



Shrewsbury Town IN THE **COMMUNITY**



































Safeguarding Guidance Handbook

January 2020



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Introduction to STitC's Safeguarding Guidance Handbook

This Safeguarding Guidance Handbook is designed to help staff to be ambassadors of exemplary safeguarding best practice. To achieve this goal, this booklet should be kept with you at all times that you are delivering work for the organisation - as it will help you to know what to do in some of the most common safeguarding situations that you may encounter. While this Safeguarding Guidance Handbook contains many of the most frequent questions and answers that staff may have, if you are ever unsure about what to do in any given situation, you should immediately make contact with either the Designated Safeguarding Officer or the Deputy Designated Safeguarding Officer...



Head of Safeguarding
Name: Jayne Pullinger
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Designated Safeguarding Officer

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What is meant by Safeguarding?



Safeguarding is the action that is taken to promote the welfare of children, young people and adults at risk. Safeguarding means protecting people from abuse, maltreatment, neglect, harm and/or exploitation.

By establishing and following good safeguarding policies and procedures, it means that children, young people and adults at risk - that come into contact with our organisation - are protected from those that might pose a risk.

Definition of a Child

A child is anyone who has not yet reached their 18th birthday, even if they are aged 16 and living independently, or in further education, or in the armed forces, or in hospital and/or in custody.



Definition of a Adult at Risk

An adult at risk is anyone over the age of 18 who has a need for care and support; and/or someone who is experiencing - or is at risk of - neglect or abuse.



Who is responsible for Safeguarding?



Safeguarding is EVERYONES responsibility!

Your role in safeguarding is to follow our safeguarding policies and procedures - and ensure that everything you do is focused on protecting every child, young person and adult at risk that you come into contact with whilst working for the organisation.

Safeguarding is YOUR responsibility!

It is important that you read & regularly familiarise yourself with this Safeguarding Guidance Handbook.

Responsibilities for Safeguarding

For safeguarding to be effective **EVERYONE** has responsibilities for the safety and protection of children, young people and adults at risk. Below is an overview of these responsibilities:

Board of Trustees:

STitC's **Board of Trustees** are a group of people who are ultimately accountable for the running of the Charity and who must ensure that it complies with all of its obligations and responsibilities. One of those responsibilities is to ensure the safeguarding of all children, young people and adults at risk who come into contact with our organisation.

Board Safeguarding Lead & Safeguarding Senior Manager:

As part of fulfilling their responsibility for safeguarding, our Board have appointed a **Board Safeguarding Lead** who works closely with the rest of our **Safeguarding Team** to ensure safeguarding is put at the heart of our work. The **Board Safeguarding Lead** is also the named **Safeguarding Senior Manager** for our organisation and will report back to the Board on any safeguarding matters, as well as ensuring that they are all up to date with the implementation of our safeguarding strategy.

This person works closely with the **Designated Safeguarding Officer** - and has operational leadership responsibility for our safeguarding arrangements. If there was ever a need to make a safeguarding referral and liaise with the relevant authorities, then our **Safeguarding Senior Manager** supports the process.

Designated Safeguarding Officer:

Our **Designated Safeguarding Officer** is the person that will ensure that our safeguarding responsibilities are understood and implemented by our staff. They will provide safeguarding coaching and training to our staff - to ensure you know what your responsibilities are and that you can carry them out effectively - as well as providing guidance and support whenever there may be issues or concerns.

Deputy Designated Safeguarding Officer:

The **Deputy Designated Safeguarding Officer** is the person who supports our **Designated Safeguarding Officer** to fulfil their responsibilities as outlined above. Having a **Deputy** also ensures that there is always someone available to deal with any safeguarding matters whenever the **Designated Safeguarding Officer** is not on duty.

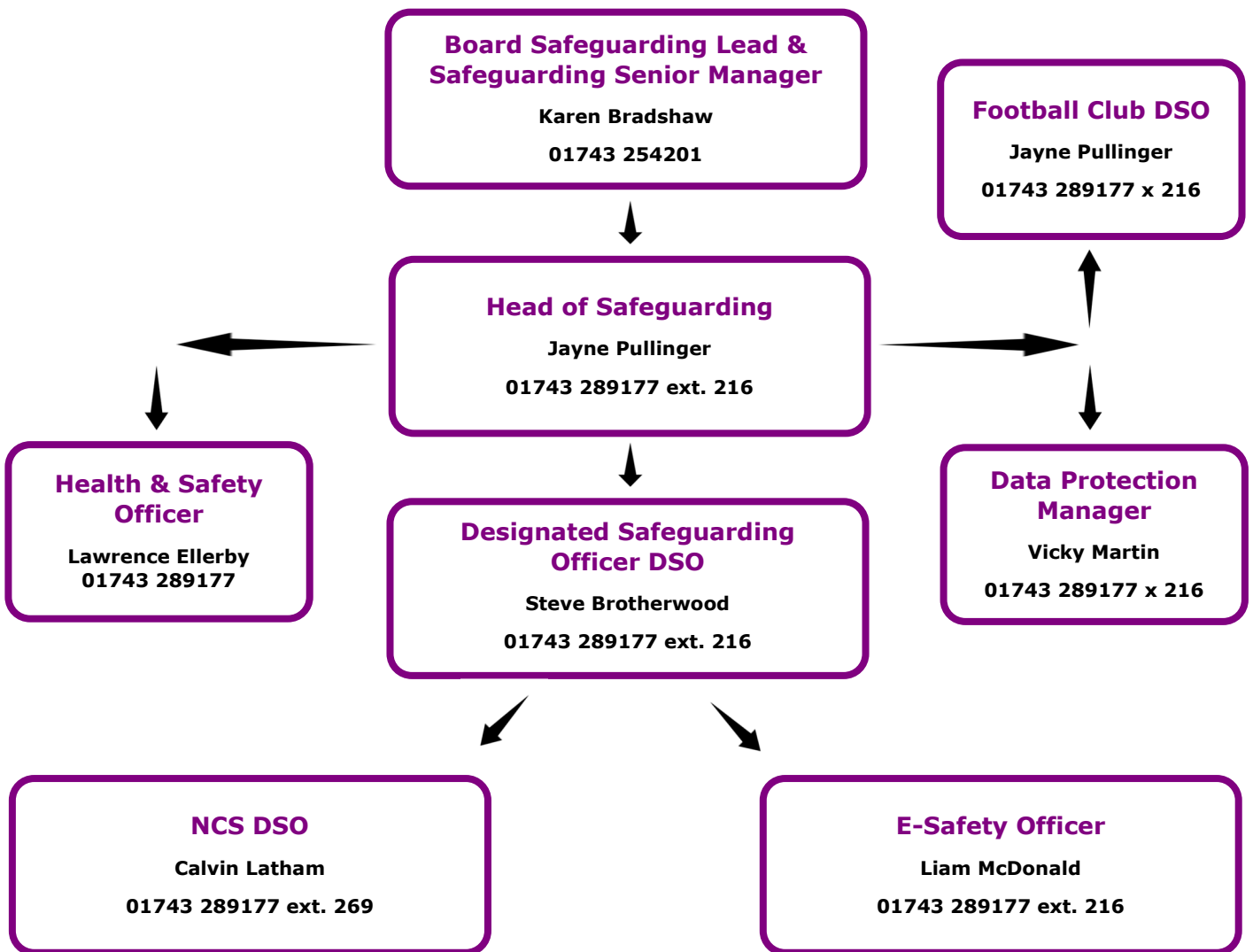
Line Managers:

Our **Line Managers** have all of the same core responsibilities for safeguarding that have been outlined for staff below. They are also responsible for supporting the **Safeguarding Team** in ensuring that all staff are working in such a way as to promote the highest standards of best safeguarding practice. **Line Managers** are also responsible for following our **Safer Recruitment Procedures** whenever recruiting new staff and volunteers - as by doing so this will help ensure that only the right people get involved with our work.

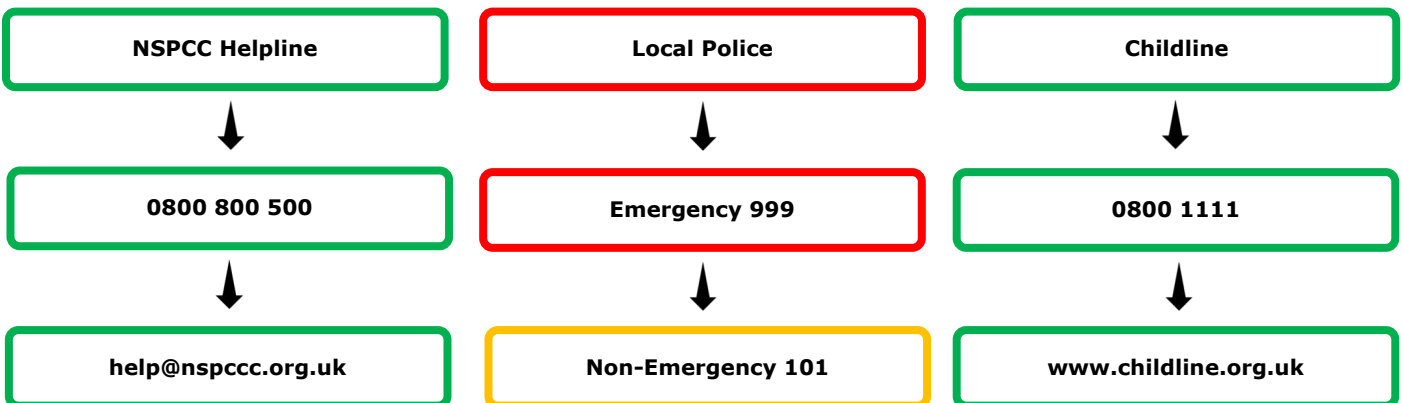
Staff:

As previously mentioned, safeguarding is **EVERYONE'S** responsibility. This means that you must ensure that you implement all of the safeguarding coaching and training that you receive - as well as following all of our policies and procedures relating to best safeguarding practice. All staff members are our frontline in protecting children, young people and adults at risk - and as such are our public face in demonstrating how seriously safeguarding is taken by the organisation.

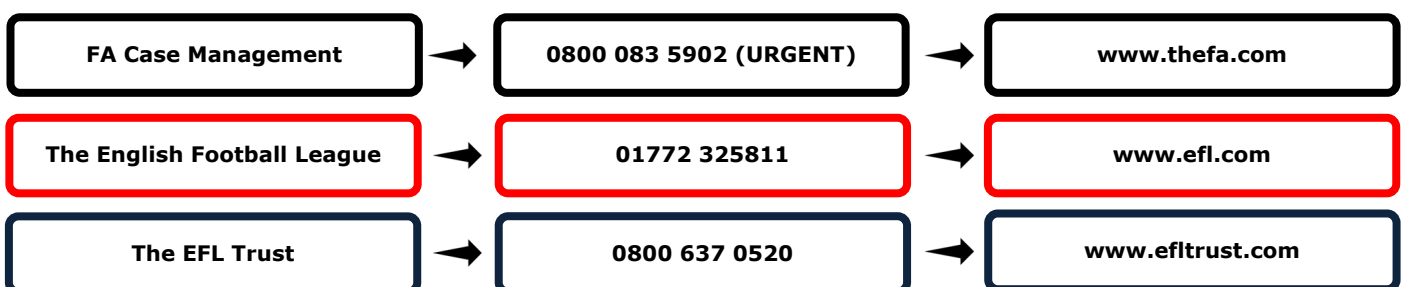
Who's Who in Safeguarding



Useful Safeguarding Contacts



Other Useful External Safeguarding Contacts



Ethical Working

What is Meant by Ethical Working?

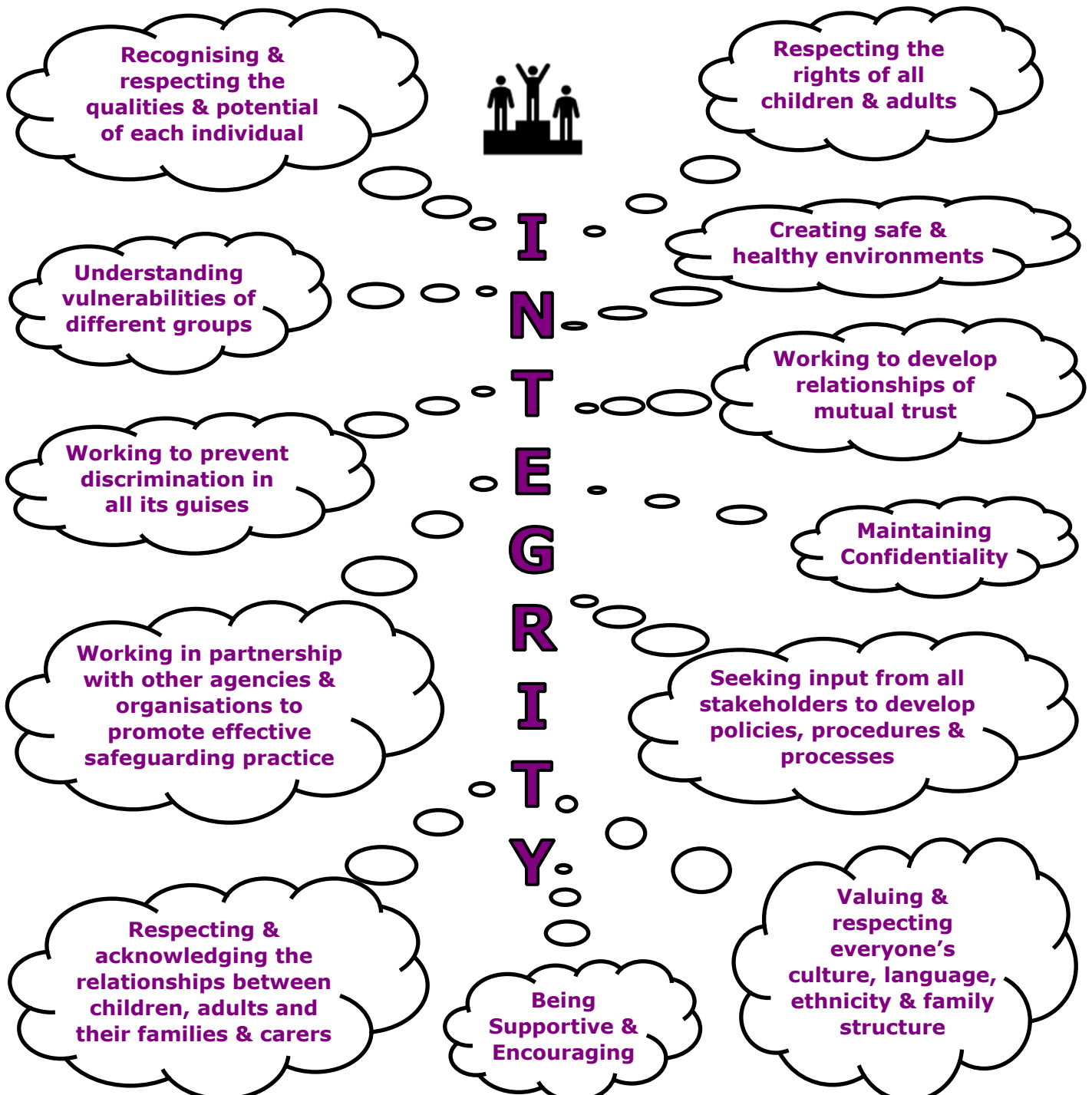
STitC believes that working ethically is to behave with integrity - which means to be honest and to do the right thing at all times. Behaving ethically is underpinned by fairness, justice, inclusion and respect for diversity - and about ensuring that unfair discrimination is eliminated.



As an organisation we expect every person that works with us to behave ethically - and be committed to safe working practices in order to help protect children, young people and adults at risk. STitC will not tolerate any behaviour from anyone which breaches this approach to ethical working.

You - by adhering to and following all of our safeguarding policies and procedures - will ensure that you work ethically and help provide an environment for everyone that is free from intimidation, harassment and abuse. Ways that you can help bring our commitment to ethical working alive is by:

Ways that you can help bring our commitment to ethical working alive is by...



Principles of Good Safeguarding Practice for Staff

Never forget that YOU are a Role Model!

You were selected to work with STitC because we saw in you a desire to provide a positive, fun and safe environment for the children, young people and adults at risk that we engage with. As such, you have automatically been placed into a **Position of Trust** - that carries with it **Authority, Status, Power** and **Responsibility**. As such you are expected to be a **Positive Role Model** & must display **High Moral** and **Ethical Standards**. Your impact on a participants development should **NEVER** be under-estimated.

Never forget that YOU have a Duty of Care!

Every staff member that works with our organisation has a legal responsibility to provide a **Duty of Care**. This means that **YOU** must take all reasonable steps to ensure the **Safety** of any person involved in an activity for which you are responsible. This **Duty of Care** is extended by a **Moral Responsibility** to work at developing a culture in which everyone can take part in activities in a **Safe and Enjoyable** environment.

Never forget that YOU are in a Relationship of Trust!

We recognises that **Genuine & Appropriate Relationships** do occur between our staff and the people that use our services - and we want that **Relationship of Trust** to be nurtured in this way. However, allowing appropriate relationships to lead into **Sexual, or Inappropriate Relationships**, will always be **WRONG!** You must be constantly aware of the power and influence you may have over a participant, particularly where there is an element of competitiveness involved. Therefore, all staff must recognise their responsibility and ensure that they do nothing to abuse their **Position of Trust**.

Good Safeguarding Practice! Despite having the best safeguarding policies & procedures and providing effective safeguarding coaching - there can still be many situations, that our staff might find themselves in, which could be misconstrued and/or misinterpreted by others. We want to help ensure that such situations don't occur as they can be viewed from the outside as inappropriate, poor practice, or even abusive. **We achieve this goal by doing the following:**

By developing our standards of good safeguarding practice, we are seeking to ensure that you are protected from false allegations relating to safeguarding concerns.

By training you to follow standards of good safeguarding practice, we further live and breathe our mission of protecting all children, young people & adults at risk.

Never believe that you can just rely on your own Good Reputation...or Ours!

Knowing that you mean no harm to someone else is not enough - and won't protect you if your safeguarding practice looks **Inappropriate**. You will also have to always behave and conduct yourself in such a way that nothing you do or say can be misconstrued or misinterpreted. **This means that you must:**

Never, develop or nurture an inappropriate relationship - or any form of inappropriate contact - with a child, young person, or adult at risk, that in any way falls outside of the work that you have been authorised to undertake.

An Inappropriate Relationship includes a sexual relationship, or any form of sexual contact between staff or participants.

Inappropriate Contact is where staff have any contact with a participant in breach of our good safeguarding practice.

Even if a participant is over 16 years of age, it is forbidden for any staff member to have a sexual relationship, sexual contact, or any other form of inappropriate contact with them. Any such behaviour would be a serious breach of trust and is not acceptable under any circumstances.

Any breach of the above Principles of Good Safeguarding Practice will result in the termination of the staff members working relationship with STitC. Furthermore, any such breaches will always result in a referral being made to the appropriate statutory agencies such as the Police, the Local Authority Safeguarding Departments, the FA, the EFL Trust and/or the DBS.

Code of Good Safeguarding Practice

The following outlines some important areas of Good Safeguarding Practice that must be adhered to. Please ensure that you carefully read each element and allow it to inform your safeguarding practice, conduct & behaviour. If in doubt, ALWAYS speak to the Designated Safeguarding Officer.

GOOD SAFEGUARDING PRACTICE

Never exaggerate or trivialise abuse issues; and always act upon any safeguarding allegations brought to your attention.

Do nothing that would cause a participant to lose their self-esteem e.g. embarrassing, humiliating, undermining, or patronising them; or otherwise acting in a way that would reduce them to tears.

Never make sarcastic, insensitive, derogatory or sexually suggestive comments (or gestures) to a participant - even if this was meant to be in fun.

Never allow (or take part in) any form of inappropriate touching; or any rough, physical, or sexually-provocative games - which includes horseplay - of any kind.

Only use appropriate physical contact if the sole aim is to develop skills & techniques; treat or prevent an injury or accident and/or to meet the professional requirements of a sport or activity.

Appropriate physical contact will never involve touching in or around the genital area, the buttocks and/or the breasts. Any physical contact elsewhere should not cause distress.

Never leave a child unsupervised. Never treat a participant more favourably than others. Never take a participant to your home, or go to their home where you would be alone with them.

Never contact or communicate with a participant through personal social media sites, or via any other form of personal social media app etc. nor permit them to be added to your social media.

Never use a mobile phone while driving participants, regardless of whether or not the mobile phone meets handsfree legislation.

Never agree to meet a participant on 1:1 basis. If you are ever requested to do so, then you must immediately speak with the Designated Safeguarding Officer.

Never act in a way towards a participant that can be perceived as threatening or intrusive, including being verbally aggressive or shouting at them.

Never use inappropriate language in the presence of a participant, or allow participants to use inappropriate language between themselves unchallenged.

Never permit a participant to have your personal telephone numbers and/or home address details. Therefore, never contact a participant using your personal phone or email address.

Acceptable physical contact would always take place with the participants permission and be in an open or public environment; and would never take place in secret, or out of sight of others.

Never smoke or consume alcohol in front of participants - or in any place that you could be seen doing so by them. Never offer a participant drugs, illegal substances or sexual material.

Do not be in a dressing room with a child on your own. If this is unavoidable, ensure the door remains open. Mobile phones are not permitted to be used in changing rooms.

Should adults & children have to share a dressing room, adults are required to provide the child with privacy. The adults must shower and change at a separate time to the children.

If authorised to transport participants, staff should not do so without another adult being present. Seatbelts must be worn by all passengers.

If in doubt about anything, ALWAYS speak to the Designated Safeguarding Officer first!

Whistleblowing: How to Raise Concerns about Suspected Wrongdoing

What is Whistleblowing in Safeguarding Terms?

This is when a member of staff brings to our attention any concern they may have relating to the way care and support is being provided. It may be about practices or behaviour that is causing harm - or may risk harm happening to others - or is otherwise abusive, discriminatory and/or exploitative. The concern may relate to the behaviour of an individual and/or of an organisation. Raising such a concern is called Making a Disclosure in the Public Interest. This process is most commonly known as Whistleblowing.



The purpose of having this Whistleblowing Policy is to make it clear that you can whistleblow without fear of victimisation, subsequent discrimination or disadvantage. This Whistleblowing Policy is intended to encourage and enable everyone to raise serious concerns directly to STitC, rather than overlooking a problem, or seeking a resolution of the problem outside of the organisation without first bringing the matter to the attention of STitC.

If you ever have a concern about any wrongdoing, you have a duty to raise the matter - and we ask that you raise it directly with a member of our Safeguarding Team. If you fail to report bad practice, abuse, neglect or ill-treatment of a child, young person or adult at risk - or anything else illegal that you are suspicious about - you may be seen as colluding with that unacceptable practice.



If you wish to raise any concerns that you may have we encourage you to ideally discuss the matter with our Designated Safeguarding Officer. If this is not possible, perhaps because this person is thought to be involved in some way with the suspected wrongdoing, then another member of the Safeguarding Team should be spoken to instead. Most importantly, please speak to someone.

We know it is difficult and courageous thing to speak up in these circumstances, but this is part of what was meant by behaving ethically. Any staff member that raises concerns in good faith will be listened to and taken seriously. Please remember though, that you must NEVER investigate any concerns yourself. That is our responsibility.



Where wrongdoing is discovered we will always report the matter to the relevant external authorities and agencies. We will also respond to you so that you will be aware of the action taken. Should you still be concerned you will be able to report your concerns to the relevant authorities in accordance with the Disclosures in the Public Disclosure Act.

Our Whistleblowing Policy is for staff to raise concerns internally. If any other person wishes to raise a complaint please direct them to the Designated Safeguarding Officer who will make them aware of the Complaints Procedure that they can follow to have their concerns addressed.

Safer Recruitment

What is the Purpose of Safer Recruitment?

STitC takes steps to safeguard children, young people and adults risk by ensuring that everyone recruited to work for us are suitable to work in a safeguarding environment. Our Safer Recruitment Procedures will ensure that we...

1. Recruit and select the best possible people available to work with us.
2. Take all reasonable steps to prevent unsuitable people joining our team.
3. Recruit, select and manage our staff in a way that complies with legislation designed to combat inequality and discrimination.
4. Do all we can to achieve and maintain a diverse workforce.
5. Have recruitment and selection processes that are consistent and transparent.
6. Assess and judge applicants as competent before we offer work to them.
7. Induct all our staff properly and fully so they can undertake their roles competently.
8. Support, supervise, coach and train all of our staff as appropriate.

The following are some important elements of Safer Recruitment applicable to all staff...

Single Central Record

As part of our Safer Recruitment Procedures we are required to maintain a Single Central Record (SCR) - which is a comprehensive record on which the details of all of our staff are recorded. This includes the identity and role details of all staff, their safeguarding qualifications, vetting & DBS details - including references and their right to work in the UK. When a staff member leaves, we are then required to keep details of when and why staff left - as well as exit interviews and any references provided to new employers.

DBS Certificates

We are required by law to ensure that any person that wants to work with us - and who will come into contact with children, young people or adults at risk - has a valid DBS Certificate. Therefore, we will not allow anyone to commence any form of paid or unpaid work until we are satisfied that the DBS certificate permits them to be engaged in the post applied for. We will also always ensure that applicants are shown as being accepted on The FA Whole Game database before being allowed to take up a post with us.

Conflicts of Interest

Once you commence work with us you will be required to immediately disclose anything that could reasonably be considered to be a conflict of interest to your work with us. **This would include:**

1. **A complaint of wrongdoing being made against you - whether substantiated or not.**
2. **A situation that could result in a report being filed with the DBS.**
3. **Any situation that could potentially result in your DBS being withdrawn.**
4. **Undertaking any work elsewhere that could conflict with the ethos of what we stand for.**
5. **Anything happening outside of work that if you were linked with us through that incident could bring the organisation into disrepute.**

If you are ever in doubt about whether a situation could be classed as a conflict of interest then you should always speak with the Designated Safeguarding Officer for advice without delay.

Failure to voluntarily disclose a conflict of interest will be considered as an attempt to cover up wrong-doing and result in disciplinary action being taken.

Probationary & Induction Period

The purpose of the probationary period is to provide sufficient time for new staff to demonstrate their suitability for the role they have been recruited for. During this time you will be provided with support and all the necessary safeguarding training - as well as any other training appropriate to the role being undertaken. You will receive reviews and feedback throughout this period to assist you in being successful.

Any person who has responsibility for recruiting staff and volunteers must ensure that they read and fully comply with all elements of the Safer Recruitment Policies & Procedures which are detailed in the main Safeguarding Handbook. Further advice and guidance related to the Safer Recruitment is available from the Designated Safeguarding Officer.

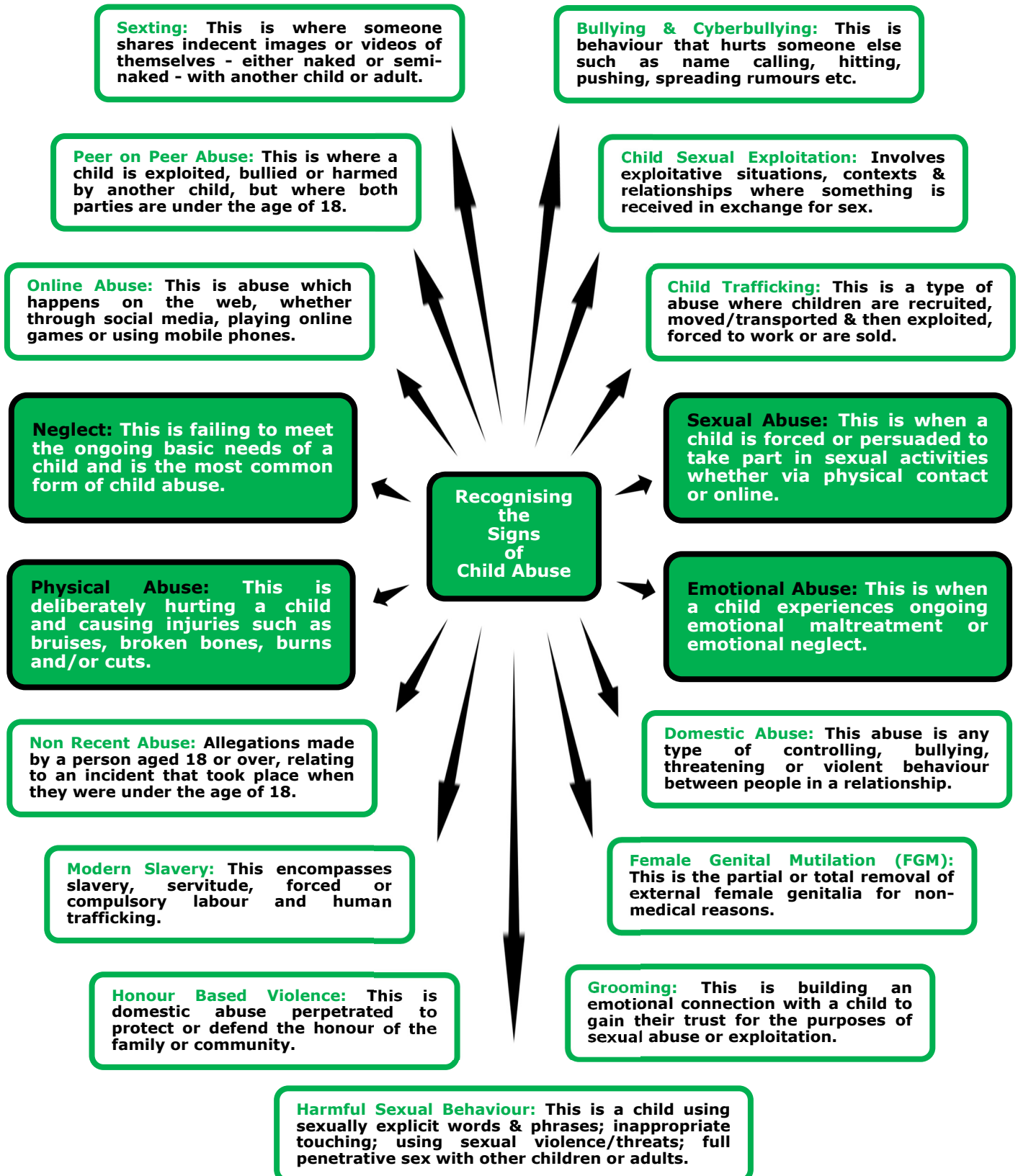
Recognising the Signs of Child Abuse

Definition of Child Abuse

Child abuse is any action by another person that causes significant harm to a child. The abuse can be physical, sexual or emotional, but can just as often be about a lack of love, care and attention.

An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. Child abuse will often take place over a period of time, rather than being a one-off event. Children may be abused in a variety of settings - such as a family, institutional or community setting.

A child can be abused by those known to them or, more rarely, by others e.g. via the internet. An abuser can be an adult or adults, or another child or children - and harm may occur intentionally or unintentionally.



How to Respond to Signs or Suspicions of Child Abuse

Question: How will I know that a child is being subjected to abuse or neglect?

Through self-disclosure from the child.

A child might offer information that is worrying, but not in it self a direct disclosure.

A member of staff might be concerned about a child's appearance or behaviour, or about the behaviour of a parent or carer towards a child.

A parent or carer might make a disclosure about abuse that a child is suffering, or is at risk of suffering.

A parent might offer information about a child that is worrying, but not in it self a direct disclosure.

A child might make a direct disclosure about another child.

When talking to a child - who has told you that they are/or another child is being abused - please take account of the following guidance:

1

Reassure the child that telling someone about it was the right thing to do.

4

Let the child tell their whole story (don't investigate or quiz the child) but ensure that you're clear as to what they're saying.

2

Tell them that you now have to do what you can to keep them (or the other child) safe.

5

Ask the child what they would like to happen as a result of what they've said, but don't make promises you can't keep.

3

Let the child know what you are going to do next and who else needs to know about it.

6

Give the child the **ChildLine** phone number which is **0800 1111**.



How to help a child in immediate danger, or who is in need of emergency medical attention:



1

If the child is in immediate danger and is with you, remain with them and call the **Police** on **999**.

2

If the child is elsewhere, contact the **Police** on **999** and explain the situation to them.

3

If the child needs emergency medical attention, call an **ambulance** by dialling **999** and while you are waiting for it to arrive, get help from STitC's first aider.

4

If a first aider is not available, use any first aid knowledge that you may have yourself to help the child.

5

You must also make contact with STitC's Designated Safeguarding Officer to let them know what is happening.

Once any immediate danger - or emergency medical need - has been dealt with, ensure a written record of everything that has happened is made:



Use the **Reporting Concerns about a Child Form** - which is available from the **Designated Safeguarding Officer**. The relevant sections of the form should be completed and signed at each stage of the procedure. This form will be used by the **Designated Safeguarding Officer** to forward information to the statutory child protection authorities if a referral to them is needed. The form must be signed and dated by all those involved in its completion and will then be kept confidentially on the child's file. The name of the person making the notes should be written alongside each entry.

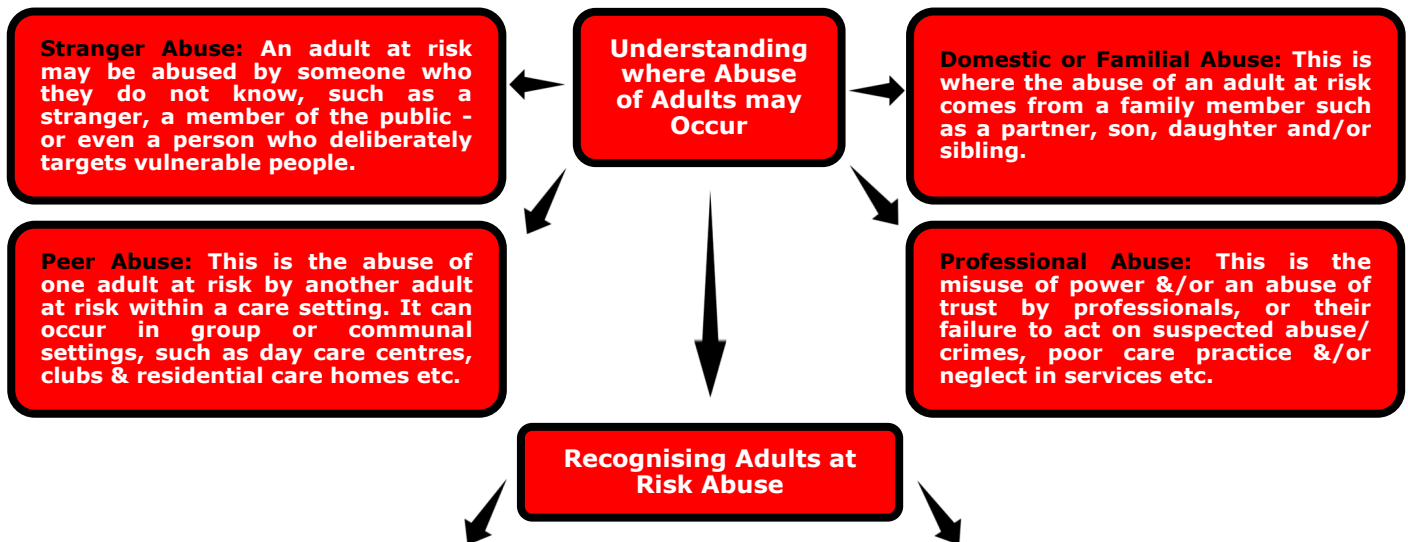
Providing Support to Staff: We recognise that when our staff become involved in supporting or working with an individual who has suffered harm (or appears to be likely to suffer harm) they may find the situation stressful and upsetting. Accordingly, our DSO will ensure that in these circumstances, staff will receive all necessary support.

Recognising the Signs of Abuse of Adults at Risk

Definition of Abuse in Relation to Adults at Risk

Abuse is a violation of an individual's human and civil rights by any other person or persons. Many incidences of abuse are criminal acts. Abuse is defined as:

"The physical, psychological, emotional, financial or sexual maltreatment or neglect of an adult at risk by another person. The abuse may be a single act, or repeated over a period of time. It may take one form, or a multiple of forms. The lack of appropriate action can also be a form of abuse. Abuse can occur in a relationship where there is an expectation of trust and can be perpetrated by a person/persons - in breach of that trust - who have influence over the life of a dependant, whether they be formal or informal carers, staff or family members, or others. It can also occur outside such a relationship."



Bullying Behaviour: This is behaviour against an adult that is meant to hurt and/or intimidate them. It includes lying, spreading malicious rumours, shouting at someone, calling them names, mimicking them unkindly, playing nasty jokes on them, embarrassing or humiliating them and/or cyberbullying.

Discriminatory Abuse: This includes some forms of harassment, slurs or similar unfair treatment relating to race, gender and gender identity, age, disability, sexual orientation, or religion - & where support does not take account of the person needs in terms of a protected characteristic.

Domestic Abuse: This includes an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is, or has been, an intimate partner or family member - regardless of gender or sexuality.

Emotional &/or Psychological Abuse: This includes emotionally abusing an individual or threatening to hurt or abandon them, stopping them from seeing people &/or humiliating, blaming, controlling, intimidating or harassing them - as well as verbal abuse and shouting.

Financial & Material Abuse: This is stealing money/ valuables from an individual, or it might be someone who is appointed to look after a person's money on their behalf & is using the money inappropriately, or coercing them into spending it in a way they are not happy with.

Institutional Abuse, Neglect &/or Poor Practice: This may take the form of isolated incidents of poor or unsatisfactory professional practice at one end of the spectrum - through to persuasive ill treatment or gross misconduct; and includes leaving people hungry & inadequate staffing.

Modern Slavery: This encompasses slavery, servitude, forced or compulsory labour and human trafficking. It includes victims being brought from overseas and deceiving, coercing & forcing adults into a life of abuse, callous treatment and slavery.

Neglect & Acts of Omission: This includes not being provided with enough food, or the right kind of food - or leaving a person without help to wash or change dirty/wet clothes, not getting them to a doctor when needed, or not making sure the person has the right medicines.

Physical Abuse: This can include being assaulted, hit, slapped, pushed, restrained, being denied food or water, or not being helped to go to the bathroom when the person needs to go. It can also include misuse of an individual's medication.

Self Neglect: This includes behaviours such as a disregarding of personal hygiene, as well as health or surroundings which results in a risk of impacting on the individual's wellbeing. Self-neglect also includes such behaviours as hoarding, having an unkempt appearance & malnutrition.

Sexual Abuse: This includes indecent exposure, sexual harassment, inappropriate looking or touching, rape, sexual teasing or innuendo, sexual photography, subjection to pornography, witnessing sexual acts &/or sexual acts that were not agreed to.

How to Respond to Actual or Suspected Adult Abuse

Question: How will I know that an adult at risk is being subjected to abuse or neglect?

Through self-disclosure from the adult.

Because someone else may raise their concerns - or something may happen that causes your concern.

Because the behaviour of a person close to the adult at risk may cause feelings that make someone uncomfortable - which can include another staff member, peer or family member.

Because an adult may show some signs of physical injury - for which there is no satisfactory or credible explanation.

Because an adult at risk's demeanour &/or behaviour may lead to suspicions of abuse or neglect.

Through general good neighbourliness and social guardianship.

Question: What should I do if an adult discloses abuse or neglect to me?



- Stay calm
- Listen and hear
- Express concern and sympathy about what has happened
- Reassure the person by telling them that they have done the right thing in speaking up
- Seek urgent medical and/or police help if required by calling the emergency services on 999
- Ensure the safety of the person
- Be aware that medical and forensic evidence might be needed
- Let the person know that they will be kept involved at every stage
- Do act without delay
- Let the person know that the information will be taken seriously and give them information about what will happen next
- Record what is being told to you in writing
- Contact - without delay - the Designated Safeguarding who will help you complete the Adult at Risk Abuse Report Form.



- Do not stop someone disclosing
- Do not promise to keep secrets
- Do not press the person for more details, or make them repeat the story
- Do not contact the alleged abuser
- Do not attempt to investigate yourself
- Do not leave details of your concerns on a voicemail or by email
- Do not delay
- Do not gossip about the disclosure, or pass on the information to anyone who does not have a legitimate need to know.

Question: Is there anything else I should do?

Ensure the adult is in no immediate danger & that any medical or police assistance has been sought!

Check out information, but ensure that you do not stray into the realm of investigation!

If you notice a bruise on an arm asking "I see you have a bruise on your arm...how did that happen?" is checking out!

Now...ensure that the Designated Safeguarding Officer is contacted without delay!

How to Respond to other Safeguarding Issues & Concerns

The previous four pages will help you to be more aware of the different types of abuse - and what you should do if you are notified of abuse, or if you suspect abuse. However, there are many more safeguarding scenarios that may occur and therefore the following is what you are required to do if you encounter any of the following safeguarding questions:

You're just unsure about what you should do?

This **Safeguarding Guidance Handbook** doesn't cover everything, but our **Safeguarding Team** do have an in-depth **Safeguarding Handbook** that supports them to take the correct action in any given safeguarding situation. If you're ever unsure about what to do, just make immediate contact with the **Designated Safeguarding Officer** and they will support you.

Someone wants to make a complaint?

We have established a robust **Complaints Policy** and **Complaints Procedure**. If ever you are approached by someone wishing to raise a complaint please make contact with the **Designated Safeguarding Officer** who will then be responsible for managing the process from here.

Someone is being bullied?

We have taken steps to prevent bullying happening - as far as is possible. This includes **Codes of Behaviour & Conduct** for children. To underpin this we also have an **Anti-Bullying Policy** and an **Anti-Bullying Procedure**. If you see, or are made aware of, bullying behaviour we ask that you bring it to the immediate attention of the **Designated Safeguarding Officer** who will ensure the appropriate procedures are followed.

Concerned about the safeguarding conduct of a staff member?

We understand that you might be worried about what will happen if you're wrong? But what would happen if you were right and you didn't raise your concerns? Therefore, if you are concerned about the safeguarding conduct of another staff member, you must immediately make the **Designated Safeguarding Officer** aware of your concerns. They will provide you with support through the process.

Concerned about peer on peer abuse?

We have developed clear policies and procedures for managing and responding to **Allegations of Peer on Peer Abuse**. In the first instance you should support the child or adult as outlined in the earlier sections **How to Respond to Signs or Suspicions of Abuse**. Once the person is out of danger, immediately contact the **Designated Safeguarding Officer** who will then follow the appropriate safeguarding procedures.

Concerned that someone is being radicalised?

As an organisation, we have a duty to take steps to prevent people from being drawn into terrorism. To support this duty we have developed a robust **Prevent Duty Policy** to support the correct approach when there are concerns related to a participant being at risk of radicalisation. If you are ever concerned about someone in this context, you are required to speak immediately to the **Designated Safeguarding Officer**.

Safer Activities

Principles of Avoiding Accidents & Running Safe Activities

STitC aims to ensure that all activities it undertakes are safe; and that the risk of accidents are minimised. Therefore, all activities will be risk assessed - and if an accident does happen - we have processes in place to review and learn the necessary lessons. This ensures that we continually learn how to avoid accidents and improve the safety of all activities we offer.

The following are the important elements of offering Safer Activities that staff must adhere to...

Risk Assessment

Risk Assessment is the process of identifying what could possibly cause harm to any participant, staff member, or anyone else affected by the activities and services that we provide. The **Safeguarding Team** (and other staff) have been trained to complete **Risk Assessments** and these will be regularly reviewed and updated. You are required to be familiar with (and follow) the relevant **Risk Assessment** whenever you undertake an activity and you must immediately contact the **Designated Safeguarding Officer** if you are asked to undertake an activity for which no Risk Assessment is available.

Accident Prevention

We accept that nothing can ever be 100% safe. As far as is possible, we will remove the hazards that could cause serious injury to participants in our activities. Where such hazards cannot be removed entirely, staff are responsible for following the relevant **Risk Assessments**. However, we will always seek to take a balanced and proportionate approach to **Accident Prevention**, so that staff can do their work effectively, while enabling participants to be adventurous - all the time while helping them to learn to understand and deal with the risks that surround them.

First Aid & Fire Safety

All staff are required to carry a **First Aid Kit** whilst undertaking work for STitC. You will be responsible for administering **First Aid** - and if necessary calling the emergency services - if an accident occurs to any participants that you are responsible for.

Whilst you will be informed of the **Fire Evacuation Procedures** related to our premises, whenever you are undertaking work elsewhere you are responsible for familiarising yourself with the **Fire Procedures** of the premises you are working at - and for the safety and evacuation of the participants you are accountable for.

Learning from Accidents & Near Misses

All injuries, however small, sustained by any person must be reported to the **Designated Safeguarding Officer** and recorded in the **Accident Book/Form**. Accident records are crucial to the effective monitoring of **Health & Safety Procedures** and must therefore be accurate and comprehensive. Our **Health & Safety Officer** inspects the accident book on a regular basis and all accidents are investigated. Reports on **Accidents & Near Misses** allow us to take the necessary action to prevent a recurrence of the problem. This process is essential to **Accident Prevention** and to offering **Safer Activities**.

Lone Working

Lone working isn't in itself dangerous, as long as sensible precautions are followed. However, STitC will generally discourage lone working and avoid the need for staff to have to work without another adult being present. In circumstances where lone working is likely to take place, it will only be permitted after a **Lone Working Risk Assessment** has been completed first. If you are working without another adult being present, you must strictly adhere to all the requirements of the **Lone Working Risk Assessment** - which includes carrying a charged mobile phone and calling in to your line manager at the end of the session.

E-Safety

We have in place an **E-Safety Policy** and an **E-Safety Agreement** that has to be signed by a parent/carer - or the participant if they are mature enough of signing the agreement themselves - **prior** to anyone being permitted to make use of our information technology equipment or internet services. This is to ensure that all participants are protected and that there are overarching principles to guide the approach to e-safety. We have appointed an **E-Safety Coordinator** (whose details can be found in the **Who's Who in Safeguarding** section of this Handbook). Please ensure you familiarise yourself with our **E-Safety Policy**.

If you require any further support or advice in the delivery of Safer Activities please do not hesitate to speak to the Designated Safeguarding Officer.

Recording, Storing & Sharing Information

Principles of Recording, Storing & Sharing Information

STitC must ensure that all personal information that we collect and use is processed in strict compliance with the General Data Protection Regulations (GDPR) - and the Data Protection Act 2018.

Whilst you were in the process of being recruited into your role, you received a Data Protection Privacy Notice for Job Applicants; and once recruited you received a Data Protection Privacy Notice for Staff - both of which explains how we use and process your personal information; and information about your rights under the GDPR.

Every person that comes into contact with our organisation has exactly the same rights as you have - which is that all personal information will be used, processed and kept secure in accordance with GDPR and the Data Protection Act 2018.

This is where you come in! Every staff member must adhere to the following important elements of Recording, Storing & Sharing Information...

Data Protection

When you joined the team we gave you a **GDPR Data Protection Policy** - which sets out your responsibilities as a member of staff for ensuring that all personal data you come into contact with is dealt with in line with the GDPR. It is a strict condition of your employment, that you will at all times comply with the terms of this Policy - when handling or processing personal data on the organisation's behalf. Please ensure that you regularly review and adhere to the Data Protection Policy; and if you're ever unsure about what to do with personal information - you must always seek advice from our **Designated Safeguarding Officer**, or our **Data Protection Officer** before doing anything with it.



Confidentiality

Confidentiality is the act of keeping secret or private, something which is spoken or provided in some other form privately.

As a member of our team, you will regularly come into contact with personal details and personal information relating to the people that we engage with.

You have a duty to keep all such information private and confidential & not to share or gossip about this information outside of the organisation.

However, it is essential to the act of safeguarding, that information - even that which might have been provided confidentially - is shared internally to ensure that we can keep people safe.

Therefore, whilst you must never share confidential information outside of the organisation, you must always bring any issues that you become aware of to the attention of the **Designated Safeguarding Officer**.



Sharing Information

Our Information Sharing Policy upholds three core ethical principles:

1. **Everyone has a right to the confidentiality & privacy of information related to their health and social care.**
2. **Everyone has a right to control access to (and the disclosure of) their own health and social care information - by giving, withholding, or withdrawing consent.**
3. **Disclosure of confidential information will always take into account the necessity, proportionality, as well as any risks - attached to the sharing of it.**

However, GDPR doesn't mean information cannot be shared, it just provides a framework which must be followed when a decision is taken to share information.

Our **Safeguarding Team** are accountable for ensuring, that when any information is shared externally, it complies with our **Information Sharing Policy**. Therefore, only a member of the **Safeguarding Team** can decide to share information.



Managing Information

Our Management of Records Policy details how information is collected, how it is retained, how it is stored - as well as when & how it will be destroyed. The following are your key responsibilities in helping us comply with our Policy:

1. **Only create records using the appropriate forms & by following the guidelines for their completion.**
2. **Always sign and date all documents you're involved in completing.**
3. **Ensure all completed forms are kept secure until such time as they are taken from you for filing and safekeeping.**
4. **Never access information that you do not have permission to access.**
5. **Ensure that any computers that contain personal data are password protected at all times.**
6. **Never destroy information in your possession.**

Only the **Data Protection Officer** is authorised to destroy personal data - by reference to our policies related to the **Destruction of Information**.

As there are many considerations related to the Recording, Storing & Sharing of Information, staff must always seek guidance and advice from the Designated Safeguarding Officer before they do anything with personal data outside of the simple guidelines provided above.

Essential Safeguarding Glossary & Useful Safeguarding Reading



Whilst it is never our intention to confuse anyone, you'll often come across people speaking in acronyms and abbreviations when discussing safeguarding matters. The following are some of the most common ones you will encounter:



AaR	=	Adult at Risk
Adult	=	Any person aged 18 years of age and older
CCO	=	Club Community Organisation
Child	=	Any person under 18 years of age
CPD	=	Continual Professional Development
CPSU	=	Child Protection in Sport Unit
DBS	=	Disclosure & Barring Service
DPO	=	Data Protection Officer
DDSO	=	Deputy Designated Safeguarding Officer
DSO	=	Designated Safeguarding Officer
EFL	=	English Football League
FA	=	The Football Association
HSO	=	Health & Safety Officer
KCSIE	=	Keeping Children Safe in Education
LADO	=	Local Authority Designated Officer
LSAB	=	Local Safeguarding Adult's Board
LSCB	=	Local Safeguarding Children's Board
NSPCC	=	National Society for the Prevention of Cruelty to Children
Parent	=	A parent, carer, advocate or other responsible person for a child or adult
Participants	=	Any child, young person or adult who engages with the organisation
Safeguarding	=	This means protecting children, young people & adults at risk from harm
SCR	=	Single Central Record
SLA	=	Service Level Agreement
SSM	=	Senior Safeguarding Manager
Staff	=	Any paid staff member or unpaid volunteer/worker

We hope that you have found this Safeguarding Guidance Handbook interesting - and that it assists you to be our Ambassadors of Exemplary Safeguarding Practice. This Handbook only contains the most important day to day elements of our Safeguarding Policies & Procedures and a great deal more essential safeguarding support can be found in the main Safeguarding Handbook - available from the Designated Safeguarding Officer. It's divided into 7 colour-coded sections and covers all areas of safeguarding best practice. Please make a point of knowing where to find it; and take time to be more familiar with it.

Introduction:	Introduction to Safeguarding Handbook
Part 1:	Safer Recruitment Policies & Procedures
Part 2a:	Child Safeguarding Policies & Procedures
Part 2b:	Adults at Risk Safeguarding Policies & Procedures
Part 3:	Safer Activities Policies & Procedures
Part 4:	Recording, Storing and Sharing Information Policies & Procedures
Part 5:	Additional Safeguarding Policies & Procedures

Thank you for reading our Safeguarding Guidance Handbook. Please ensure that you carry it with you at all times when you are working for STitC - and regularly refer to it to constantly improve your safeguarding practice. Please remember that safeguarding is YOUR responsibility!