



NORWICH CITY
FOOTBALL CLUB

SAFEGUARDING CHILDREN POLICY & PROCEDURE

Approved by

Norwich City Football Club Board

Norfolk Safeguarding Children Board

Acknowledgement:

Resources: The Premier League, Premier League Safeguarding Consultant, the FA, the English Football League, Norfolk Safeguarding Children Board



NORWICH CITY FOOTBALL CLUB

SAFEGUARDING CHILDREN POLICY & PROCEDURE

Norwich City Football Club (hereinafter called “the Club”) acknowledges and accepts it has a responsibility for the well-being and safety of all children and young people who are under the Club’s care or using its facilities. For the purposes of this policy, children and young people mean those under 18. It is the duty of all adults working, volunteering or visiting the Club to safeguard the welfare of children and young people by creating an environment that protects them from harm.

The well-being of children and young people is paramount for all staff, volunteers or visitors and accordingly, they must make themselves aware of the Club’s Safeguarding Children Policy. Where appropriate, the following guidelines will be supplemented by in-service training and additional guidance.

Rules and Regulations

The Club is governed by the rules and regulations set out in the 1989 and 2004 Children Act, Working Together to Safeguarding Children (2015) and FA Safeguarding Children Rules as well as Premier League and English Football League Rules and guidance. The Club is fully committed to ensuring that the best practice recommended by these bodies is employed throughout.

The Club also has a responsibility to maintain regular dialogue with the Norfolk Safeguarding Children Board.

Definitions

A “child” (collectively referred to as “children” or “children and young people”) is defined as anyone under the age of 18.

An “Activity” means any activity or series of activities arranged for a child or children by or in the name of the Club. These are deemed to be regulated and therefore activate the required levels of criminal record check that are associated.

Aims and Key Principles

The aims of the Club’s Safeguarding Children Policy are:

- To safeguard all children who interact with the Club’s activities.
- To demonstrate best practice in the area of safeguarding children and young people.
- To develop a positive and pro-active welfare programme to enable all children and young persons to participate in an enjoyable and safe environment.
- To promote high ethical standards throughout the Club’s activities.

The key principles underpinning this policy are:

- The child or young person’s welfare is, and must always be, the paramount consideration.
- All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity.
- All allegations of abuse will be taken seriously and responded to efficiently and appropriately.
- To encourage parents and other family members to be involved in a relationship with the Club.
- To ensure that coaches, parents and other adults who come in contact with children and young people provide good role models of behaviour.



NORWICH CITY FOOTBALL CLUB

Safeguarding Children

The Club has a Safeguarding Manager who has overall responsibility for the safeguarding of children in the Club and a number of Safeguarding Officers who work within these areas. These Officers have special responsibilities, and are the focal point, for safeguarding children in their nominated area.

Anybody with concern about a child's welfare should contact either the Safeguarding Officer for that area or the Safeguarding Manager, for advice in the first instance – details can be found at the end of this policy.

Human Resources and Disclosure

Staff Briefing

Essential safeguarding information is provided at induction. Details are included on the intranet (The Dugout). A Staff Quick Reference guide is available to all employees and volunteers; this includes details of the Safeguarding Manager and members of the Safeguarding Team together with advice and information about recording, reporting and what to do if... Whenever possible staff and volunteers should avoid situations where they are in one to one contact with children. Updates are given at Staff Briefing.

Recruitment

As part of the Club's recruitment and selection process, offers of employment to positions which involve working with children and young people are subject to a satisfactory Disclosure & Barring Service (DBS) Criminal Record Check (CRC) at a level deemed suitable for the position offered and subject to appropriate references. See below for details of the Club's DBS procedures. Various safer recruitment practices are used including selection criteria, references, self-declaration forms, identity checks and right to work checks.

Staff Training

All Club staff working in direct contact with children shall be required to complete the FA workshop on Safeguarding Children or equivalent Safeguarding Course 16-18. Details of those satisfactorily completing this course are retained by the Club.

A continual programme of Safeguarding Awareness is provided by the Club and/or other providers in order to develop knowledge which is department or role specific. Safeguarding training should be repeated every three years.

Service Level Agreements / Partnership Agreements

The Club's commitment to Safeguarding is outlined in any partnership agreements, service level agreements or any other agreements that are in place with any service provider or for commissioned services insofar as those services relate to Children.

Health and Safety

The Club's Safeguarding Manager gives guidance to those whose roles involve working with children and young persons. Where a child or young person is involved, a risk assessment must take account of their particular vulnerabilities which will include the safeguarding of children. The risk assessment should set out what arrangements are in place for their care and supervision.

Work Experience

The Club may from time to time offer work experience placements to young people. The Club works closely with schools and colleges to ensure the guidance given in 'Keeping Children Safe' is followed. Whilst undertaking work for the Club, those on work experience will not have unsupervised access to children. The Club will allocate a certain person to oversee the placement. However, the students on work experience will work with a number of people within the team and in an open environment. As per HSE guidance the

placements are in 'low-risk environments' such as offices or shops with everyday risks that will mostly be familiar to the students. When inducting students, risks and how they are controlled are explained, checking that they have understood what they have been told.

Disclosure and Barring Service

The Club works through the Premier League with the GB Group and the Disclosure & Barring Service (DBS). The DBS provides a disclosure service for organisations. DBS disclosures enable employers to undertake more thorough recruitment and selection procedures for positions which involve working with children and young people.

Process for Disclosure and Barring Service Checking

New Appointments

All staff offered a permanent position which involves working with children and young people will be required to undertake an enhanced DBS Disclosure. All employment offers are subject to the outcome of the screening process and when applicable, this is set out in their Offer of Employment. Until such time as their Disclosure Certificate has been received, the colleague will not be left unsupervised with children and young persons.

The Club is committed to the equal opportunities of its employees and therefore if a disclosure with content is received it will not necessarily result in an instant dismissal from employment.

Should a disclosure with content be received, a risk assessment will be carried out by the Club's Appeal panel, to assess the information contained within the Disclosure Certificate. The employee may also be asked to attend an interview prior to a final employment decision being made.

The Appeal panel to consist of at least three of the following:

- Managing Director/Sporting Director
- Director of Legal, HR & Compliance
- Safeguarding Manager
- Line Manager of post

Reference should be made to the Club's Policy on the Recruitment of Ex-Offenders, together with the Rehabilitation of Offenders Act and the Protection of Freedoms Act, all of which should be considered before a final decision is made.

New Appointments who already have a Disclosure Certificate

In the case of casual employees only, if a new member of staff has been DBS checked by their previous employer, the Club may not ask that person to undertake another check. However, the original Disclosure certificate must be shown to the Safeguarding Manager it must be dated within six months of the employee's start date at the Club and it must be for a similar role of that which the person has been appointed.

Existing Staff

All staff who have one to one contact with children and young people have to be DBS checked with renewal at least every three years.

Following a satisfactory initial DBS, if staff subscribe to the Update Service consent will be sought for each status check. The Update Service is not suitable for Host Families.

Temporary Staff and External Consultants

The Club will ensure that all temporary staff and external consultants sign a Self-Declaration form and will not have unsupervised access to children and young persons during their employment with the Club.



NORWICH CITY FOOTBALL CLUB

Data Protection

The Data Protection policy adopted by the Club is in line with current legislation.

Equal Opportunities Policy

A copy of the Club's policy on equal opportunities is available from the Human Resources department.

PREVENT - Preventing Radicalisation/Tackling Extremism

The Club works in partnership with the local community to ensure children, young people and their families are safeguarded from radicalisation and extremism. In line with the *Prevent* duty, which came into force 1st July 2015, we will ensure that all necessary colleagues are trained, informed, recognise vulnerability and mitigate the risks. This is underpinned by a range of other Club policies including 'e' safety, and safer recruitment.

Our Safeguarding Charter principle states: We treat everyone with dignity and respect, proactively safeguarding all through trust and inclusion.

Relevant Guidance and Legislation

Working Together 2018

Keeping Children Safe in Education (KCSIE) 2018

What to do if you're worried a child is being abused HM Government March 2015

Protection of Freedoms Act 2012

Safeguarding Vulnerable Groups Act 2006

Children Act 2004

Framework for the Assessment of Children in Need and their Families Dept. of Health 1999

Children Act 1989

New legislation:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

<https://www.gov.uk/schools-colleges/safeguarding-children>

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

<https://www.gov.uk/government/publications/prevent-duty-guidance>

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729914/Working_Together_to_Safeguard_Children-2018.pdf



Norwich City Football Club Procedures

Community Activity – Community Sports Foundation (CSF)

Norwich City Community Sports Foundation (CSF) details its policies and procedures for safeguarding in its own 'Staff Handbook'. This handbook is reviewed annually by Norfolk Safeguarding Children Board.

Parental Consent

The Club will obtain parental consent for all activities using a signed parental consent form. The Club will do everything it can to safeguard children in its care but recognise that in some circumstances, due to the nature of the work carried out, obtaining parental consent for specific activities is not always possible.

Children who are not picked up on time

The Club has procedures in place for children whose parents do not collect them from an activity at a specified time. All parents / carers are made aware that their children should be met no later than 30 minutes after an activity has finished.

Should the child not be collected within 15 minutes, coaching colleagues have emergency contact numbers and communication with the Community office to seek alternative numbers if necessary. In the event that a child is not collected on time, a minimum of 2 coaching colleagues will wait at the venue until the parent / carer arrives.

Coaching in Schools

The Club is committed to using the power of football to encourage children and young people to enjoy the benefits of sport and healthy living and will frequently run coaching sessions within local schools and education centres.

It is the responsibility of the school to obtain parental consent and carry out the relevant risk assessments before an activity takes place and the Club will carry Public Liability Insurance. The above information is set out in a written agreement with the school which is signed prior to the event taking place.

DBS Criminal Record Check

In accordance with the procedures detailed above, all colleagues undergo a DBS check every 3 years.

Activities for Disabled Persons

The Club carries out all activities for disabled persons under the guidelines of the Equality Act and Safeguarding Vulnerable Groups Act, and in accordance with the Club's Disability Policy.



NORWICH CITY FOOTBALL CLUB

NORWICH CITY ACADEMY

The Club's Academy is committed to the welfare and safety of all children and young players, both within the Academy and at the Club as a whole. The Academy also realises the importance of communication and works closely with parents, carers, host families, schools and local authorities to ensure that the wellbeing of all children is paramount.

Transport

The Club has a Lead Academy Welfare Officer who is responsible for overseeing transport arrangements across the Academy, including registered Academy players and players attending the Club on trial. The Lead Academy Welfare Officer is one of the Academy Safeguarding Officers and meets regularly with the Safeguarding Manager.

When children are being transported on behalf of the Club they shall, where possible, be accompanied by their team manager, a coach or a designated tour leader. In some cases, where children need to be transported unaccompanied, this will be in line with the Club's Academy Transport Policy. In either case a child will only be transported under these circumstances with the specific prior consent of their parent or guardian. Although outside of the sphere of responsibility for local education authorities, the Club also provides a duty of care for young players when travelling on behalf of the Club.

Medical

There will be occasions where medical treatment is necessary during evening training sessions and weekend fixtures and as far as possible the Club endeavour to see that *two* colleagues are present during treatment sessions.

All members of the medical department have a valid DBS CRC and are required to attend the FA's Safeguarding Children awareness workshop and internal Safer Working Practice training. The Club is fully committed to equal opportunities for all individuals and, as such, the Club employs both male and female colleagues to work within the medical department.

The Medical department has a separate code of conduct for dealing with young players.

Scouts

All Scouts undertaking work for the Club in identifying players under the age of 18 undergo a DBS Criminal Record Check and are required to undertake the FA 3 hour Safeguarding Children Workshop.

References are sought for all Scouts and, on registration, Scouts identifying players under the age of 18 are issued with a copy of the Premier League's Premier Practice booklet on Player Recruitment, a Club Code of Conduct and the Club's Safeguarding Children Policy.

Accommodation

If required to stay overnight on any Club event, young players will be accompanied by at least *two* nominated colleagues who have a valid DBS CRC and have undertaken Safeguarding Children training. Should a parent prefer to accompany and stay overnight with their Child then a request can be made to the Club for consideration. In any event, written parental / guardian consent will be sought before a young player is asked to stay unaccompanied overnight in accommodation.

Host Families

Host Families are subject to the procedures laid out in the Premier League's 'Substitute Accommodation for Young Players'.

Prior to the commencement of an agreement between the Club and a host family an Enhanced DBS CRC plus barred list check is carried out on the designated host family along with an enhanced check on any other person residing at the house who is over 16 years of age.



References are also sought. House visits and a Health & Safety risk assessment are also conducted by the Safeguarding Manager.

Host Family Meetings and Training are held regularly at the Club which includes a Safeguarding Children briefing, and the Lead Academy Welfare Officer maintains constant dialogue with all Host Families throughout the season.

Youth Loans, Trials & Work Experience

If an Academy Player or young professional under the age of 18 joins another club on trial, work experience or a Football League Youth Loan the Academy will seek written parental consent (additional to the standard consent sought at the start of every season) prior to the activity taking place. Consideration will also be given to the player's education programme, travel and accommodation arrangements. If the new club is not located within a reasonable travelling distance from the player's current address the Club will insist that, where possible, players are placed in host family accommodation during their time away from the Club and not in hotel accommodation, and as good practice the Club should designate a member of Academy Staff to check on such players on a regular (weekly) basis, not just for game situations but for their general welfare whilst on loan, trial or work experience.

For players under the age of 18 who are joining the Club on trial (including Work Experience) parental consent will be sought prior to the trial taking place, along with a full medical history and injury disclaimer. Where accommodation is required during the trial period, this will be in designated host family accommodation or, if the player's parent/guardian is also travelling with the player then a local hotel may be used as an alternative. Transportation will be arranged during the trial period via the Lead Academy Welfare Officer.

U18, 23 & First Team Progression

As players progress through the academy system they may have the opportunity to train and play with the adult provisions of the Club. Obviously this carries a number of safeguarding concerns as they will be entering an adult provision and be susceptible to adult behaviours and language. The Club will support the player(s) during this transition. Parents will be included and consent sought.



NORWICH CITY FOOTBALL CLUB

USE OF IMAGES

The Club takes its guidance on the use of images from guidelines issued by the FA, Premier League and EFL. All images are taken by Club officials who have been briefed by the colleague (and where possible a Club Safeguarding Officer) responsible for the activity being photographed / filmed.

- Before taking images of children, parental consent is sought in writing at the start of each football season or prior to the event. Parents/Legal Guardians are responsible for informing the Club of any change of circumstances within the season which may affect consent.
- Parents/Legal Guardians will be informed of how the image will be used. The Club will not allow an image to be used for something other than that for which it was initially agreed.
- All children featured in Club publications will be appropriately dressed.
- Where possible, the image will focus on the activity taking place and not a specific child.
- Where appropriate, images represent the broad range of people participating safely in the event.
- Designated Club photographers will, where applicable, undertake a DBS CRC and attend a Safeguarding Children workshop and in any case will be personally responsible for keeping up to date with the latest guidelines on the Use of Images policies issued by the Club and the footballing authorities from time to time. Club Identification will be worn at all times.
- Children who are subject to family, care or legal proceedings, or who are under a court order will not have their images published in any Club document.
- No images of children featured in Club publications will be accompanied by personal details such as their school or home address.
- Recordings of children for the purposes of legitimate coaching aids are only filmed by Club officials and are stored safely and securely at the Club's premises.
- Any instances of inappropriate images in football should be reported to the Club's Safeguarding Manager immediately.
- The Club does not put young player profiles with images and personal information on its website.

GUIDELINES IN THE EVENT OF CONCERN

Highlighting Concern

Although the Club is committed to doing the utmost to safeguard children from harm there may be an occasion when concern is raised over the treatment of a child.

'Child abuse' and 'neglect' are generic terms encompassing all ill treatment of children as well as cases where the standard of care does not adequately support the child's health or development. Children may be abused or suffer neglect through the infliction of harm, or through the failure to act to prevent harm. Abuse can occur in a family or an institutional or community setting. The perpetrator may or may not be known to the child and may be of the same or opposite sex. There is often a common misconception that only a certain type of person can abuse children but this is simply not the case – abuse can take place in any setting, by someone of either sex, of any sexual orientation and of any age.

Recognition – Signs of Abuse

There are four categories of abuse identified in Working Together 2015. Should you have any concern that abuse is occurring you should contact the Safeguarding Manager immediately. In an emergency contact Children's Advice and Duty Service (CADS) on 0344 800 8021 or the police.

Physical Abuse: Physical abuse may involve hitting, shaking, throwing, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child.

Sexual Abuse: Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling, masturbation, kissing, rubbing and touching outside of clothing. Sexual abuse may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways. Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

Neglect: Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing; failing to protect a child from physical harm or danger; ensure adequate supervision (including the use of inadequate carers); or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Emotional Abuse: Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.



The FA Safeguarding Children Policy and Procedures

The FA Safeguarding Children Policy and Procedures describes five types of abuse as it identifies bullying as an additional separate category.

Bullying: Bullying is not always easy to define and can take many forms. The three main types are: physical, verbal and emotional.

All colleagues who undergo the FA's 3 hour Safeguarding Children Workshop receive bullying awareness training as part of the workshop.

For further guidance in this area refer to the Academy Anti-Bullying Policy.

For more detailed information on the five main forms of abuse refer to The Football Association Safeguarding Children & Vulnerable Adults Procedures and Practices Handbook. The information above has been taken from this source.

RESPONDING TO A REPORT OR SUSPICION

Where possible the Safeguarding Manager should be contacted as early as possible, however it is recognised that an individual may need to respond to a situation immediately. With this in mind the following guidelines offer help and support in responding to abuse or a suspicion of abuse:

Do:

- Stay calm and ensure the child or young person is safe
- Listen and be supportive. Treat any allegations extremely seriously and act at all times towards the child as if you believe what they are saying, although not directly saying the words “I believe you”.
- Tell the child they are right to tell you.
- Reassure them that they are not to blame.
- Be honest about your own position, who you have to tell and why.
- Tell the child what you are doing and when, and keep them up to date with what is happening.
- Take further action – you may be the only person in a position to prevent future abuse.
- Write down everything said and what was done (handwritten is preferable) and sign and date the notes. An Incident Report Form should be used where possible and, in any case, a referral must be made to the Club within 24 hours of the incident taking place.
- Seek medical attention if necessary.

Don't:

- Make promises you cannot keep or to keep secrets.
- Interrogate the child – it is not your job to carry out an investigation – this will be up to the police and social services, who have experience in this.
- Cast doubt on what the child has told you, don't interrupt or change the subject.
- Say anything that makes the child feel responsible for the abuse.
- Inform parents/carers in case there is suspicion of their involvement - the Safeguarding Manager will seek advice from the authorities:
 - Children's Advice and Duty Service - CADS
 - Local Authority Designated Officer - LADO
 - Norfolk Children's Social Care
 - Norfolk Police

DOING NOTHING IS NOT AN OPTION, IT IS YOUR RESPONSIBILITY TO ACT

Make sure you tell the Safeguarding Manager immediately, they will know how to follow this up and where to go for further advice.



All adults who come into contact with children will be made aware of the steps that will be taken if an allegation is made. If we have a concern about a child or children we will telephone the Children's Advice and Duty Service (CADS) on **0344 800 8021** immediately. We will be put through to a Social Worker who will take all of the relevant details. We will make sure we are prepared with full details of the child and family, plus what our concerns are, details of any support we have provided to the child/family and what we would like to happen. We will ensure we gain consent from the parent/carer unless to do so would place the child at further risk of harm or undermine a criminal investigation. If we have not sought consent from the parent/carer we will inform the CADS worker of this and the reason for this.

The CADS worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within 5 working days. The outcomes could include a full referral to the Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help. We will not investigate and will be led by the Local Authority and/or the Police.

We will make careful records of all conversations, in ink, including the dates and times of who we spoke to, the information shared and the action agreed. We do not need to send a written referral.

Full details on this process can be found at www.norfolkscb.org under 'How to Raise a Concern'.

We understand if we are unhappy about a decision made by CADS or MASH we can use the Resolving Professional Disagreements policy on www.norfolkscb.org and contact the Safer Programme for more advice on this process.

RECORDING ALLEGATIONS OR SUSPICIONS

The Safeguarding Manager will ask for a written factual statement from the person making the report. If the report involves an allegation about another member of staff, that person will also be asked to write a brief report. Any statement made by the child or young person should be reported in their own words. These reports should be confined to facts and should not include any opinion, interpretation or judgement. The Club will ensure that any child concerned is immediately removed from any possible risk of harm. All records will be stored securely.

Investigations into possible abuse will require careful management. The Safeguarding Manager should seek the advice of Norfolk Safeguarding Children Board, (CADS/MASH/LADO), The Football Association Safeguarding Children & Vulnerable Adults Team, or the Police before setting up an internal inquiry and take their advice on informing the child or young person's parents. In any case of suspected abuse, as soon as the local Social Services Department has been informed, the Club must provide a report to the Premier League's Head of Safeguarding and/or the EFL Child Protection Advisor, and the FA Head of Safeguarding Children & Vulnerable Adults.

Specific information regarding allegations against Norwich City FC Staff

If the report involves an allegation about any Club staff (whether full time, part time, paid, unpaid, contracted, engaged, voluntary etc.) and the Club believes that the report could demonstrate that the member of staff in question 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 he or she is unsuitable to work with children,

The Safeguarding Manager shall immediately inform the CADS/MASH/LADO of the Authority where the alleged incident took place so that he or she can consult with the Police and local authority children's social care staff as appropriate. Where the Safeguarding Manager is unsure as to whether the report meets the criteria stated above, the advice of the CADS/MASH/LADO shall still be sought.

The member of staff in question may be asked to write a brief report, as may any other person that is deemed to have an involvement in the allegation. This process would only be carried out once the advice of the above mentioned external bodies had been sought and only then in consultation with the Safeguarding Manager.

The Club are clear that the Local Authority and Police must lead any investigation into any allegation regarding safeguarding. Providing it does not contradict with any advice received from the CADS/MASH/LADO or Police, any internal investigation will be carried out in line with the Club's Disciplinary Policy and Procedures, insofar as they are applicable.



Confidentiality

There is always tension and caution around issues of confidentiality. The advice for all staff at the Club is that no guarantee of confidentiality can be given to a child or young person (although this does not necessarily mean that the parents of the young person have to be told).

A child or young person should never be pressured to give information or show physical marks unless they do so willingly. If they chose to show markings, two colleagues should be present and any marks raising concern should be recorded on a skin map and included within the incident and report form.

There are actions which staff have to and are obliged to take once we are aware of a problem. Undertakings of confidentiality should not be given either to the person making the allegations or to the person being interviewed. A matter is confidential on a need to know basis and nobody should have any reservations about referring a safeguarding children issue to the Safeguarding Manager. The key issue is that the welfare of the child is protected.

If we are concerned about the welfare or safety of any child at the club we will record our concerns immediately on the agreed report form and give this to the Safeguarding Manager who is the Designated Child Protection Officer.

Any information recorded will be kept in a separate named file, in a secure cabinet and/or stored in a password protected file. These files will be the responsibility of the Safeguarding Manager and information will only be shared within the organisation on a need to know basis for the protection of the child.

Any safeguarding information will be kept in the file and will be added to. Copies of referrals will be stored in the file.

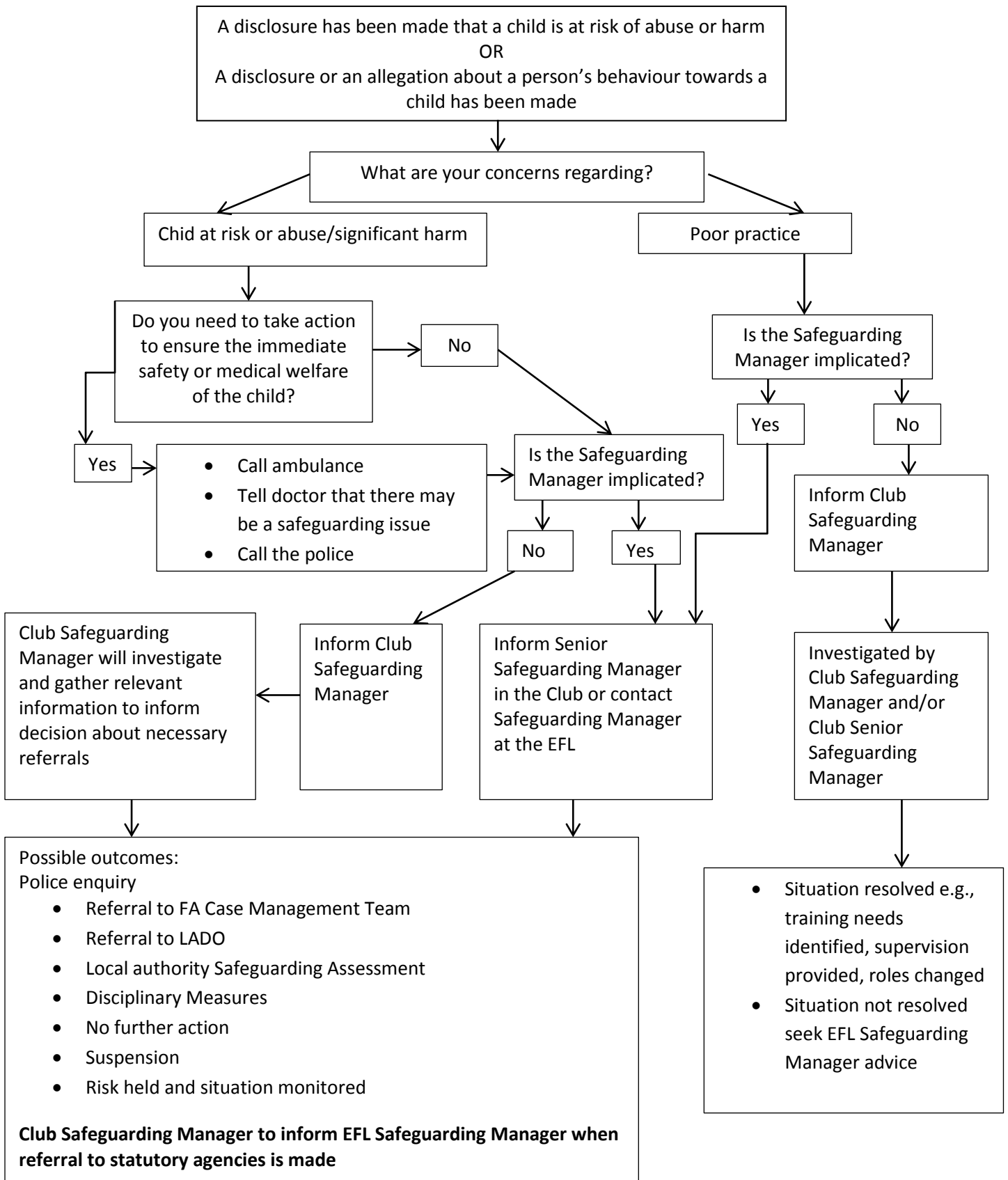
All information is confidential, however if there is a safeguarding or child protection concern about a child, then information can be shared with other agencies, namely the Police or Children's Services.

Reports of a concern to the Safeguarding Manager must be made in writing and signed and dated by the person with the concern.



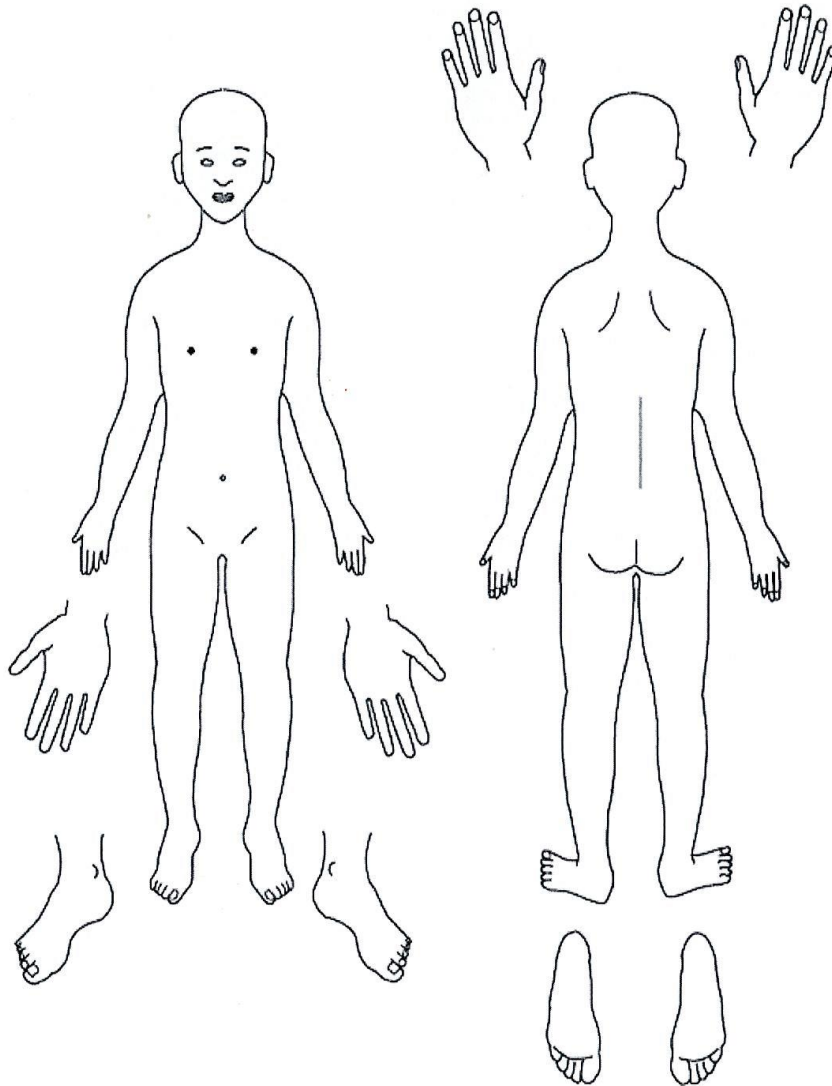
Safeguarding Children Flowchart

Dealing with Concerns, Suspicions or Disclosure Guidance





Body map



Date:

Time:

Details of Injury:

Form completed by:



NORWICH CITY FOOTBALL CLUB

NORWICH CITY FC BOARD

SAFEGUARDING LEAD

Tom Smith – Board Director

DIRECTOR OF LEGAL, HR & COMPLIANCE

(Senior Safeguarding Manager)

Andrew Macdonald

SAFEGUARDING MANAGER

Tony Hedges – Safeguarding Manager

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Stewards

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The Kinesis Centre

Bernice Dixie

Tel: 01603 218757



NORWICH CITY FOOTBALL CLUB

EXTERNAL CONTACT DETAILS

Norfolk Safeguarding Children Board

Web: <http://www.norfolkscb.org/>

Email: nscb@norfolk.gov.uk

Tel: 01603 223409

Norfolk County Council Children's Services

CADS Team

24 hr. line Tel: 0344 800 8021 (Professional)

24 hr. line Tel: 0344 800 8020 (Public)

LADO: 01603 223473

The Premier League

Jess Addicott – Head of Safeguarding

30 Gloucester Place

London

W1U 8PL

Tel: 020 7864 9000

safeguarding@premierleague.com

The Football Association/NSPCC

Safeguarding Children & Vulnerable Adults Helpline

Tel: 0808 800 5000

Text phone for Deaf Users

Tel: 0800 056 0566

NSPCC SMS: 88858

English Football League

Alex Richards –Safeguarding Manager

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For further advice and information on the FA Safeguarding Children & Vulnerable Adults Guidelines, please visit:

<http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/Downloads>