “the Company “website enabling any stake holder to send in an anonymous referral should they prefer.

High Level Concerns

All allegations or suspicions and concerns are to be treated seriously. No abuse is acceptable. Some Safeguarding concerns may indicate the commission of a criminal offence and must be reported to the Police as soon as possible.

It is the responsibility of the individual employee or volunteer to take a lead on reporting all concerns to “the Club” Designated Safeguarding Manager. The individual employee should assist in any further action required on behalf of the Club. A copy of the referral process for staff and volunteers is available in Appendices 4 and 5.

Information should be shared with the Senior Safeguarding Manager, who must approve of any actions to be taken and any documentation or correspondence being sent out.

Employees with concerns should discuss them with the Designated Safeguarding Officer immediately. If the Designated Safeguarding Officer is not available, then any concerns should be discussed with the Senior Safeguarding Manager who will then seek advice, if necessary, from other nominated welfare professionals (Bristol City Council, Football League, the Football Association).

Volunteers with concerns should discuss these discreetly with their coordinator or the Designated Safeguarding Officer as soon as possible after the abuse or suspicions of abuse are observed. If unavailable, then any concerns should be discussed directly with the Senior Safeguarding Manager.

Concerns about colleagues should be addressed initially with the Designated Safeguarding Officer who in turn will discuss with the Senior Safeguarding Manager. If this is not possible or the concern is about the Designated Safeguarding Officer then speak directly to the Senior Safeguarding Manager or Bristol City Council, Bristol County FA, or the Football League. All staff concerns should be logged by the relevant DSO on the staff “My Concern” site. There is also an anonymous email address that can be used:

<https://form.thesafeguardingcompany.com/57bdb1ef-c410-4fa6-8310-8078f1f033d4>

Where there is evidence of immediate harm then the employee should phone 999 and report the incident to the Police.

Low level Concerns

These are concerns that may not meet the harm threshold or need a referral to an outside agency but that may cause a sense of unease or a “nagging doubt”. These could be related to a member of staff being inconsistent with the “Code of Conduct.”, inappropriate outside work, over friendly with children, taking photographs on mobile phones or general poor practice around children and young people.

“The Company” promotes an open and transparent culture in which all concerns about adults working in or on behalf of “the Company” are taken seriously, dealt with promptly and appropriately. This will minimise the risk of abuse, identify inappropriate, problematic or concerning behaviors and set clear professional boundaries which reflect the ethos and values of “the Company”.

All low-level concerns should be recorded promptly on “My Concern”. These will be reviewed, categorised and a course of action identified by the Senior Safeguarding Manager in consultation with the Designated Club Safeguarding Officer.

Information Sharing

If there is a reasonable concern that a child may be at risk of significant harm this will always override a professional agency requirement to keep information confidential.

If “the Company” is approached about sharing information, the following will be considered:

- What information do they need?
- Why they need it.
- What will they do with the information?
- Who else needs to be informed if concerns about the individual persist?

If we are asked to provide information, we will never refuse solely on the grounds that all information is confidential.

“The Company” will consider:

- What information the individual in question has given permission to use.
- Any perceived risk to the individual which would warrant breaching confidentiality.
- Any relevant information on risk to the individual, which would allow another agency to offer appropriate help and services or take action to reduce risk to the child.
- Whether to ask advice from Children Social Services, Bristol County FA, or the Football League Welfare Officers.

“The Company” will record when, what, why, and with who information has been shared; or why sharing was refused. This is recorded as “the Company” may be required to justify reasons at a later date.

Staff should always seek advice if unsure and never refuse to provide information without considering the risks of not sharing. All decisions on information sharing will ultimately fall with “the Club’s” Senior Safeguarding Manager.

“The Company” will ensure their Safeguarding Policies are shared with all stakeholders and commissioned bodies to allow transparency and close working practice.

Guidance for making a referral

Bristol Children Social Care Referrals

- To refer any child in need, including child protection concerns, during normal office hours (9.00am – 5.30pm Monday to Friday) ring First Response on 01179036444
- Out of normal hours 01454615165 Emergency Duty Team
- If you have reason to believe that a child is at immediate risk of harm, contact the police on 999.
- www.bristol.gov.uk

Bath

- 01225396312
- Out of hours 01225396313
- www.bathnes.gov.uk

Cardiff

- Office hours 02920536490
- Emergency out of hours 02920788570
- www.cardiff.gov.uk

North Somerset Referrals

- Mon-Fri (8.00-6.00) 01275888860
- Out of hours emergency duty team 01454615165.
- www.nsscp.co.uk

South Gloucestershire Referrals

- Mon-Fri – (9.00-5.00) 01454866000
- Out of hours/weekends (9.00-4.30) 01454615165
- www.southglos.gov.uk

Vale of Glamorgan

- Office hours 01446725202
- Emergency out of hours 02920788570
- www.cardiffandvalersb.co.uk

Warwickshire Referrals

- Office hours 01926 414144
- Out of hours 019268 86922 -Emergency Duty Team
- <https://www.warwickshire.gov.uk/childrens-social-care>

Worcestershire Referrals

- Office hours 01905 822666.
- Out of hours 01905 768020
- www.worcestershire.gov.uk

Additional contacts can be found on page 44.

When making a referral regarding child protection concerns, it is important to have the following information wherever possible readily available for the duty social worker:

- Name, date of birth, ethnic origin, gender of the child, address, and telephone numbers
- The reasons for your concern
- Injuries and/or other indicators observed.
- The child's first language
- Details of any specific needs of the child, e.g., disability, etc.
- Details of family members, if known
- Other agencies, professionals involved.
- Family doctor

Staff in children's teams will make enquiries with other agencies who may have information regarding the child and family. On the basis of the information gathered, they will then make an initial assessment on what further action is necessary or appropriate.

Whenever children's teams receive information about a possible criminal offence against a child, they will share the information with the Police at the earliest opportunity and a decision will be made jointly on how to proceed with the enquiries.

Following the referral of a child, the referrer and the children's team must be clear about who will be taking what action.

Professionals who contact a children's team to make a referral must confirm the details of this in writing within 24 hours addressed to the children's team for that locality, using the Confirmation of Child Protection Referral form.

The team should acknowledge a written referral within one working day of receiving it, so if we have not heard within three working days, contact the children's team again.

The Senior Safeguarding Manager for “the Company” is: Melissa Dray

Tel: 07880140411

melissa.dray@bcfc.co.uk

The Senior Board Member for the “Club” is: Hannah Haynes

hannah@mercury13.com

Other key contacts are:

Gloucestershire FA Designated Safeguarding Officer – Liz Barnett 07960500130

Somerset Designated Safeguarding Officer- Shirley Needham 01458837034/07535664988

The English Football League Welfare Officer – Alex Richards 01772325940

Useful Contacts/Support

If you have concern that a child is being harmed as a result of abuse or neglect, you must not keep these concerns to yourself. Keeping children safe is everyone’s responsibility.

Staff must ensure that they speak to the appropriate staff member in “the Company” who can listen to and record the concerns, and then take appropriate action.

Useful contacts

- NSPCC Helpline 0808 800 5000
- ChildLine 0800 1111 / www.childline.org.uk
- Kidscape www.kidscape.org.uk

Appendix 1 Safeguarding Indicators

Neglect

This is when adults consistently or repeatedly fail to meet an individual's basic physical and/or psychological needs which could result in the serious impairment of the individual's health or development e.g., failure to provide adequate food, shelter and clothing; failing to protect someone from physical harm or danger; or the failure to ensure access to appropriate medical care or treatment. It may also include refusal to give love, affection, and attention.

Neglect in sport or physical activity could include a coach or other member of staff repeatedly failing to ensure people are safe, exposing them to undue cold, heat or extreme weather conditions without ensuring adequate clothing or hydration; exposing them to unnecessary risk of injury e.g., by ignoring safe practice guidelines, failing to ensure the use of safety equipment, or by requiring young people to participate when injured or unwell.

NEGLECT	
Examples include	Signs include
<ul style="list-style-type: none"> • Withholding help or support necessary to carry out daily living tasks. • Ignoring medical and physical care needs • Failing to provide access to health, social or educational support. • The withholding of medication, nutrition, and heating • Keeping someone in isolation. • Failure to intervene in situations that are dangerous to the vulnerable person Inadequate supervision and guidance – leaving the child to cope alone, abandoning them, or leaving them with inappropriate carers and failing to provide appropriate boundaries about behaviours such as underage sex or alcohol. 	<ul style="list-style-type: none"> • Constant hunger, sometimes stealing food from others. • Dirty or 'smelly' • Loss of weight, or being constantly underweight • Inappropriate dress for the weather • Complaining of being tired all the time. • Having few friends • Worsening of health conditions • Mentioning their being left alone or unsupervised. • Sore or extreme nappy rash • Skin infections • Lack of response to stimuli or contact • Poor skin condition(s) • Anxiety • Distressed • Child moves away from parent under stress. • Little or no distress when separated from primary carer. • Inappropriate emotional responses • • Language delay

Physical Abuse

When someone physically hurts or injures another person by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning or otherwise causing harm. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to someone they are looking after.

Physical abuse in sport or physical activity may be when the nature and intensity of training or competition exceeds the capacity of the child's immature and growing body; where coaches encourage the use of drugs or harmful substances to enhance performance or delay puberty; if athletes are required to participate when injured; or when sanctions used by coaches imposed involve inflicting pain.

PHYSICAL ABUSE	
Examples include	Signs include
<ul style="list-style-type: none">• Shaking• Pinching• Slapping• Force-feeding• Biting• Burning or Scalding.• Causing needless physical discomfort• Inappropriate restraint• Locking someone in a room	<ul style="list-style-type: none">• Unexplained bruising, marks or injuries on any part of the body• Frequent visits to the GP or A&E• An injury inconsistent with the explanation offered.• Fear of parents or carers being approached for an explanation.• Aggressive behaviour or severe temper outbursts• Flinching when approached• Reluctance to get changed or wearing long sleeves in hot weather.• Depression• Withdrawn behaviour or other behaviour change.• Running away from home/ residential care• Distrust of adults, particularly those with whom a close relationship would normally be expected

Sexual Abuse

This is where children are abused by adults (both male and female) or other children who use them to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse, kissing and sexual fondling. Showing individuals pornographic material (books, videos, pictures) or taking pornographic images of them are also forms of sexual abuse.

In sport or physical activity, coaching techniques which involve physical contact with others can create situations where sexual abuse can be disguised and may therefore go unnoticed. The power and authority of, or dependence on, the coach if misused, may also lead to abusive situations developing. Contacts made within sport and pursued e.g., through texts, Facebook or Twitter have been used to groom children for abuse.

SEXUAL ABUSE	
Examples include	Signs include
<ul style="list-style-type: none"> • Rape and other sexual offences • For vulnerable adults, sexual activity including sexual contact and non-sexual contact that the person does not want, to which they have not consented, could not consent, or were pressured into consenting to. • Being encouraged or enticed to touch the abuser. • Coercing the victim into watching or participating in pornographic videos, photographs, or internet images • Any sexual relationship that develops where one is in a position of trust, power, or authority. 	<ul style="list-style-type: none"> • Pain or itching in the genital/anal areas. • Bruising or bleeding near genital/anal areas • Sexually transmitted disease • Vaginal discharge or infection • Stomach pains • Discomfort when walking or sitting down. • Pregnancy • Sudden or unexplained changes in behaviour, e.g., becoming aggressive or withdrawn. • Fear of being left with a specific person or group of people. • Nightmares • Leaving home • Sexual knowledge which is beyond their age or development age • Sexual drawings or language • Bedwetting • Saying they have secrets they cannot tell anyone about • Self-harm or mutilation, sometimes leading to suicide attempts. • Eating problems such as overeating or anorexia

Emotional Abuse

Emotional abuse is the persistent emotional ill-treatment of an individual so as to cause severe and persistent adverse effects on the person's emotional development. It may involve conveying to people that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may feature age or developmentally inappropriate expectations being imposed on someone or even the over protection of an individual. It may involve causing people to feel frightened or in danger by being constantly shouted at, threatened, or taunted which may make the person very nervous and withdrawn. Some level of emotional abuse is involved in all types of ill-treatment of a child.

Emotional abuse in sport or physical activity may occur if people are subjected to constant criticism, name-calling, sarcasm, bullying, racism, or pressure to perform to unrealistically high expectations; or when their value or worth is dependent on sporting success or achievement.

EMOTIONAL/PSYCHOLOGICAL ABUSE	
Examples include	Signs include
<ul style="list-style-type: none">• Intimidation and/or threats• Bullying• Rejection• Shouting• Indifference and the withdrawal of approval• Denial of choice• Deprivation of dignity or privacy• The denial of human and civil rights• Harassment• Being made to fear for one's wellbeing.	<ul style="list-style-type: none">• A failure to thrive or grow.• Sudden speech disorders• Developmental delay, either in terms of physical or emotional progress• Behaviour change• Being unable to play or socialise with others.• Fear of making mistakes• Self- harm• Fear of parent or carer being approached regarding their behaviour.• Confusion

Exploitation

Exploitation is defined as where an individual or a group take advantage of an imbalance of power to coerce, manipulate or deceive a child, young person or adult into activities that benefit the perpetrator or facilitator. This can be on or offline. It can include issues that related to criminality, such as Child Criminal Exploitation, County Lines, Modern Slavery and Child Sexual Exploitation. The exploitation may involve violence, threats or financial gain.

Exploitation	
Examples include	Signs include
<ul style="list-style-type: none">• Cheap labour• Child labour• Slavery• Sex tourism• Forced marriage• Illegal adoption• Grooming• Criminal activities• Pornography	<ul style="list-style-type: none">• Unexplained injuries, ill health, or suspicion of assault• Association with controlling individuals or groups• Concerning use of the internet, social media, or mobile phones• Unexplained acquisition or loss of money and personal items• Persistently going missing from school or home• Excessive receipt of texts or phone calls• Unhealthy or inappropriate sexual behaviour• Frequently staying out late or overnight with no explanation• Being secretive about who they are talking to and where they are going• Using more than one phone

Additional Safeguarding and Welfare Considerations

Poor Practice

Poor practice is behaviour of an individual in a position of responsibility which falls below “the Club’s” required standard. Poor practice may not be immediately dangerous or intentionally harmful to an individual, however, is likely to set a poor example.

Poor practice is potentially damaging to the individual, “the Company” and to those who experience it. For example, leading a group with alcohol on the breath, smoking, swearing in front of others, or not paying due care and attention to participants all constitute poor practice.

Poor practice can sometimes lead to or create an environment conducive to more serious abuse. It may also lead to suspicions about the individual’s motivation, even where no harm is intended. For example, if a member of staff is giving one child too much attention, regularly transports children in their car, or encourages physical contact with children without obvious justification.

Bullying

Bullying by peers can occur whenever children and young people come together. Bullying can take many forms and is harmful to the victim. It may be physical e.g., hitting; online or cyber e.g., abusive messages, comments, or images on social media; involve damage or theft of property; based on someone’s gender, ethnicity, sexuality or disability; or about their physical ability.

More detail on recognising and managing instances of bullying can be found in “the Club’s” Anti-Bullying Policy.

Cyberbullying

This is defined as the use of technology to harass, threaten, embarrass, humiliate, spread rumours or target another person. Refer to “the Club’s” “Acceptable IT use policy”. Bullying because of discrimination occurs when motivated by prejudice against certain people because of an individual’s ethnic origin, colour, nationality, race, religion or belief, gender, gender reassignment, sexual orientation, or disability.

Child sexual exploitation

This is a form of Child sexual abuse. It occurs where an individual or groups of people take advantage of an imbalance of power to coerce, manipulate or deceive a Child into sexual activity in exchange for something the victim needs wants and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may be sexually exploited even if the sexual activity appears consensual. Child exploitation can even take place through the use of technology.

Sexting

This is where a person sends or receives sexually explicit or suggestive images. (See appendices 10.a/b) Refer to UKCCIS guidance-sexting in schools.

Peer- on-peer abuse also known as child-on-child abuse.

Children and young people can be taken advantage of or harmed by adults and by other children. Peer-on-peer abuse is any form of physical, sexual, emotional, and financial abuse, and coercive control, exercised between Children and within Children's relationships (both intimate and non- intimate)

Grooming

Grooming is defined as developing the trust of an individual and/or their family for the purposes of sexual abuse, sexual exploitation, or trafficking. Grooming can happen both online and in person.

Adultification

A form of bias where children from Black, Asian and minoritized ethnic communities are perceived as being more streetwise, more grown-up, less innocent, and less vulnerable than other children.

Radicalisation

The process by which a person comes to support terrorism and forms of extremism leading to terrorism. Anybody from any background can become radicalised. The grooming of children and/or adults at risk for the purposes of involvement in extremist activity is a serious safeguarding issue.

Female genital mutilation (FGM)

Involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls or women. The Female Genital Mutilation Act 2003 makes it illegal to practice FGM in the UK or to take girls who are British nationals or permanent residents in the UK abroad for FGM.

Hazing

Any rituals, initiation activities, action, or situation with or without consent, which recklessly, intentionally or unintentionally endangers the physical or emotional well-being of vulnerable groups.

Infatuations

Vulnerable groups may develop an infatuation with a member of staff who works with them. There is a high risk that words or actions may be mis-interpreted, and allegations made against staff.

Domestic violence

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 Yrs. or above, who are or have been intimate with partners or family members regardless of gender or sexuality. This can encompass but is not limited to psychological, physical, sexual, financial, emotional abuse and so called “honour” based violence.

Fabricate or induce illness

Fabricated or induced illness is easiest understood as illness in a child which is fabricated by a parent or person in loco parentis. Acute symptoms and signs of illness cease when the child is separated from the parent.

Forced Marriage

A marriage in which one or both spouses do not consent to the marriage and duress is involved. This is different from an arranged marriage where both parties agree. A forced marriage is a criminal offence (The Anti-social Behaviour, Crime and Policing Act 2014) and can result in up to 7yrs in prison.

County Lines

This is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs. They are likely to exploit children. Child Criminal exploitation is common in county lines and occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 Yrs. Child Criminal exploitation does not always involve physical contact but can occur through the use of technology.

Mental Health

Mental illness, also called mental health disorders, refers to a wide range of mental health conditions — disorders that affect your mood, thinking and behavior. Examples of mental illness include depression, anxiety disorders, schizophrenia, eating disorders and addictive behaviors. Refer to “the Company” mental health Policy.

Negative experiences and distressing life events can affect the mental health of us all. Anyone who is struggling under the current circumstances should be advised to contact “the

Company” safeguarding staff. Support can also be accessed through a number of national organisations including:

The Samaritans <https://www.samaritans.org>

Tel: 116 123

ChildLine: <https://www.childline.org.uk>

Tel: 0800 1111

NSPCC: <https://www.nspcc.org.uk>

Tel: 0808 800 5000

Mind: <https://www.mind.org.uk>

Tel: 0300 123 3393

PFA: <https://www.thepfa.com/wellbeing>

Tel: 07500 000 777

Online Safety

Misinformation, disinformation and conspiracy theories are recognised as safeguarding harms. Content is an online risk. The use of AI can also be a risk.

Violence against Women and Girls (VAWG)

The harm caused to victims and society by violence against women and girls (VAWG) in all its forms – including but not limited to harassment, stalking, rape, sexual assault, murder, honour-based abuse, coercive control .

Increased Risk to Vulnerable Children

There are many issues that may contribute to child abuse, but some factors increase the risk to children and make them more vulnerable to abuse. They can be found in the background of parents, in the environmental situation and in attributes of the child themselves. (SEN Code of Practice guidelines 2015)

Parental factors:

- Parent has a mental illness.
- Parent is abusing drugs or alcohol.
- Parent has already abused a child.
- Pregnancy was not wanted.
- Parent has a background of abuse when growing up.
- Young, unsupported mother often with low education
- Parents have unrealistic expectations of the child and lack parenting knowledge.
- Parent is isolated and has little support.
- Parent has a learning difficulty.

Environmental factors:

- Overcrowding in the house
- Poverty or lack of opportunity to improve the family's resources.
- Domestic violence is present.
- A non-biological adult (i.e., unrelated) living in the house.
- Family is experiencing multiple stress.

Additional sources of information

Additional information that may contribute to staff ability to safeguard children and young people may be gathered from a variety of different sources such as during recruitment, induction, school records, external agency involvement with the family. Any additional vulnerabilities should be recorded and shared with the Designated Safeguarding Officer who will take appropriate action.

Private fostering

A privately fostered child is a child under 16 yrs. (18 Yrs. If disabled) who is cared for by an adult who is not a parent or close relative where the child is to be cared for in that home for 28 days or more.

Should any child be placed in a Host Family who meets the above criteria the “Club” will be required to work with the local authority to ensure that all legislative and local procedures are met. (Private Fostering Regulations 2005).

Prevent

This is part of the government’s counter terrorism strategy and addresses all forms of dangerous extremism including Islamist extremism and far right extremism.

Prevent aims to:

- respond to the ideological challenge of terrorism and the threat we face from those who promote it.
- prevent people from being drawn into terrorism and to ensure they are given appropriate advice and support.
- work with sectors and institutions where there are risks of radicalisation that we need to address.

There are specific statutory obligations under Prevent for organisations such as the “Club” to provide training for all staff and players.

Appendix 2

What to do if you're worried that a child is being abused

Discuss with Senior Safeguarding Manager (or DSO)
Melissa Dray

For advice prior to referral call
Melissa Dray
Senior Safeguarding Manager
07867868912

Gloucestershire FA
Designated Safeguarding Officer
Liz Barnett 07960500130

Safeguarding Officer EFL
Alex Richards
01772325940

FA Case Management Team
Investigation Team
0800 169 1863

F/A NSPCC Helpline
0808 800 5000

DSO: Refer Concern to
County Welfare Officer
and/or Police and/or
Children Services if required
and FA Case Management

Follow up in writing within 24
hours on a Referral Form.
Keep a copy (and secure) of
all documentation

Agency should acknowledge
receipt of referral and decide
on next course of action

Further
enquiry/investigation by
appropriate agency

No Longer has a concern

No Further Action
A record should be kept of your
concern and the action taken

NO FURTHER ACTION

**Concerns about child's
immediate safety**

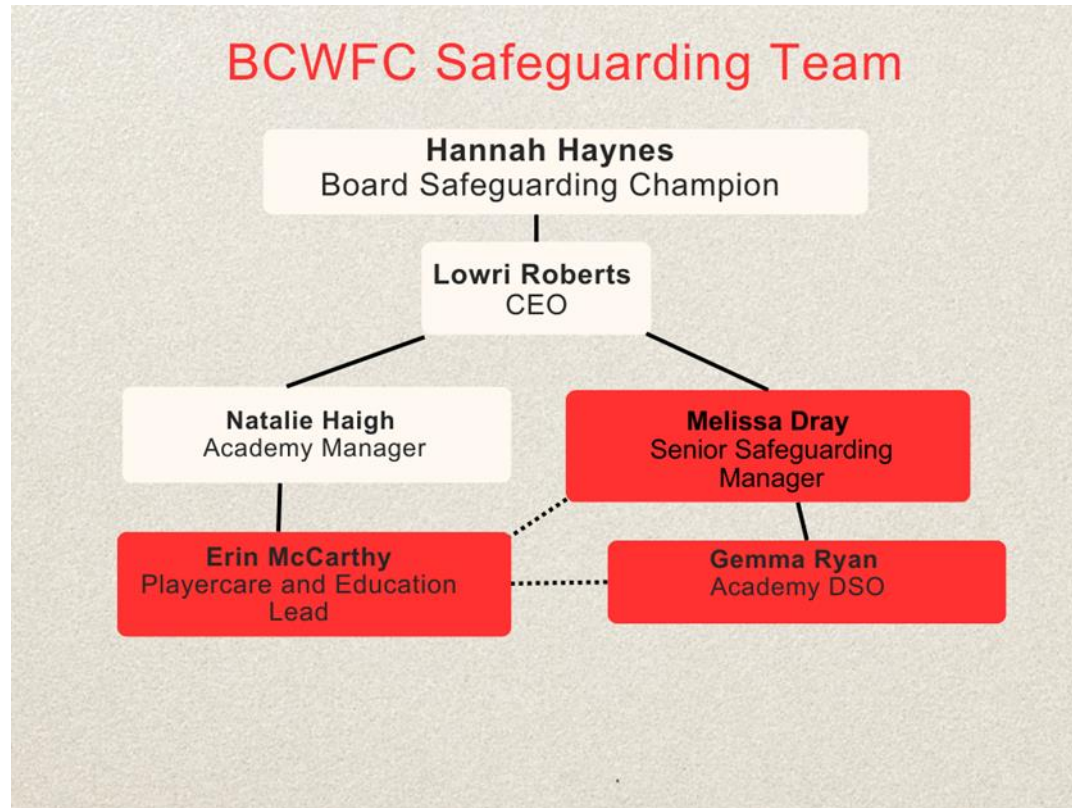
Police
Call 999

Emergency Children's Services
Duty Team
01179036444

FA Case Investigation Unit
0800 169 1863
Police (See above)
Children's Services (above)
**NSPCC Helpline: 0808 800
5000**

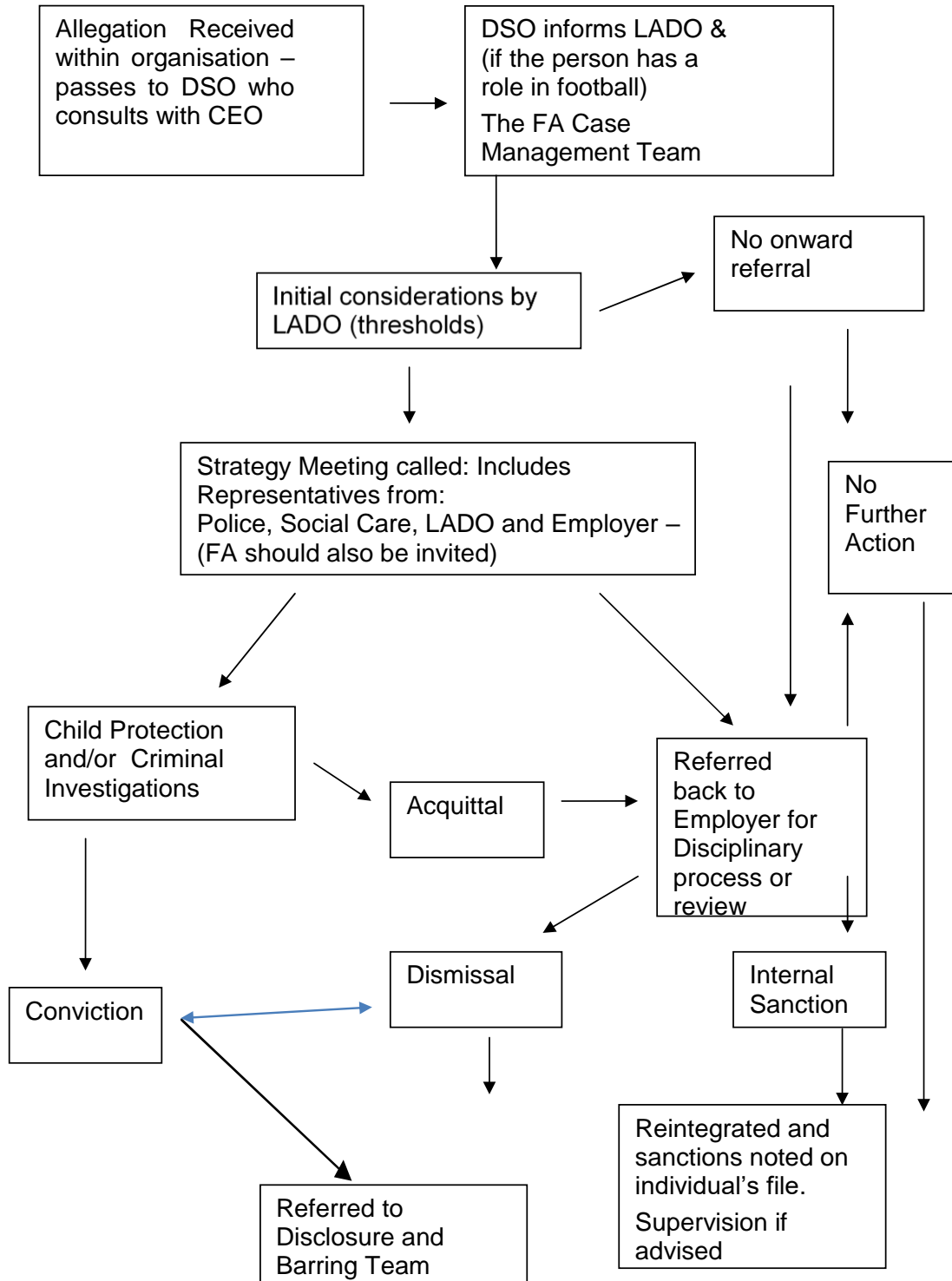
SUSPENSION/PROSECUTION

Appendix 3
Your Safeguarding team



Appendix 4

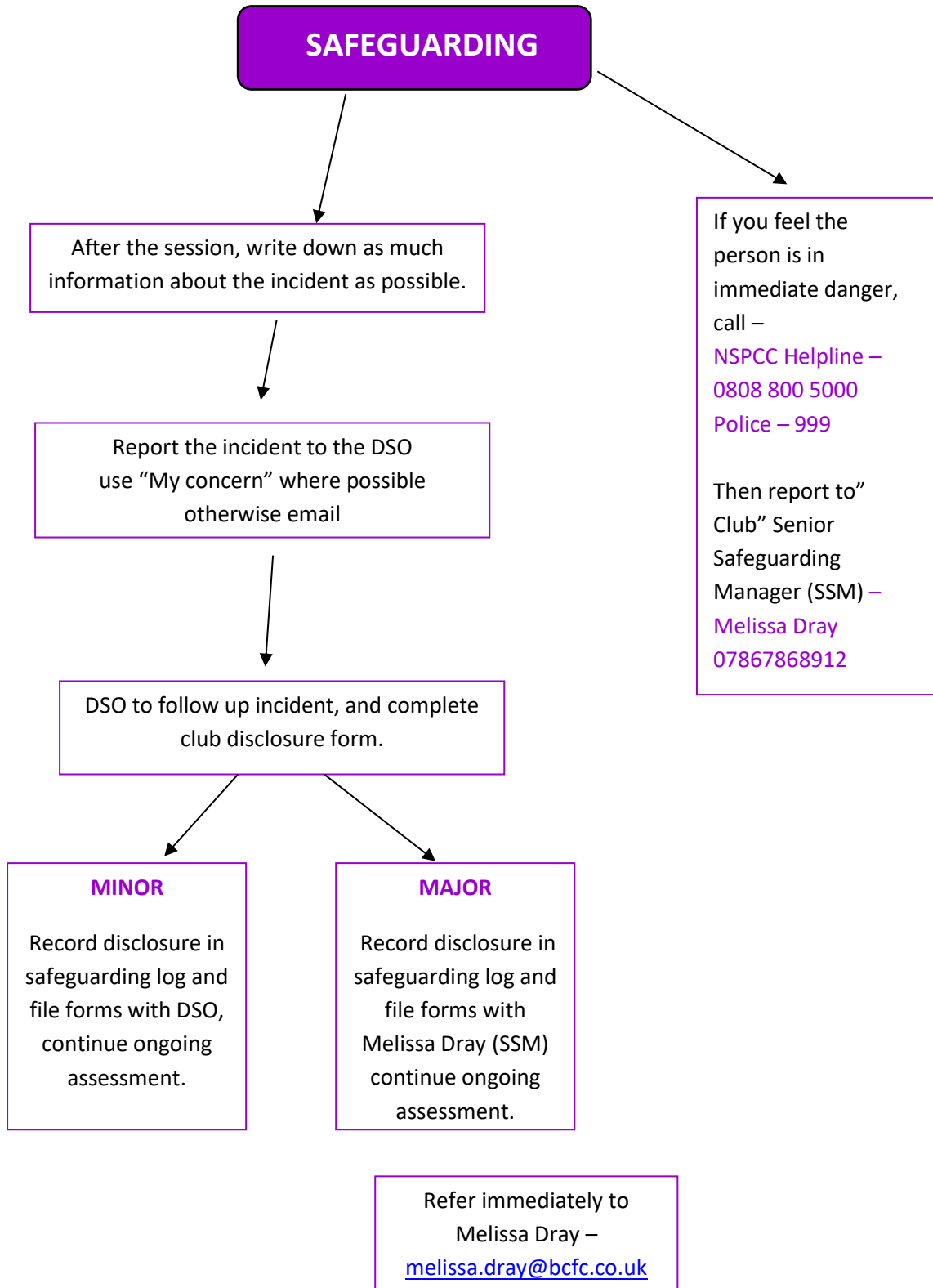
A serious Safeguarding allegation management flow-chart



The FA and EFL Safeguarding team to be informed of the final outcome within 48 hours.

October 2017

Appendix 5 Incident reporting flow-chart



Appendix 6 Summary of Allegations Management Procedures-Working with Partners

All Staff – Concern about a member of staff, includes volunteers working with children, or a breach of professional boundaries with any learner.

If a professional receives an allegation or has a concern about a member of staff working or volunteering with children or learners (regardless of their age) and that concern could amount to:

- a member of staff or volunteer has behaved in a way that has harmed a child or may have harmed a child.
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they are unsuitable for work with children.
- a breach of professional boundaries in respect of dealing with a learner

THE PROFESSIONAL SHOULD



All Staff – Report the concern(s)

Report the concerns to SSM or DSO if not implicated in the allegation or CEO if implicated.



All Staff - Record the concern on “My Concern”

Record the concern on “My Concern”. Include the nature and circumstances surrounding the concern, including any previous concerns. Include where the concern came from and brief details only. If the member of staff is known to work with partners of the “Company”, then a confidential discussion should take place with the DSO of that organisation.



SSM or DSO or Senior Member of staff- seek advice before proceeding.

Always contact the LADO for advice prior to investigating the allegation. This is important as it might meet the criminal threshold and could interfere with a police or social care investigation.

LADO-Nicola Laird nicola.laird@bristol.gov.uk

The LADO will offer advice on any immediate action required and will assist with employment and safeguarding issues.



SSO or Senior Member of staff- Allegation Management Process.

If, after discussion with the LADO the allegation meets the criteria a multi-agency meeting will be convened to which you will be invited. This may result in a criminal investigation, a Social Care investigation and/ or an investigation to inform whether disciplinary action is required.

If it is agreed that the allegation does not meet the criteria, the LADO will record the initial discussion and send it to you for your records. Any further action will be taken within your setting if necessary.



SSO or DSO or Senior Member of staff- Further Action.

During the investigation and any resulting disciplinary action, it should be established if the member of staff has any other employment, working with children or young people. Details of other employments should be noted and subsequently passed on to the LADO following the conclusion of any formal disciplinary action.

If the member of staff is known to work with the “Company” partners, then a confidential discussion should take place with the DSO of that establishment.

Further meetings may be required, and these will be convened by the LADO, with your input at all times.

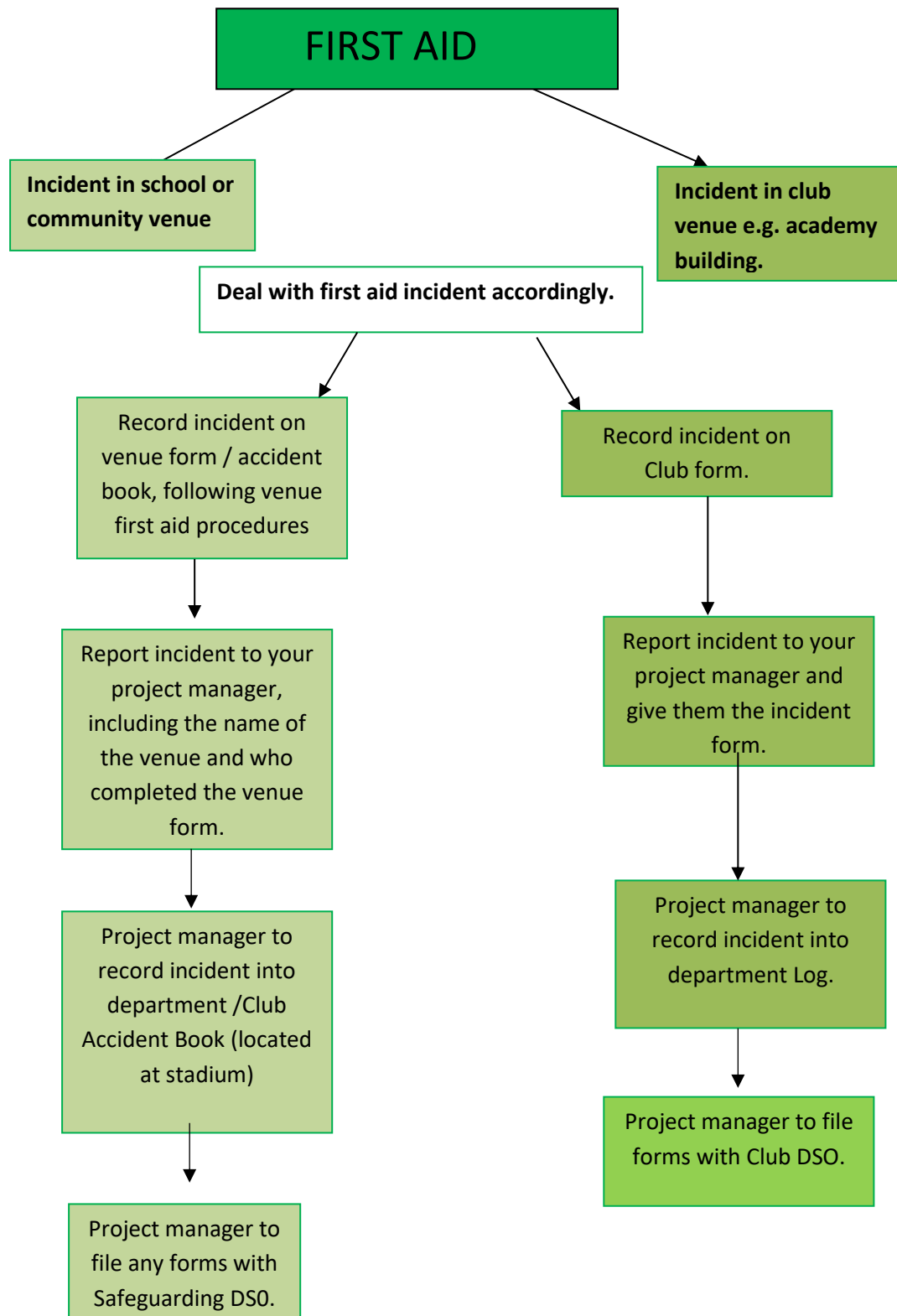
Further information on the Allegations Management Process can be found-

“Working Together to Safeguard Children” 2019

http://www.proceduresonline.com/swopp/gloucestershire/p_alleg_against_staff.html

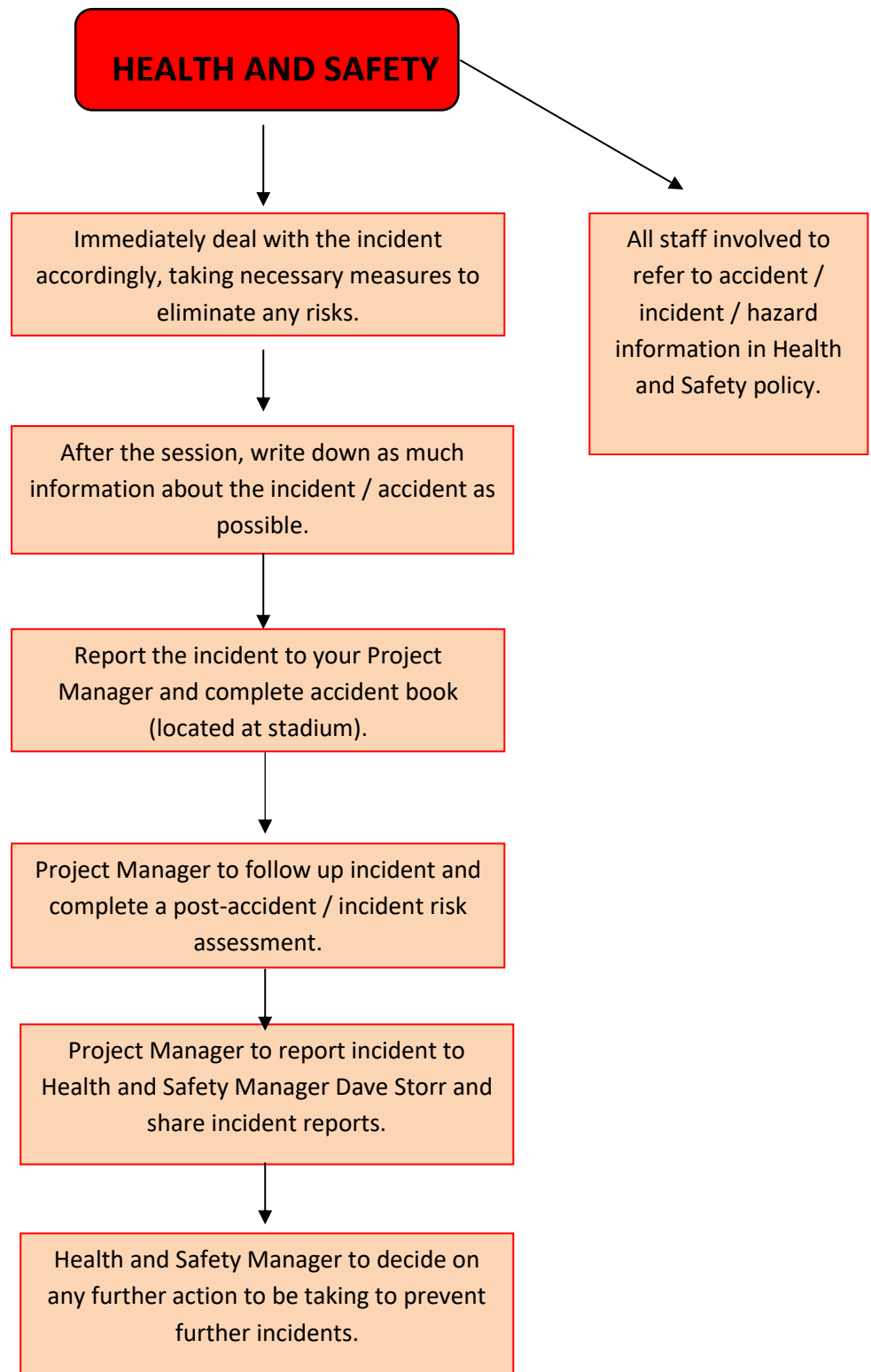
Appendix 7

First Aid reporting flow-chart.



Appendix 8

Accident reporting flow-chart



Appendix 9

Staff Personal Media Guidance and Procedures

Guidance for Staff

DO:

- gain written parent / carer permission before giving access to U18.
- explain to the parent/carer/player the method of communication to be used and the reasons.
- always use group texts or emails and always copy parents/carers and the designated member of Safeguarding team into all communications with young people.
- make sure texts, emails are only in relation to specific “Club” related activities.
- Report to DSO/SSO any inappropriate communication from a young person.

DO NOT:

- use your personal phone to text a young person connected with the “Club”.
- become friends with, follow, or add to your personal social media network any potential, current or former young person (under 19) This includes use of “like”.
- use internet or web-based communications to send personal messages of a non-football nature to a child or young person. This includes “banter” or comments.
- use language that is directly or could be misinterpreted as being racist, sexist, derogatory, threatening, abusive or sexualised in tone.
- use the “Club” user- name for personal use.

Any of the above could lead to abuse of a position of trust and breach the standards of professional behaviour and conduct expected by the “Club” and could be the subject of disciplinary procedures.

The “Club” will.

- ensure all privacy settings are locked so that the pages are used explicitly for “Club” matters and not as a place to meet or have private conversations.
- monitor social networking pages regularly and where appropriate, raise any concerns or disciplinary matters.
- Please refer to the “Club” policy on Acceptable use of IT and IT and Internet use policy

The Academy uses SENSO to monitor all player communication on Club laptops. Remember your Induction training and the “Club” Safeguarding code of conduct.

Appendix 10a

Player personal media Guidance and Procedures U18

Within the “Club”

We want you to use social networks and the internet safely to get or receive information. The guidance below is to keep everyone safe and to ensure we respect each other.

The Club will.

- monitor social networking pages regularly and where appropriate, raise any concerns or disciplinary matters.
- gain written parent / carer permission before giving access to U18.
- explain to the parent/carers/player the method of communication is to be used between parents, players and staff and the reasons.
- always use group texts or emails and always copy parents/carers and the designated member of Safeguarding team into all communications with young people.
- make sure texts, emails are only in relation to specific “Club” related activities.

Guidance for players

- Know who from the “Club” should be contacting you and which site they will use to do so.
- Do not post, text or email things that are hurtful, insulting, offensive, abusive, threatening or discriminatory (e.g., racist, sexist or homophobic). This could be against the rules of football or even criminal and may lead to disciplinary action.
- Do not give out personal details including mobile phone numbers. email addresses or social media account access (such as accepting friend or follow requests) to people you do not know well online.
- Use all guidance from social networking sites to keep yourself safe.
- No matter how well you get on with coaches, manager, staff do not invite them to become your friends online They have been asked not to accept such invitations.
- Tell an adult you trust or DSO/SSO if you are asked to become the friend of an adult involved in the “Club” or within football.

-Tell an adult you trust about any communications that make you feel uncomfortable or that asks you not to tell your parent/carer or speak to DSO or Senior Safeguarding Manager. (Melissa Dray).

Appendix 10b

Procedures for Youth Produced Sexual Imagery -Guidance for staff

Definitions:

“Youth produced” means young people sharing images that they, or another young person have created of themselves.

“Imagery “means both still and moving videos.

Description:

-A person under the age of 18 creates and shares sexual imagery of themselves with a peer under the age of 18.

-A person under the age of 18 shares sexual imagery created by another person with a peer under the age of 18 or an adult.

A person under the age of 18 is in possession of sexual imagery created by another person under the age of 18.

Legislation:

The Protection of Children Act 1978 as amended in the Sexual Offences Act 2003 states that it is illegal to make, possess, distribute any imagery of someone under 18 which is “indecent”. This includes imagery of yourself if you are under 18. **Note that the sharing of sexual imagery of people under 18 by adults constitutes sexual abuse and will lead to an immediate police referral.**

What should you do?

-You should NOT view the imagery.

-Refer the incident to the Club DSO or SSO (Maggie Martin 07880140411) as soon as possible and within 24 hrs.

What will happen next?

-The DSO will hold an initial review meeting with appropriate staff.

- Subsequently there will be interviews with young people involved (if appropriate)
- Parents will be involved as soon as possible (unless there is a definite reason not to).
- If at any stage it becomes apparent that a young person has been harmed or at risk of harm or that a criminal offence may have been committed the SSO will make a referral to the Police or Social care. This would include where an adult is involved, violent acts, or the young person is being black mailed or groomed.

At all times the victim's well- will be of paramount importance.

Appendix 11

Procedures for Youth produced sexual imagery.

Guidance for players

Legislation:

The Protection of Children Act 1978 as amended in the Sexual Offences Act 2003 states that it is illegal to make, possess, distribute any imagery of someone under 18 which is "indecent". This includes imagery of yourself if you are under 18.

You must not:

- create and share with anyone any sexual images-photos or videos- of yourself.
- share sexual images-photos or videos-with any other whether they are under the age of 18 or not.
- be in possession of sexual images-photos or videos- created by another person under the age of 18.
- be in possession of any sexual image-photos or videos- sent to you by an adult.

If any of the above should happen, please speak immediately to a person you trust or Head of Safeguarding and Welfare. You should not show the imagery to anyone else.

What will happen next?

- The person you have spoken to will tell the Head of Safeguarding (SSO).
- If appropriate The Head of Safeguarding speak with you.
- Parents will be involved as soon as possible (unless there is a definite reason not to).

If at any stage, it becomes apparent that you or another young person has been harmed or is at risk of harm the Head of Safeguarding will make a referral to the Police or Social care. This would include where an adult is involved, violent acts, or the young person is being black mailed or groomed.

Remember we are there to help and support you.

If you feel unable to talk to anyone at the Club you can get help by contacting;

www.clickCEOP.net

NSPCC Helpline 0808 800 5000

Appendix 12

Match Days

On match days the stadium is in the control of the Head of Safety and Security or his/ her nominated deputy. Anyone who has a concern for the safety and well-being of a child or young person should immediately contact the control room. The Head of Safety and Security will then alert the Senior Safeguarding Manager (SSM) Melissa Dray who will attend the incident and advise on any appropriate action including police liaison.

Stewards with appropriate training will be allocated to members of the public who are considered “vulnerable” many of whom are situated in the disabled bays. Specific stewards with DBS checks will be responsible for supporting the SSM and will be advised to do so by the Head of Safety and Security.

Ejections

In the case of a supporter being U18 the control room must be informed immediately. No person U18 should be ejected from the ground until the SSM has attended, and a responsible adult has been contacted.

Searching

The “Club” has a clear searching policy which sets out the correct protocols for searching children and young people. All stewards are aware of the policy and receive additional training.

Lost Child

This should be reported immediately to Head of Safety and Security who will alert the SSM.

Under no circumstances should an adult be alone with a child. They need to situate themselves in sight of the control room and other people (further detail see contingency plan 31)

The Club has a comprehensive Match Day Policy which should be read in conjunction with Safeguarding Children Policy 2025 and Safeguarding Adult Policy 2025. All policies are available on the Club website.

Head of Safety and Security Ashton Gate Stadium

Jennifer Reay – **Jennifer Reay** [@ashtongate.co.uk](mailto:Jennifer.Reay@ashtongate.co.uk)

Appendix 13

Procedures and safety measures for online learning

“The Company” expects all staff and players to adhere to the relevant policy boundaries which must be maintained at all times. We have put extra measures in place to reduce the risks in relation to online learning which include:

- All contact online being observable and interruptible.
- Staff and children must wear suitable clothing as should anyone else in the household.
- Any computers being used should be in appropriate areas, for example not in bedrooms and the background should not be blurred.
- Online teaching will not be carried out on a one-to-one basis and will be done in a group setting with several players present.
- Another adult will be invited to be present in the room.
- All communication provided will have an educational purpose.
- Language must be professional and appropriate, including from any family members in the background.
- “The Company” will record online teaching/instruction sessions. Players and parents will be informed that sessions are being recorded in advance of doing so.
- All sessions provided will be via “the Company” I.T platform (for example remote desktop) or Wi-Fi (where possible)

Online safety

It is important that internet safety and security messages are re-enforced during this time when we are expecting young people to be online more often. They may also be increasing their usage on devices during their own free time during this social distancing period. Within the Academy and Foundation SENSO is used as a filter service. It is important that both

players and parents are aware of the help and support available should they be concerned about something they have seen or experienced online. These include:

UK Safer Internet Centre	https://reportharmfulcontent.com/
CEOP	https://www.ceop.police.uk/safety-centre/
Internet Matters	https://www.internetmatters.org/
NetAware	https://www.net-aware.org.uk/
ParentInfo	https://parentinfo.org/
ThinkuKnow	https://www.thinkuknow.co.uk/

Appendix 14

Additional contacts

Gloucestershire Children Social care

01452 426565 (office hours)

01452 614194 (out of hours)

Email: childrenshelpdesk@gloucestershire.gov.uk

Newport and Gwent Children Social care

0800 3284432 (free phone in office hours)

01633 656656 (out of hours duty officer)

Football

The English Football League Safeguarding Team

01772 325940

Email: safeguarding@efl.com

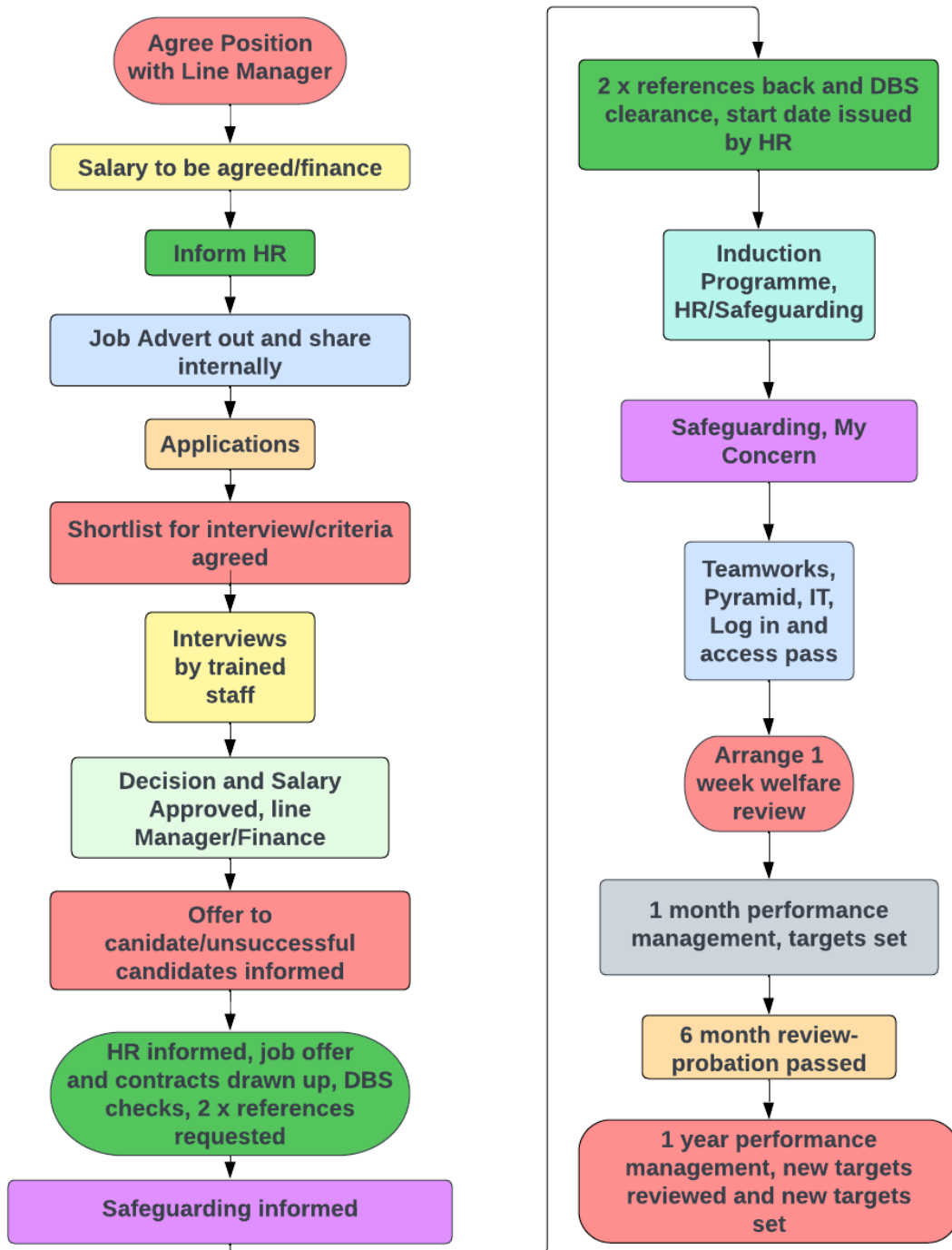
The FA Safeguarding Team

0800 169 1863

Email: Safeguarding@TheFA.com

Appendix 15

Safer Recruitment Flow Chart



References

Other policies associated with Safeguarding and not mentioned in this policy:

- Staff induction
- Health and Safety
- Trips, tours and tournaments
- Transport
- Accommodation
- Late collection of children policy
- Use of photography and film
- Mascot
- Ball persons
- Youth loans, trials, work experience and Senior Appearance.
- Whistleblowing
- Match Day Policy
- GDPR

Legislation and statutory guidance referred to:

- Working together to Safeguard Children 2023
- The Children Act 1989 and 2004
- Keeping Children Safe in Education 2025
- Health and Safety at work Act 1974
- Management of Health and Safety at work Regulations 1999
- Modern Slavery Act 2015
- Counter terrorism and Security Act 2015
- Private Fostering regulations 2005
- Female Genital Mutilation Act 2003
- General Data Protection Regulations 2018
- SEN Code of Practice guidance 2015
- Teacher Standards 2021

Additional reference materials:

- Allegations against people who work with children.
- Single Assessment Framework
- Threshold Guidance



Document review

Date reviewed	Position	Owner
Nov 19	Executive Board	M.A. Martin
Nov 20	Executive Board	
Nov 21	Executive Board	
Nov 22	Executive Board	
March 23	Executive Board	
Sept 23	Executive Board	
March 24	Executive Board	
Sept 24	Executive Board	
July 25	Executive Board	
February 26	Executive Board	