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**SAFEGUARDING  
HANDBOOK**



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# POLICY AND PROCEDURE AGREEMENT

Please find enclosed a copy of The Nest's safeguarding policies and procedures 2018-2019.

The policies and procedures have been produced by The Nest's safeguarding lead for the board of directors Shaun O'Hara and Designated Safeguarding Officer Lacie Gibson as of December 2018.

Our next safeguarding policy and procedure review is set for June 2019 or following a major incident, organisational or legislation change.

## Declaration

Employee Name: .....

I confirm that I have received The Nest's safeguarding policies, procedure and guidelines 2018-2019. I have read the policies, procedures and guidelines detailed within and confirm that I understand these fully and agree to adhere to them.

Signed: .....

Dated: .....

Witness: .....

Dated: .....

Once signed, this document is scanned and saved on The Nest's external secure hard drive.

## Please Note

If you need additional support with reading or understanding the policies and procedures please contact The Nest's Designated Safeguarding Officer.

# DESIGNATED SAFEGUARDING OFFICERS

Whilst The Nest expects all staff and volunteers, including directors, to have a clear understanding of safeguarding children and adults at risk that take part in activities at The Nest we have three key people that have overarching responsibility.



## **Gavin Coe**

### **Senior Safeguarding Manager - 07468 417561**

Responsible for liaising with the Lead Safeguarding Director.

Support with The Nest's safer recruitment process.

Support the Designated Safeguarding Officer with inductions, training and referrals.

Support staff and volunteers to recognise and respond to possible abuse and neglect of a child or Adult at risk.

Investigate any safeguarding complaints.



## **Lacie Gibson**

### **Designated Safeguarding Officer - 07799 141873**

Lead on referrals for The Nest, support staff dealing with a concern/ referral.

Liaise with multi-agencies.

Provide a safeguarding induction to all new staff and volunteers as part of the induction process.

Provide training to staff and volunteers on an annual basis or following an incident.

Review safeguarding policies and procedures.

Maintain the Single Central Record.

Complete DBS checks and support the safer recruitment process.

Liaise with The Nest's safeguarding senior manager regarding trends in concerns/ referrals.

# OUR COMMITMENT TO SAFEGUARDING CHILDREN & ADULTS AT RISK

The Nest is committed to creating and maintaining the safest possible environment for children and Adults at Risk.

We believe that it is always unacceptable for a child/adult to experience abuse of any kind and we recognise our responsibility to safeguard the welfare of all children/adults.

We are also committed to ensuring that our safeguarding children & Adults at Risk policies are live documents and are reviewed annually or following a major incident, organisational or legislative change. These policies are endorsed by The Nest's Safeguarding Senior Manager and Lead Safeguarding Director as of December 2018.

This commitment applies to all trustees, full time staff, casual staff, volunteers and visitors whether they are paid or unpaid.

We recognise that:

- The welfare of the child/Adult at risk is paramount.
- All children and Adults at Risk regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse and have the right to protection from abuse and exploitation.
- All our staff and volunteers need to be carefully selected and trained as part of our safer recruitment and induction process. Our staff and volunteers understand their responsibility for safeguarding children and adults at risk.

We have a fantastic relationship with the Norfolk Safeguarding Children Board Safer Programme team who constantly assess how we continue to work with the Norfolk community in a safe and professional manner. Our procedures match those of the NSCB.

Parents, carers and guardians are informed on our programmes and through our website as to how we follow Norfolk's safeguarding procedures and how to make a referral through The Nest's referral process.

The Nest follows the principles, legislation, rules, regulations and guidance that underpin the safeguarding policies and procedures of Norwich City Community Sports Foundation, Football Club, the Premier League, the Football Association, English Football League and Affiliated Football's Safeguarding Policy. The Nest seeks to actively promote safeguarding within all partnership arrangements.

# SAFEGUARDING CHILDREN POLICY

## Aim

The purpose of The Nest's safeguarding policy is to ensure every child at The Nest is safe and protected from harm. All children regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse and have the right to protection from abuse and exploitation. This policy applies to all directors, full time staff, casual staff, volunteers and visitors whether they are paid or unpaid.

This means we will always work to:

- Protect children from maltreatment
- Prevent impairment of children's health or development
- Ensure that children are growing up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best outcomes

This policy will give clear direction to staff, volunteers, visitors and parents about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children at our Nest.

## Introduction

The Nest fully recognises the contribution it can make to protecting children from harm and supporting and promoting the welfare of all children. The elements of our policy are prevention, protection and support. Our policy applies to all children, volunteers, visitors and staff. A child is someone under the age of 18 years old.

## Our Ethos

The Nest will establish and maintain an ethos where our children feel secure, are encouraged to talk, are listened to and are safe. Children will be able to talk freely to any member of staff or volunteer at The Nest if they are worried or concerned about something.

All staff, volunteers and regular visitors will, either through training or induction, know how to recognise a disclosure from a child and will know how to manage this. We will not make promises to any child and we will not keep secrets. Every child will know what the adult will do with whatever they have been told.

We will provide activities and opportunities that will equip our children with the skills they need to stay safe.

At all times we will work in partnership and try to establish effective working relationships with parents, carers and colleagues from other agencies.

## General procedures

When new staff, volunteers or regular visitors join The Nest they will be informed of the safeguarding arrangements in place. They will be given a copy of our safeguarding policy and told who our Designated Safeguarding Officers are. They will also be shown the recording format, given information on how to complete it and who to pass it to.

Every new member of staff or volunteer will have an induction period that will include essential safeguarding information. This programme will include safeguarding training through the safer training programme relating to signs and symptoms of abuse, how to manage a disclosure from a child, how to record and issues of confidentiality.

The induction will inform staff and volunteers of their responsibility to safeguard all children and the remit of the role of the Designated Safeguarding Officer.

All staff and volunteers and trustees will be asked to read this policy annually after it has been reviewed and updated if necessary. They will sign to say they have read and understood the policy.

We will display in The Nest office the reporting and referral processes.

Parents, guardians and carers will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries and what happens should we have cause to make a referral to Children's Services.

Parents will sign a consent form at the start of their child's involvement with The Nest, which includes any vital health or otherwise notable information. It also requests permission for photographs to be taken for promotional purposes only.

### **Safeguarding Training**

Every member of staff and volunteer will undertake appropriate safeguarding, first aid and DBS training every three years & receive annual refresher training through The Nest's 'safer' training programme.

We actively encourage all of our staff to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via [www.norfolkscb.org](http://www.norfolkscb.org)

### **Safer Staff and volunteers**

All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with or on behalf of our children are competent, confident and safe to do so.

We ensure we adhere to the principles of safer recruitment as per our policy and also the guidance from Norfolk Safeguarding Children Board.

#### **We ensure that we:**

- Carefully consider the job description and person specification
- Circulate all vacancies widely
- Prepare an information pack
- Ask for an online application form
- Define our selection criteria in the job description
- Ask for a written declaration with regards to criminal convictions, spent or otherwise
- Ask for identification
- Ask for originals of any qualifications
- Conduct interviews with at least two people present
- Ask for at least two written references, including the last employer
- Gain enhanced DBS checks where current Government guidance requires us to
- Organise a comprehensive induction period which includes familiarisation with our safeguarding policies, procedures and safeguarding training through the Safer Programme.

### **Records and confidentiality**

If we are concerned about the welfare or safety of any child involved in activities at The Nest we will record our concerns immediately on the report form and pass this onto the Designated Safeguarding Officer at The Nest.

Information recorded will be kept in a separate named file, on a secure hard drive not with the child's file. These files will be the responsibility of the Designated Safeguarding Officer and information will only be shared 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. Electronic copies of referrals will be stored in the relevant 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 Designated Safeguarding Officer must be made in writing and signed and dated by the person with the concern.

### **Roles and responsibilities**

Our Designated Safeguarding Officer will liaise with Children's Services and other agencies where necessary, and make referrals to Children's Services using the procedure below.

Any concern for a child's safety or welfare will be recorded in writing and given to the Designated Safeguarding Officer who will be responsible for ensuring that all staff members and volunteers are aware of our policy and the procedure they need to follow.

The Designated Safeguarding Officer will ensure that all staff, volunteers and regular/repeat visitors have received appropriate child protection information during induction and have been trained by the Safer Programme.

Referrals against the Designated Safeguarding Officer will be made direct to the Senior Safeguarding Manager. Any referrals against the Senior Safeguarding Manager are to be made direct to the Designated Safeguarding Officer.

Our Designated Safeguarding Officer will ensure that our safeguarding policy is in place and is reviewed annually. The content of our policy has been written following consultation with the Safer Programme and the Senior Safeguarding Manager at the Nest.

At all times the Designated Safeguarding Officer will ensure that safer recruitment practices are followed.

The Nest undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to their attention.

### **Procedures for handling disclosures**

A child may decide to disclose information that may indicate they are suffering from abuse or neglect. A child chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what the child has to say, and be very careful not to 'lead' the child or influence in any way what they say.

It is important that the adult remembers to:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality – it must be explained that information will need to be passed on to help keep them safe

- Avoid criticising the alleged perpetrator
- Tell the child what must be done next (the safeguarding process must be followed)
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the child disclosed. Be sure to sign and date the record in ink.
- Contact the designated person immediately
- Seek support

### **Reporting Procedures**

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](http://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](http://www.norfolkscb.org) and contact the Safer Programme for more advice on this process.

### **What is abuse and neglect?**

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

### **Physical abuse**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

### **Emotional abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child 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 a 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 cyber bullying), 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.

### **Sexual abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

### **Neglect**

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. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
  - Protect a child from physical and emotional harm or danger;
  - Ensure adequate supervision (including the use of inadequate care-givers); or
  - Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

### **Modern Slavery**

Modern slavery and human trafficking. Modern Slavery is the term used within the UK and is defined within the Modern Slavery Act 2015. These crimes include holding a person in a position of slavery, servitude forced or compulsory labour, or facilitating their travel with the intention of exploiting them soon after.

### **Modern day abuse**

Modern day slavery may include but is not limited to radicalisation, female genital mutilation, child sexual exploitation, gender based violence, sexting and trafficking.

### **Safeguarding and promoting the welfare of children**

Defined for the purposes of this guidance as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

### **Child protection**

Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

### **Relevant guidance and legislation**

- Working Together 2015
- What to do if You're Worried a Child is Being Abused 2015
- Children Act 2004
- Children Act 1989
- Care Act 2014
- Framework for the Assessment of Children in Need and their Families
- The FA, Premier League, EFL & EFL Trust safeguarding policy

### Other relevant policies

To underpin the values and ethos of our Nest and our intent to ensure our children/young people are appropriately safeguarded the following policies are also included under our safeguarding umbrella;

Safer Recruitment, Bullying, Safer Working Practice, Code of Conduct, Confidentiality, Health and Safety, Whistle Blowing, Complaints, First aid.

Contact Name/ Organisation	Details
<b>Gavin Coe</b> The Nest Senior Safeguarding Manager	07468 417561 gavin.coe@canaries.co.uk
<b>Lacie Gibson</b> The Nest Designated Safeguarding Officer	07799 141873 lacie.gibson@canaries.co.uk
Children's Advice and Duty Service (CADS)	0344 800 8021
Norfolk Safeguarding Childrens Board (NSCB)	www.norfolkscb.org
Norfolk Police	101
FA Case Management Team	0845 210 8080

### Commissioned work / other providers

All providers of activity under The Nest must adhere to The Nest's safeguarding policy. This policy is provided for Nest's of commissioned work or other providers in order to fall in line with The Nest. Compliance to this policy is carried out by the Designated Safeguarding Officer.

### DBS

All staff and volunteers at The Nest are required to complete an enhanced DBS check every 3 years. Any referrals made to DBS will be carried out by the Designated Safeguarding Officer and documented by The Nest. The Nest has a legal duty to make referrals to the DBS should they have any concern that a person has either harmed or poses harm to a child or Adult at risk

### Policy review

We are also committed to ensuring that our safeguarding children policy is a live documents and reviewed annually or following a major incident, organisational or legislative change. These policies are endorsed by The Nest's Safeguarding Senior Manager and Lead Safeguarding Director as of December 2018.

We will always make any changes immediately to our procedures in line with Norfolk Safeguarding Children Board's guidance on [www.norfolkscb.org](http://www.norfolkscb.org).

### How to make a complaint about a safeguarding concern

Please provide us with as much detail as you can to help us investigate your complaint:

- Say what the problem is say
- What you want to happen
- Provide information on any relevant communication with us on the subject, including, for example, any reference numbers on letters or emails, and the times and dates of any conversations

## **How to raise an appeal against the outcome of a Safeguarding complaint:**

### **Stage 1**

The Nest will acknowledge the appeal within 3 working day of receipt.

The Nest will appoint a senior manager within The Nest, who has not been directly involved in the assessment or decision-making process for the appellant/ Nest, and who is familiar with the relevant Nest requirements and processes, to investigate the appeal.

The investigation will be completed and the appellant informed in writing of the decision within 12 working days of acknowledgement of receipt.

If the appeal is upheld, The Nest will take appropriate corrective action to change the decision and address any issues.

### **Stage 2**

The appellant or The Nest may request that an Appeal Review Panel (ARP) is appointed to further consider the appeal. The request must be received in writing within 3 months of the notification of the outcome of the stage 1 process, after which the appeal will be closed.

The Nest will consist of a Chairman and two members nominated by the Chairman of The Nest. The Nest members shall have no commercial interest in the appeal being considered and shall not have been personally involved in any matters relating to the appeal.

If the The Nest determines it necessary, a hearing will be held at which both the appellant and The Nest will present their case. Experts and witnesses may also be called to attend the hearing. Any supporting documentation from the appellant must be submitted to the Chairman of the The Nest at least 5 working days ahead of the hearing.

The Nest will consider the evidence and make a recommendation to the Head of Development of The Nest, within 1 month of the constitution of The Nest.

The Chairman of The Nest will make the final decision and inform the appellant in writing of the outcome of the appeal, within 3 working/business days of receipt of the recommendation from the The Nest and appropriate action will be taken. A copy of the Conclusions and Recommendations of the Appeal Review Panel will be provided to the appellant.

The appellant may withdraw the appeal at any time during the process. If for any reason an appeal is withdrawn, The Nest will not accept a future appeal on the same grounds.

### **External organisations**

At times The Nest may require external organisations to deliver activities/ programmes on its behalf such as at activity centres. The Nest ensures that those organisations have the same principles as its own with regards to safeguarding children. The Nest always ensure that one of its representatives is present whilst the external organisation delivers to monitor this, the representative would also be responsible for raising any concerns or issues to the Designated Safeguarding Officer.

# SAFEGUARDING ADULTS AT RISK

## Introduction

The Nest is committed to the safeguarding of Adults at Risk within Norfolk. This policy applies to all directors, full time staff, casual staff, volunteers and visitors whether they are paid or unpaid.

## Application

This policy applies with immediate effect as of December 2018. All Nest staff and volunteers are required to be aware of this policy and to comply at all times.

## Vulnerable adult

A 'Vulnerable Adult' is defined as 'a person aged 18 years or over who is or may be, at risk of abuse by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself. All vulnerable groups and Adults at Risk have the right to equal protection from all types of harm or abuse and have the right to protection from abuse and exploitation.

It should be recognised that there are several forms of abuse including physical, psychological, financial, sexual or neglect. These will often constitute criminal offences. In sport this may look like, but not limited to;

- An elite footballer being sent threatening and sexually explicit text messages from their coach
- A member of a disability football team being exploited by a club member who regularly takes money from them
- A young woman confiding in her coach about a forthcoming holiday where she will be married against her will

## Need for policy

The Nest is committed to creating opportunities for vulnerable adults to participate in a broad spectrum of activities at The Nest at the same time as maintaining a safe environment for the participants. The participation of Adults at Risk may be as players, coaches, employees, volunteers, officials, administrators or spectators.

The Nest has a moral, legal and social responsibility to provide a fun and safe environment for all those participating in these activities.

The Nest has a commitment to manage and monitor allegations of discrimination, harassment, abuse and bullying.

## Safer structures

The Safeguarding Vulnerable Adults Policy is there to react to the occasions where proactive and preventative work has failed and where harm has occurred by acts of commission or omission and where the Vulnerable Adult has not been able to safeguard his or herself.

In particular its function is to ensure that safeguards are put in place to keep the Vulnerable Adult safe and to prevent such harm occurring again, either to the same Vulnerable Adult or to other Vulnerable Adults.

## Roles & responsibilities

The Designated Safeguarding Officer is responsible for The Nest's arrangements for the safeguarding of Vulnerable Adults and the designated person to which any sign or suspicion of abuse shall be reported. This position is supported by The Nest's Safeguarding Senior Manager and lead director.

All Nest staff & volunteers are to safeguard the welfare of Adults at Risk by protecting them from any significant physical, sexual and emotional harm and from neglect, bullying and financial harm within The Nest activities. This may include training and codes of practice amongst other strategies for reducing risk.

Report to the appropriate authorities any concerns about abuse or harm to Adults at Risk whether this occurs within the Nest activities or elsewhere and whether this be a potential criminal offence or other concern. The appropriate authorities may be internal and external to football. This will include following The Nest's reporting frameworks.

Ensure appropriate investigations and responses to concerns about abuse or harm within The Nest utilising the staff disciplinary process as appropriate. This will include work in partnership with the Police and other statutory agencies charged with investigating and responding and with the Adult at risk who is believed to be at risk or believed to have been harmed.

Following such investigations, act to put appropriate safeguards in place to safeguard the Adult at risk in the future and to reduce the risk of harm to other Adults at Risk.

Report when appropriate to the Independent Safeguarding Authority (ISA) anybody delivering a regulated activity for the Nest who is believed by The Nest to present a risk of harm to Adults at Risk. Where The Nest "withdraws permission" for a person to deliver a regulated activity they will also be reported to the ISA.

- The Nest has the power as part of The Nest's staff disciplinary procedures to issue a suspension, pending a risk assessment where any one or more of the following applies:
- The individual fails to comply with any part of The Nest's DBS and ISA Processes;
- The individual has been barred by the ISA from engaging in regulated activity relating to Vulnerable Adults;
- The individual has been convicted of, or made the subject of caution for, a serious sexual, violent offence or any other offence that The Nest believes to be relevant to the care of Vulnerable Adults;
- Following a risk assessment, The Nest is satisfied on the balance of probabilities that the individual may pose a risk of harm to an Adult at Risk.

## **DBS**

All staff and volunteers (including Directors) at The Nest are required to complete an enhanced DBS check every 3 years. Any referrals made to DBS will be carried out by the Designated Safeguarding Officer and documented by The Nest. The Nest has a legal duty to make referrals to the DBS should they have any concern that a person has either harmed or may pose harm to a child or Adult at risk

## **Definitions of abuse**

There are different types of abuse and these are:

- Physical Abuse – Including hitting, slapping, pushing, kicking, misuse of medications, restraint or inappropriate sanctions.
- Sexual Abuse – Including rape and sexual assault or sexual acts to which the person has not, or could not consent and/ or was pressured into consenting.
- Psychological Abuse – Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, verbal abuse, isolation or withdrawal from supportive networks.
- Financial/Material Abuse – Including theft, fraud, exploitation, wills, property, inheritance, possessions or benefits.
- Neglect – Ignoring medical and/or physical care needs, failure to provide access to health, social care or educational services, withholding necessities of life, e.g. medication, adequate nutrition and heating.
- Discriminatory – Including racist, sexist, based on a person's disability.
- Institutional - is the mistreatment or abuse or neglect of an adult by a regime or individuals within settings and services that adults live in or use, that violate the person's dignity, resulting in lack of respect for their human rights.
- Domestic - any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality
- Self Neglect - failure of an adult to take care of himself or herself that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss of assets.
- Modern Slavery - Modern slavery and human trafficking. Modern Slavery is the term used within the UK and is defined within the Modern Slavery Act 2015. These crimes include holding a person in a position of slavery, servitude forced or compulsory labour, or facilitating their travel with the intention of exploiting them soon after.

- Modern day abuse - which may include but is not limited to radicalisation, female genital mutilation, child sexual exploitation, gender based violence, sexting and trafficking.

For further information please refer to 'No Secrets' - Department of Health, 2000 Bullying – either by individuals or systemically.

At one end of a scale, there may be obvious signs and symptoms of abuse, but at the opposite end, the indicators may be very difficult to detect. Combinations of factors which individually might not give cause for concern could be much more worrying when considered together. The abuse may be committed by one individual against another or be institutional in that the whole organisation colludes in abusive practices either through ignorance or choice.

### **Where harm may occur**

Harm may occur anywhere in a Nest activity or it can be reported to a Nest representative (or indicative signs noticed) when it has occurred outside a Nest activity.

There are complex scenarios including:

Adults at Risk playing, officiating, coaching, spectating or administering within a variety of activities at The Nest. Vulnerable Adults may be at risk of harm from other adults who may or may not be vulnerable themselves. Those doing harm to the Adult at risk may be in The Nest activity or elsewhere in the Adult at risk network. Harm may be deliberate or result from not understanding the Adult at risk needs (commission or omission).

Adults at Risk may be at risk of harming others in Nest activities either by deliberate behaviours or by failing to understand their responsibilities to others. On these occasions the Adult at risk may need help and support to manage his or her behaviour in a suitable way, or may need to have certain responsibilities removed from them. Safeguards may need to be put in place to protect others.

Adults who have been 'at risk' in the past who are now 'not at risk', (example: people recovering from mental health issues). Where these adults are seeking positions of responsibility at The Nest, but have criminal records or issues from their past which are directly related to these periods of vulnerability, detailed risk assessments will be undertaken. Assessment of suitability for their new roles requires a specific knowledge base and sensitive handling. Whilst The Nest promote a policy of inclusion, the risk assessments are conducted to measure the risk posed by somebody who is recovering from a previous period of vulnerability, considering other vulnerable adults and children who need safeguarding from possible harm, should the risk factors re-emerge.

Adults at Risk may also be at risk of harming themselves through failing to realise and report when they need additional or different support at The Nest activities.

### **Training**

Every member of staff will undertake appropriate safeguarding, first aid and DBS training through the FA every three years & receive annual refresher training through The Nest's 'safer' training programme. We actively encourage all of our staff to keep up to date with the most recent local and national adult safeguarding advice and guidance. This can be accessed via [www.norfolksafeguardingadultsboard.info](http://www.norfolksafeguardingadultsboard.info)

The Designated Safeguarding Officer should be used as a first point of contact for concerns and queries regarding any safeguarding concern in our Nest and is also responsible for managing the staff risk register.

### **Commissioned work / other providers**

All providers of activities at The Nest must adhere to The Nest's safeguarding policy. This policy is provided for commissioned work or other providers in order to fall in line with The Nest. Compliance to this policy is carried out by the Designated Safeguarding Officer.

## **Records and confidentiality**

If we are concerned about the welfare or safety of any adult in our Nest we will record our concerns immediately on the agreed report form and give this to the Designated Safeguarding Officer at The Nest.

Any information recorded will be kept in a separate named file, in a secure cabinet and not with the adult's file. These files will be the responsibility of the Designated Safeguarding Officer and information will only be shared within The Nest on a need to know basis for the protection of the adult. 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 concern about an adult, then information can be shared with other agencies, namely the Police. Reports of a concern to the Designated Safeguarding Officer must be made in writing and signed and dated by the person with the concern.

## **Named designated safeguarding officer(s)**

The following designated staff are in post;

### **Senior Safeguarding Manager - Gavin Coe, Head of Operations and Business Development**

Telephone number - 07468 417561

### **Designated Safeguarding Officer - Lacie Pammen, Resources Manager**

Telephone number - 07799 141873

## **Policy review**

We will always make any changes immediately to our procedures in line with Norfolk Safeguarding Adult Board. This policy is reviewed annually and following a major incident, organisational or legislative change. These policies are endorsed by The Nest Directors 2018 December.

## **How to make a complaint**

Please provide us with as much detail as you can to help us investigate your complaint:

- Say what the problem is
- What you want to happen
- Provide information on any relevant communication with us on the subject, including, for example, any reference numbers on letters or emails, and the times and dates of any conversations

## **How to raise an appeal against the outcome of a Safeguarding complaint:**

### **Stage 1**

The Nest will acknowledge the appeal within 3 working days of receipt.

The Nest will appoint a senior manager within The Nest, who has not been directly involved in the assessment or decision-making process for the appellant/ Nest, and who is familiar with the relevant Nest requirements and processes, to investigate the appeal.

The investigation will be completed and the appellant informed in writing of the decision within 12 working days of acknowledgement of receipt.

If the appeal is upheld, The Nest will take appropriate corrective action to change the decision and address any issues.

### **Stage 2:**

The appellant or The Nest may request that an Appeal Review Panel (ARP) is appointed to further consider the appeal. The request must be received in writing within 3 months of the notification of the outcome of the stage 1 process, after which the appeal will be closed.

The APR will consist of two Nest Directors. The Nest members shall have no commercial interest in the appeal being considered and shall not have been personally involved in any matters relating to the appeal.

If the The Nest determines it necessary, a hearing will be held at which both the appellant and The Nest will present their case. Experts and witnesses may also be called to attend the hearing. Any supporting documentation from the appellant must be submitted to the Chairman of the The Nest at least 5 working days ahead of the hearing.

The Nest will consider the evidence and make a recommendation to the Head of Development of The Nest, within one month of the constitution of The Nest.

The Head of Development of The Nest will make the final decision and inform the appellant in writing of the outcome of the appeal, within 3 working/business days of receipt of the recommendation from the The Nest and appropriate action will be taken. A copy of the Conclusions and Recommendations of the Appeal Review Panel will be provided to the appellant.

The appellant may withdraw the appeal at any time during the process. If for any reason an appeal is withdrawn, The Nest will not accept a future appeal on the same grounds.

### **External organisations**

At times The Nest may require external organisations to deliver activities on its behalf such as at activity centres. The Nest ensures that those organisations have the same principles as its own with regards to safeguarding Adults at Risk. The Nest always ensure that one of its representatives is present whilst the external organisation delivers to monitor this, the representative would also be responsible for raising any concerns or issues to the Designated Safeguarding Officer.

# SAFEGUARDING PROCESS AND “AT RISK” REPORTING PROCEDURES

The safety and wellbeing of all participants is of paramount importance to The Nest. It is essential that all concerns and incidents however minor are reported to The Nest’s Designated Safeguarding Officer. It will be the Designated Safeguarding Officer who will advise the person reporting the concern or disclosure how to proceed and will be responsible for contacting agencies as appropriate.

## **Safeguarding Process**

Staff and volunteers may raise a concern about a child or Adult at risk based on changes in their behaviour, marks on their body etc. A child or Adult at risk may also disclose information regarding themselves, or abuse they have been or are being subjected to. The Nest has a process in place to ensure that all staff and volunteers are able to respond effectively.

Things to remember when you have a concern:

- If appropriate speak to the child or adult at risk making notes of the conversation. Remember don’t ask any leading questions or make any promises
- Complete the at-risk report form and contact the Designated Safeguarding Officer.
- Doing nothing is not an option

Things to remember when dealing with a disclosure:

- Listen to the child or adult at risk making notes of what they say to you.
- Don’t ask any leading questions or make any promises
- Explain that you must pass the information on to the relevant people so they can help
- Reassure them that they did the right thing telling you
- Call the Designated Safeguarding Officer and make them aware of the referral
- Doing nothing is not an option

## **At Risk Reporting**

All concerns regarding a young person or vulnerable adult that may be at risk should be recorded on the “at risk” report form (see appendix) which every member of staff and volunteer should have on them or can access from The Nest’s office.

All staff and volunteers should complete the form to the best of their knowledge, ensuring the information is legible. (Forms may be required by external agencies.) While this procedure provides a recommended approach, it is important to stress that every situation is different and should be elevated on its own unique situation.

## At Risk categorisations/ referral time

<b>Severity</b> (how serious is the concern/ referral)	<b>Examples</b> (may include but are not limited to)	<b>Response Actions</b> (What do we need to do)
<b>Level 1</b> Most severe/ high impact	<p>Suicide attempt/ life threatening injuries</p> <p>Disclosure of current sexual/ physical abuse or exploitation.</p> <p>Disclosure of modern slavery.</p> <p>Running away from home/ homeless Sexual or other serious assault or sexual exploitation on programme.</p> <p>Missing person (over 12 hours)</p>	<p>Call police/ emergency services.</p> <p>Immediate contact (1 hour maximum) to be made with the DSO.</p> <p>DSO to make SSM/ CEO aware.</p> <p>Complete At Risk report form asap.</p>
<b>Level 2</b> Severe / high impact	<p>Serious safeguarding issue with immediate safety concern.</p> <p>Safeguarding allegation against a staff member.</p> <p>Disclosure of current psychological/ emotional/ domestic abuse or neglect/ self neglect.</p> <p>Missing person (under 12 hours)</p>	<p>Call police/ emergency services.</p> <p>Immediate contact (1 hour maximum) to be made with the DSO.</p> <p>DSO to make SSM/ CEO aware.</p> <p>Complete and submit At Risk report form asap.</p>
<b>Level 3</b> Medium / medium - low impact	<p>Disclosure of non recent (historical) abuse</p> <p>Incident on a Nest programme participant on participant</p> <p>Sexual allegation including suggestive language, sharing or showing sexual images on line and unwanted sexting.</p>	<p>Contact made with DSO within 24 hours.</p> <p>Complete and submit At Risk report form within 24 hours.</p> <p>Signpost to external support services as required.</p>
<b>Level 4</b> Low / low impact	<p>Psychological issues that occur including minor self harm, eating disorders (do not represent an immediate risk to safety)</p> <p>Safeguarding disclosures not related to other participants or staff.</p>	<p>Contact made with DSO within 24 hours.</p> <p>Complete and submit At Risk report form within 48 hours.</p> <p>Signpost to external support services as required.</p>

## Incidents or Allegations Made Against a Member of Staff

All incidents or allegations of physical or sexual abuse or behaviour which might be considered 'unsuitable' involving a member of staff must be reported immediately to The Nest's Designated Safeguarding Officer. It will be the responsibility of the Designated Safeguarding Officer to share such concerns immediately with the Senior Safeguarding Manager and Head of Development.

It is the responsibility of the Designated Safeguarding Officer in consultation with the Senior Safeguarding Manager to contact the Local Authority within 24 hours. This must be followed up in writing within 24 hours from the first contact.

The Local Authority Designated Officer will then advise the The Nest's Designated Safeguarding Director of the course of action to be taken following a full investigation. This may involve the suspension of the member of staff against whom the allegation has been made.

At all times complete confidentiality and sensitivity must be maintained. If an allegation is made against the Senior Safeguarding Manager the referral must be made to The Nest's Director.

Child protection and safeguarding referrals should be made to the Designated Safeguarding Officer on an "At Risk" report form so they can be passed onto MASH/LADO within 24 hours and followed up on a NCSB1 form within 24 hours (if required). Local authority and police must lead any investigation into any allegations regarding safeguarding.

All referral forms need to be sent via email to - [mash@norfolk.gcsx.gov.uk](mailto:mash@norfolk.gcsx.gov.uk) or by post - The MASH Team, Floor 5, Vantage House, Fisher's Lane, Norwich, NR2 1ET

For specialist Police advice you can contact the Duty Detective Sergeant within the Mash.  
Email: [MASHSupervisors@norfolk.pnn.police.uk](mailto:MASHSupervisors@norfolk.pnn.police.uk)  
Call: 01603 276151

Professional consultations can be sought via the MASH on 0344 8008020

### **Storage of information**

All information about any Incidents or Allegations regarding children, vulnerable adults or staff is securely held on a secure hard drive. Only the Designated Safeguarding Officer, the Senior Safeguarding Manager and Head of Development have access to these forms/ files.

# SAFER RECRUITMENT & INDUCTION

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applicants from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

As a disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover to the Designated Safeguarding Officer. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows us to ask questions about your entire criminal record, we will ask questions only about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974. Instances where we are allowed to ask such questions include positions that involve access to children, young people, the elderly, disabled people, alcohol, drug misusers and the chronically sick.

At interview, or in a separate discussion, we will ensure that an open and measured discussion takes place on the subject of offences or any other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to the withdrawal of an offer of employment.

## **Safer Recruitment Process**

The Nest has a recruitment process for full time staff, casual staff and volunteers.

Job descriptions for any available role, both full and casual, will be advertised on the recruitment section of Foundation website. It will be the candidate's responsibility to download the relevant application form and submit as directed.

All applications are submitted via our safer recruitment online application form. The Nest will not accept any CVs without a completed online application form. Our online application form contains our commitment to safeguarding.

The Foundation will short list and interview candidates based on set selection criteria. The selection criteria and interview process will be specific to the job role advertised. The interview panel will be comprised of members of the Foundations senior leadership team and other representatives of the Foundation and potential stakeholders. The interview panel will make notes of each interview and will select the most suitable candidate for each role. Successful candidates will be informed as soon as possible via telephone. Unsuccessful candidates will be notified via email or telephone, however should anyone require feedback from the interview process they can request this by contacting the Foundation office.

Once candidates have received an official offer, the Foundation will require one form of photographic ID (passport, driving licence). We will also require in writing acceptance of the role offered and a confirmed start date.

We will require a self-declaration form which states any previous convictions/cautions/binds etc before employment can commence. The completed self-declaration forms will be checked by the Designated Safeguarding Officer.

These forms will be kept on a secure hard drive in a secure cupboard that can only be accessed by the Designated Safeguarding Officer. 2 references are also required as part of our recruitment process, these are then reviewed by the Designated Safeguarding Officer one of the references must include the most recent employer if applicable.

All candidates that are offered a position which involves working with children, young people and vulnerable adults 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 member of staff will not be left unsupervised with children, young people and vulnerable adults. If an individual has a DBS certificate for the Foundation but has had a gap of employment with The Nest for three months or more, The Nest will need to carry out a DBS check. This will occur should a volunteer progress to full time or part time within The Nest.

We ensure that all staff have gone through the safer recruitment process and are fully aware of The Nest policies and procedures, discussing in depth safeguarding, abuse and health and safety prior to any delivery taking place. This process follows the NSCB procedures as found on their website - [www.norfolkscb.org](http://www.norfolkscb.org)

## **Recruitment and selection**

The Nest recognises the benefits of having a diverse workforce and will take steps to ensure that:

Information about job opportunities is circulated as widely as possible in the circumstances, to ensure that it reaches all sections of the community, regardless of colour, race, nationality, ethnic origin, sex, marital status, disability, part time or fixed term status, parental responsibilities, age, trade union membership, religion or sexual orientation.

It endeavours to recruit from the widest pool of qualified candidates possible. Employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit. The Nest retains the discretion to invite applications from individuals whose jobs might be at risk of redundancy, or who are being redeployed for health or disability reasons, before advertising any posts more widely.

The Nest reserves the rights to head hunt staff for any position within the Nest at the discretion of the Development. Where appropriate, permitted positive measures are taken to attract applications from all sections of society and especially from those groups which are under-represented in the workforce. Selection criteria and processes do not discriminate unjustifiably other than in those instances where the Foundation is exercising permitted positive action.

## **Staff - Temporary Staff and External Consultants**

The Nest will ensure that all temporary staff and external consultants sign a self-declaration form and will not have unsupervised access to participants during their employment with the Nest.

Should an individual's DBS disclosure reveal any convictions, The Nest must consider whether the nature of the offence(s) renders the person concerned unsuitable for working with participants. In such circumstances, when the nature of any disclosure has to be considered, a formal interview will be necessary. The interview of the individual concerned will be conducted by two Designated Safeguarding Officers, when his / her suitability for working with children and vulnerable adults at The Nest will be considered.

## **Casual workers**

We will monitor the conditions of service of casual employees and their progression within The Nest to ensure that they are being offered appropriate access to benefits and training and promotion opportunities. We will also ensure requests to alter working hours are dealt with appropriately.

## **Qualifications**

Copies of all coaching, teaching and other employee's qualifications must be provided to the Workforce Recruitment Manager. Staff are required to renew or rebook their qualifications for renewal with 14 days after their qualification has expired.

Failure to meet the required standard will result in disciplinary action at the discretion of the Senior Safeguarding Manager / Head of Development.

Copies of these are retained on the Foundation's Substance Views database.

Copies of coaches' qualifications are held at the Foundation office and on the online database, we would advise where possible for coaches to also carry a copy with them. A representative from the Football Association, head coach or teacher from a school may request this information at any time. It is imperative that these are kept updated and renewed where applicable. It is staff's responsibility to make the Foundation aware of any updates to either current or new qualifications and certificates via the Designated Safeguarding Officer.

## **Fixed-term employees**

We will monitor our use of fixed-term employees, and their conditions of service, to ensure that they are being offered appropriate access to benefits, training, rewards, promotion and permanent employment opportunities.

## **Volunteers**

It is now against the law to work, or to permit someone to work, with children, young people and vulnerable adults without the receipt of a satisfactory DBS clearance to work with The Nest.

In compliance with The Nest's recruitment policy, all volunteers permitted to represent The Nest must be confirmed as 'suitable and safe adults to work with children, young people and vulnerable adults' by a volunteer DBS check. They must not start work until a satisfactory DBS clearance has been received. All volunteers will be trained in, and adhere to, the Foundation handbook, which contains all of the Foundation's policies and procedures.

# SAFER PRACTICE TRAINING

The Nest's Safer practice training has been introduced to continuously upskill staff and volunteers on how to safeguard anyone that may be delivering, taking part, observing or having any other involvement with any of The Nest's activities. The Nest's Safer Practice training covers the three headings of safeguarding, health and safety and data protection. The Nest's Safer programme is offered in addition to the FA safeguarding course every three years.

All staff and volunteers are required to attend one of The Nest's annual refresher sessions. Any new staff or volunteers are required to be trained in The Nest's safer practice as part of their induction process before any customer facing activity is commenced. All staff and volunteers will be required to sign a training register to confirm their attendance and understanding of the delivered topic. A certificate of attendance will be issued following training.

Records of attendance at training are maintained and reviewed by the Coach Development Manager and Designated Safeguarding Officer.

The Nest's Safer Practice will offer guidance, but not limited to the following:

Safeguarding	Health and Safety	Data Protection
Policy updates	Risk assessments	GDPR:
Signs of abuse	Safe equipment use	(data security, consent, data breaches)
Mental ill health	Safe environments	
Staff wellbeing	Incident/ Accident reporting	
Prevent agenda	Player medical information	
At Risk reporting	Critical incident management plan	

# NEST CODE OF CONDUCT

## STAFF, VOLUNTEERS AND DIRECTORS

### Policy Outline:

The Nest has a code of conduct that outlines the behaviour expected from all people connected with them. All individuals have a responsibility to act according to the highest standards of integrity, and to ensure the reputation of The Nest is beyond reproach.

Everyone involved with The Nest has a responsibility for setting the standards, making sure there is equal access and opportunity for all and that fairness and respect is upheld. The code of conduct allows The Nest to uphold their internal values of trust, integrity, responsibility and partnership working and allows The Nest to maintain a consistent approach to any breach.

The Nest expects all involved (whether paid staff or volunteers) with The Nest's activities to adhere to the code of conduct.

### Principles:

Individuals involved with The Nest, must treat everyone equally and sensitively regardless of age, disability, gender, race, ethnic origin, culture or social background, sexual orientation, religious belief, political affiliation or any other personal characteristic/feature. The Nest is opposed to any form of violent, abusive, offensive or discriminatory behaviour.

Individuals involved with The Nest, has a responsibility to treat everyone with dignity, respect, sensitivity and fairness.

Individuals should be aware of the special needs and increased vulnerabilities of children and Adults at Risk, and recognise that some face additional barriers.

Every child or Adult at risk involved in The Nest's activities should be able to participate in an enjoyable and safe environment and be protected from poor practice and abuse.

### At all times, I will:

- Respect the rights, dignity and worth of others.
- Conduct myself in a manner that takes all reasonable measures to protect my own safety and safety of others both online and offline.
- Abide by The Nest Safeguarding Policy and Procedures.
- Never engage in, or tolerate offensive, insulting or abusive language or behaviours either online or offline.
- Never smoke/ vape or consume alcohol while wearing the Nest or Norwich City Football Club's kit.
- Ensure that tattoos are covered where appropriate while representing The Nest at external events.
- Never put/bring The Nest into disrepute either online or offline.
- Ensure The Nest's core qualifications of DBS, first aid and safeguarding are kept updated and reflect this on Views.
- Never accept friend requests, add or follow players/ participants online who are involved in The Nest.
- Always act in a professional manner in line with The Nest's core principles.
- Arrive promptly for work/ sessions and ensure that I have the correct equipment to complete the expected tasks.
- Ensure that any matters of a confidential or sensitive nature are not discussed or disclosed to another person other than a person involved in The Nest in the proper execution of their duties.

**When working with participants, I will:**

- Place the well-being, safety and enjoyment of each player above anything else.
- Explain what I expect for each player/ participant.
- Never engage in or tolerate any form of bullying online or offline.
- Develop trust and respect with each player/ parent.
- Encourage each player/ participant to be responsible for their own behaviour and performance.
- Ensure all activities delivered are appropriate for the players/ participants age, ability and level of maturity.
- Create an environment where I am able to recognise changes in behaviours of players/ participants (positive or negative).
- Respond promptly and effectively to support any player/ participant that may be at risk or vulnerable.
- Respect and listen to the views of players/ participants.
- Encourage all players/ participants to speak about their feelings and concerns.
- Never take photographs, videos of players/ participants on my personal phone or device.
- Never take photographs of players/ participants without prior written consent.
- Never upload photographs, videos of players/ participants to my personal social media accounts.
- Comply with current Health and Safety legislation and ensure that accidents, near misses and concerns are reported to the Compliance Manager on The Nest's forms.

**Whilst driving, I will**

- Abide by the Highway code when driving The Nest's vehicles.
- Make the Head of Development aware of any endorsements/ penalty points put on my driver record (should this occur after the annual driving licence check is completed)

**If I have any problems or concerns, I will**

- Refer to The Nest's policies and procedures for guidance.
- Seek guidance from the Designated Safeguarding Officer for any safeguarding related concerns
- Seek guidance from the Compliance Manager for any health and safety related concerns
- Seek guidance from the Operations Team for any other procedural concerns

# NEST CODE OF CONDUCT

## PLAYERS, PARTICIPANTS UNDER 12 YEARS

### **Policy Outline:**

The Nest believes we all have a responsibility to promote the highest standards of behaviour. Players/ participants have a big role to play in this. Each player/ participant no matter of their age, the session they are attending or their ability should follow this code of conduct to encourage a safe, enjoyable environment that is conducive to learning.

### **At all times, I will:**

- Try my best all of the time.
- Play fairly without complaining or cheating.
- Be polite and respectful to other people.
- Talk to my coach if I am worried about something.
- Listen and try to do what my coach asks me.
- Do not swear at any session.
- Never leave a session without telling my coach where I am going.
- Always attend my session with the correct kit and a water bottle.
- Keep the venue clean and tidy remembering to put rubbish in the bin.
- Look after the equipment I am using and report any damage to my coach.
- Help, include and encourage other players/ participants.
- Never give up.

### **Failure to follow the code of conduct may result in**

- Being asked to apologise.
- Receiving a warning from my coach.
- Be required to attend a meeting at The Nest.
- Being suspended from the programme.
- Be required to attend a behaviour workshop session.
- Being required to leave the programme.

# NEST CODE OF CONDUCT PLAYERS, PARTICIPANTS 12-18 YEARS

## Policy Outline:

The Nest believes we all have a responsibility to promote the highest standards of behaviour. Players/ participants have a big role to play in this. Each player/ participant no matter of their age, the session they are attending or their ability should follow this code of conduct to encourage a safe, enjoyable environment that is conducive to learning. Our code of conduct for players/ participants under 18 has been supported by our youth advisory board.

## At all times, I will:

- Play to the best of my ability.
- Play fairly without complaining or cheating.
- Be polite and respectful to myself, my team mates, other participants and coaches.
- Talk to my coach or the Designated Safeguarding Officer if I am upset or concerned about myself or someone else.
- Listen and respond to what my coach tells me.
- Never use offensive language to another participant, team mate or my coach.
- Never leave a session without telling my coach where I am going.
- Always attend my session with the correct kit and a water bottle.
- Keep the venue clean and tidy remembering to put rubbish in the bin.
- Respect the equipment I am using and report any damage to my coach.
- Listen to the opinions of my coach and take constructive criticism.
- Try my hardest and believe in myself.
- Help, include and encourage other players/ participants.
- Get involved and have a growth mind set.
- Show resilience and perseverance.
- Never post negative comments regarding my coach on social media.
- Never post negative comments including my personal opinions regarding The Nest or Norwich City Football Club on social media.

## Failure to follow the code of conduct may result in

- Being asked to apologise to my team mates, other participants or my coach.
- Receiving a formal warning from my coach.
- Be required to attend a meeting with the programme lead and Designated Safeguarding Officer and parents/ carers.
- Being suspended from the programme.
- Be required to attend a behaviour workshop session.
- Being required to leave the programme.

# NEST CODE OF CONDUCT ADULTS

## Policy Outline:

The Nest believes we all have a responsibility to promote the highest standards of behaviour. Players/ participants have a big role to play in this. Each player/ participant no matter of their age, the session they are attending or their ability should follow this code of conduct to encourage a safe, enjoyable environment that is conducive to learning.

## At all times, I will:

- Play to the best of my ability.
- Play fairly without complaining or cheating.
- Be polite and respectful to myself, my team mates, other participants and coaches.
- Talk to my coach or the Designated Safeguarding Officer if I have concerns about myself or someone else.
- Never use offensive language to another participant, team mate or my coach.
- Never bully, intimidate or harass online or offline.
- Remember we all make mistakes.
- Respect the decision of match officials.
- Never post negative comments including my personal opinions regarding The Nest or Norwich City Football Club on social media.

## Failure to follow the code of conduct may result in

- Being asked to apologise to my team mates, other participants or my coach.
- Receiving a formal warning from my coach.
- Be required to attend a meeting with the programme lead and Designated Safeguarding Officer.
- Being suspended from the programme.
- Be required to attend a behaviour workshop session.
- Being required to leave the programme.

# NEST CODE OF CONDUCT SPECTATORS, PARENTS, GUARDIANS AND CARERS

## Policy Outline:

The Nest has a code of conduct that outlines the behaviour expected of all spectators, parents and carers. The Nest has identified the important part that spectators, parents, guardians and carers can have in influencing how players/ participants behave and conduct themselves. It is therefore their responsibility to promote an environment that is safe, positive and enjoyable. Spectators, parents and carers should remember that the activities provided by The Nest are there to develop players/ participants physical, technical, tactical and social skills

Individuals attending/ participating in activities provided by The Nest, must treat everyone equally and sensitively regardless of age, disability, gender, race, ethnic origin, culture or social background, sexual orientation, religious belief, political affiliation or any other personal characteristic/feature. The Nest is opposed to any form of violent, abusive, offensive or discriminatory behaviour and will act accordingly to individuals who do not abide by this code of conduct.

The Nest expects all involved with The Nest's activities to adhere to their relevant code of conduct.

## I will:

- Remember that children play football or take part in sporting events for fun.
- Let the coaches do their job and not confuse players/ participants by telling them what to do.
- Applaud effort and good play.
- Avoid criticising a player/ participant for making a mistake. Remember that mistakes are a vital part of learning.
- Never engage in, tolerate, offensive, insulting or abusive language or behaviour either on line or off line.
- Never post negative comments etc (as players COC)
- Never be confrontational or aggressive to a coach, staff member or volunteer.
- Encourage players/ participants to respect others whether they are opposition, referees or match officials.
- Never take photographs or videos of players/ participants that you are not responsible for.
- Ensure that emergency contact details are kept updated with The Nest.
- Ensure that medical information relating to players/ participants is regularly updated with The Nest.
- Ensure that players/ participants attend all activities with the required kit, medication, food and water.

- Promote an environment that is safe, positive and enjoyable.
- Report breaches of the code of conduct to the programme lead and designated safeguarding officer.

## Failure to comply may result in:

- Being asked to leave the venue by the lead member of staff.
- Being issued with a verbal warning from the Designated Safeguarding Officer.
- Being required to attend a meeting with the programme lead and the Designated Safeguarding Officer.
- Being requested to not attend any future sessions/ fixtures.
- Suspension from The Nest's activities.
- A requirement to attend a spectator, parent and carers conduct workshop.
- Being reported to the FA.

# NEST CODE OF CONDUCT MATCH OFFICIALS

## **Policy Outline:**

The Nest identifies the responsibilities staff and volunteers have when acting as a match official and their responsibility to promote high standards of behaviour in games. The Nest is aware of how the behaviours of match officials can have both a positive and negative impact, directly and indirectly on the conduct of everyone involved in games, both on and off the pitch.

The Nest expects all involved with The Nest's activities to adhere to their relevant code of conduct.

## **I will:**

- Manage any game in a calm, confident and positive manner.
- Never tolerate offensive, insulting or abusive language or behaviours from players, spectators, parents/ carers, managers or other officials.
- Be honest and impartial.
- Apply the rules of the game or competition consistently.
- Deal with any violence, aggression, unsporting behaviour and other misconduct in a calm and professional manner.
- Set an example by promoting positive behaviours and showing respect to all involved.
- Communicate with players, managers in an appropriate way.
- Never post negative comments including my personal opinions regarding The Nest or Norwich City Football Club on social media.

## **Failure to comply may result in:**

- Being issued with a verbal warning from the Designated Safeguarding Officer.
- Being required to attend a meeting with the programme lead and the Designated Safeguarding Officer.
- Suspension from The Nest's activities.
- Disciplinary action being taken for employees.

# ANTI-HARASSMENT AND BULLYING POLICY

## **Purpose of the policy**

The purpose of this policy is to ensure that all employees and volunteers are treated with dignity and respect and are free from harassment, intimidation or other forms of bullying at work both on and offline. This anti-harassment and bullying policy should be read in conjunction with The Nest's policy on equal opportunities.

Harassment (including bullying) in any form of colleagues, volunteers, agency staff or contractors, customers, clients, peer on peer or any person with whom an individual comes into contact during the course of their duties, including on the grounds of sex, sexual orientation, gender reassignment, marital status, race, religion and belief, colour, nationality, ethnic or national origin, disability or age is unacceptable and will not be tolerated under any circumstances. All employees and volunteers are required to behave in a way that does not cause offence to others. Serious cases may also amount to discrimination or even a criminal offence, involving personal accountability for those responsible.

This policy is not designed to discourage normal social relations among colleagues or with the public. The aim is to prevent discrimination. However, this policy applies not only to interaction whilst working at The Nest's offices and those of any customer or contact, but extends to time spent travelling away from home whilst on business, on training courses, conferences and social events with colleagues.

## **Who is covered by this policy?**

This policy applies to all staff, whether permanent, temporary, casual, part-time or on fixed-term contracts. It also applies to ex-employees, job applicants and to individuals such as agency staff and consultants who are not our employees, but who work at The Nest (collectively staff).

## **Who is responsible for implementation of policy?**

The Nest's Directors have overall responsibility for this policy but have delegated day-to-day responsibility for overseeing and implementing action required under it to The Nest's Head of Development. Responsibility for monitoring and reviewing the operation of the policy and any recommendations for change to the policy lies with The Nest's Head of Development, or his nominated representative. The Nest's Marketing and Communications Manager is also responsible for monitoring social media and reporting any concerns to the Designated Safeguarding Officer.

All employees and volunteers, in particular, managers and supervisors must ensure that The Nest's Policy on harassment and bullying is adhered to at all times. Managers also have a specific responsibility to facilitate its operation by ensuring that employees understand the standards of behaviour expected of them and by identifying and acting upon behaviour that falls below these standards.

All staff are responsible for treating their colleagues with dignity and should ensure that they take the time to read and understand it. You should disclose any instances of harassment or bullying of which you become aware to your manager or directly to the Head of Development.

Staff are assured that they will not be victimised for bringing a complaint. Any employee who is found to have victimised or retaliated against another for complaining, supporting another member of staff or giving evidence about harassment or bullying will be subject to disciplinary action.

## **What are harassment and bullying?**

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of affecting your dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment on and offline. Such conduct is commonly (but not always) related to sex, sexual orientation, gender reassignment, marital status, race, religion and belief, colour, nationality, ethnic or national origin, disability or age. Harassment generally arises where a person has made it clear that they find certain behaviour unwelcome and that behaviour has continued unchanged although a single incident may amount to harassment if sufficiently serious.

It is important to remember that even though the conduct may only be unwanted or offensive to one individual it can still amount to harassment. If you believe you are being subjected to harassment you should not hesitate to use the procedures set out below. All individuals should consider whether their actions could be offensive to others.

Examples of harassment might include, but are not limited to: unwanted physical contact whether or not of a sexual nature; unwelcome sexual advances; propositions or pressure for sexual activity; continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome; offensive or intimidating comments; suggestions that sexual favours may further an employee's career or that refusal of sexual favours may hinder it, isolation or ostracism, unfair allocation of work or responsibilities, humiliating, demeaning, threatening or persistently criticising an individual; the display or circulation of pictures, objects or written materials that may be sexually suggestive, pornographic or offensive to particular ethnic or religious groups and insensitive jokes or pranks or transmitting any such messages or images via electronic mail.

Bullying means offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power intended to undermine, humiliate, denigrate or injure a colleague. Bullying does not include legitimate and constructive criticism of your performance or behaviour. Examples of bullying might include, but are not limited to: ridiculing or demeaning others, particularly junior colleagues, overbearing supervision and unjustifiably excluding colleagues from meetings/communications.

### **Informal procedure**

If you consider that you are being bullied or harassed, you should initially attempt to resolve the problem informally, explaining clearly to the person responsible that the behaviour in question is not welcome and that it offends you or makes you uncomfortable. If this is too difficult or embarrassing for you to do on your own, you should seek support from a colleague, or a member of the senior leadership team.

The senior leadership team will provide confidential advice and assistance to you and will assist in the resolution of any problems, whether through formal or informal means.

If you are in any doubt as to whether an incident or series of incidents which have occurred constitute bullying or harassment, then in the first instance you should approach the Head of Development confidentially on an informal basis. He will be able to advise you as to how the matter should be dealt with.

If the conduct continues or if it is not appropriate to resolve it informally, you should follow the formal procedure set out below.

### **Formal procedure**

A formal investigation will take place under The Nest's formal grievance procedure during which you, the alleged harasser and any witnesses will be interviewed separately. Where possible action will be taken to minimise contact between you and the alleged harasser whilst the investigation is carried out. In serious cases, the alleged harasser may be suspended on full pay pending the investigation (paid staff only). You and the alleged harasser may be accompanied by a work colleague who is not otherwise involved and confidentiality will be preserved as far as possible. If a formal grievance is upheld it is likely to lead to disciplinary action and in the event of a serious case this could lead to dismissal.

### **Protection for those making complaints or assisting with an investigation**

Staff and volunteers who, in good faith, make complaints under this policy will be protected from intimidation or victimisation in connection with any complaint. If you have been subjected to any such intimidation or victimisation you may raise a complaint in writing under this procedure or the grievance procedure. If after investigation you are found to have given information falsely and in bad faith you will, however, be subject to action under The Nest's disciplinary rules and procedures.

### **Confidentiality**

Confidentiality is very important throughout all parts of this procedure. It is the responsibility of everyone involved in the procedure to respect the high level of confidentiality that is required. Breach of confidentiality may give rise to disciplinary action under The Nest's disciplinary rules and procedures, which may result in your dismissal.

### **Additional information**

The Nest's anti-harassment and bullying procedure is not contractual and The Nest reserves the right to vary, alter or amend any parts of the procedure.

# WHISTLEBLOWING POLICY (CONFIDENTIAL REPORTING)

## What is Whistleblowing?

In this policy 'Whistleblowing' means the reporting by employees of suspected misconduct, safeguarding allegations, illegal acts or failure to act within The Nest. The aim of this Policy is to encourage employees and others who have serious concerns about any aspect of The Nest's work to come forward and voice those concerns. Employees are often the first to realise that there may be something seriously wrong within The Nest. 'Whistleblowing' is viewed by The Nest as a positive act that can make a valuable contribution to The Nest's efficiency and long-term success. It is not disloyal to colleagues or the The Nest to speak up. The Nest is committed to achieving the highest possible standards of service and the highest possible ethical standards in all of its practices.

To help achieve these standards it encourages freedom of speech. If you are considering raising a concern you should read this Policy first. It explains:

- The type of issues that can be raised
- How the person raising a concern will be protected from victimisation and harassment
- How to raise a concern
- What The Nest will do/ how the matter may be resolved.

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

The Policy is designed to ensure that you can raise your concerns about wrongdoing or malpractice within The Nest without fear of victimisation, subsequent discrimination, disadvantage or dismissal. It is also intended to encourage and enable you to raise serious concerns within The Nest rather than ignoring a problem or 'blowing the whistle' outside.

This Policy aims to:

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

## Scope of this Policy

This Policy is intended to enable those who become aware of wrongdoing in The Nest affecting some other person or service, to report their concerns at the earliest opportunity so that they can be properly investigated and resolved. The Whistle Blowing Policy is not intended to replace existing procedures:

- If your concern relates to your own treatment as an employee, you should raise it under the existing grievance or harassment procedures
- If a client has a concern about services provided to him/her, it should be raised as a complaint to The Nest

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

The Policy applies to all:

- Employees and volunteers of The Nest including the Board of Directors.
- Those providing services under a contract or other agreement with The Nest

### **What should be reported?**

Any serious concerns that you have about service provision or the conduct of officers or members of The Nest or others acting on behalf of The Nest that:

- Make you feel uncomfortable in terms of known standards;
- Are not in keeping with The Nest Constitution and policies;
- Fall below established standards of practice; or
- Are improper behaviour.

### **These might relate to:**

- Conduct which is an offence or a breach of the law (a criminal offence has been committed or failing to comply with any other legal obligation)
- Disclosures related to miscarriages of justice
- Racial, sexual, disability or other discrimination
- Health and safety of the public and/or other employees
- Damage to the environment
- Unauthorised use of public funds or other assets
- Possible fraud and corruption
- Neglect or abuse of clients, or
- Other unethical conduct.
- A Safeguarding concern

This list is not exhaustive.

### **Protecting the Whistleblower (Your legal rights)**

This policy has been written to take account of the Public Interest Disclosure Act 1998 which protects workers making disclosures about certain matters of concern, when those disclosures are made in accordance with the Act's provisions and in the public interest. The Act makes it unlawful for The Nest to dismiss anyone or allow them to be victimised on the basis that they have made an appropriate lawful disclosure in accordance with the Act. Rarely, a case might arise where it is the employee that has participated in the action causing concern. In such a case it is in the employee's interest to come into the open as soon as possible. The Nest cannot promise not to act against such an employee, but the fact that they came forward may be taken into account.

### **Harassment or Victimisation**

The Nest is committed to good practice and high standards and to being supportive of you as an employee. The Nest recognises that the decision to report a concern can be a difficult one to make. If you honestly and reasonably believe what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer, your colleagues and those for whom you are providing a service. The Nest will not tolerate any harassment or victimisation of a whistleblower (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith and will treat this as a serious disciplinary offence which will be dealt with under the disciplinary procedure if relating to a staff member.

### **Support to you throughout this process:**

- You will be given full support from senior management.
- Your concerns will be taken seriously, and
- The Nest will do all it can to help you throughout the investigation

### **Confidentiality**

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

### **Anonymous Allegations.**

This policy encourages you to put your name to your allegation whenever possible. If you do not tell us who you are it will be much more difficult for us to protect your position or to give you feedback. This policy is not ideally suited to concerns raised anonymously. Concerns expressed anonymously are much less powerful but they may be considered at the discretion of the Nest. In exercising this discretion the factors to be taken into account would include:

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

### **Untrue Allegations**

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

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

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

- Your line manager or a member of the senior leadership team
- Should the concern relate to a safeguarding concern you should contact the Designated Safeguarding Officer.
- Should the concern regard the Designated Safeguarding Officer you should contact the Senior Safeguarding Manager
- Should the concern be about The Nest Head of Development your concern should be raised with the Chairman of The Nest Board of Directors who will decide how the investigation will proceed. This may include external investigation.

### **How to raise a concern**

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

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

Although you are not expected to prove beyond doubt the truth of your suspicion, you will need to demonstrate to the person contacted that you have a genuine concern relating to suspected wrongdoing or malpractice within The Nest and there are reasonable grounds for your concern. You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.

### **What The Nest will do**

The Nest will respond to your concerns as quickly as possible. Do not forget that testing your concerns is not the same as either accepting or rejecting them. The overriding principle for The Nest will be the safety of the participants. In order to be fair to all, including those who may be wrongly or mistakenly accused, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. The investigation may need to be carried out under terms of strict confidentiality, i.e. by not informing the subject of the complaint until (or if) it becomes necessary to do so. In certain cases however, such as allegations of ill treatment of others, suspension from work may have to be considered immediately. Protection of others is paramount in all cases.

Where appropriate, the matters raised may:

- Be investigated by management, internal audit, or through the disciplinary/grievance process
- Be referred to the police
- Be referred to the external auditor
- Be referred to the EFL/ Premier League/ FA
- Be referred and put through established child protection/abuse procedures
- Form the subject of an independent inquiry

### **What to do if you are not happy with the outcome?**

If following an investigation you do not feel the internal procedures met your expectations there is an opportunity to raise a concern externally by contacting one of the following:

- EFL Trust
- FA Safeguarding
- NCS Trust (NCS related issues only)

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

- Acknowledging that the concern has been received
- Indicating how The Nest proposes to deal with the matter
- Supplying you with information on support mechanisms
- Telling you whether further investigations will take place and if not, why not.

If there is a concern about an adult working with a child the LADO (01603 223473 ) need to be contacted.

The amount of contact between you and the officers considering the issues will depend on the nature of the matters raised, the potential difficulties involved and the clarity of your information. It is likely that you will be interviewed to ensure that your disclosure is fully understood. Any meeting can be arranged away from your workplace, if you wish, and a union or professional association representative or a friend may accompany you in support. The Nest will do what it can to minimise any difficulties that you may experience as a result of raising a concern. For instance, if you are asked to give evidence in criminal or disciplinary proceedings, The Nest will arrange for you to receive appropriate advice and support. You need to be assured that your disclosure has been properly addressed. Unless there are any legal reasons why this cannot be done, you will be kept informed of the progress and outcome of any investigation.

#### **The responsible officer**

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

#### **How the matter can be taken further**

This Policy is intended to provide you with an avenue within The Nest to raise concerns. The Council hopes you will be satisfied with any action taken. If you are not, and you feel it is right to take the matter further please contact The Nest commission.

You should not disclose information that is confidential to The Nest or to anyone else, such as a client or contractor of The Nest.

#### **Review of the policy**

The Nest's Trustees will review this policy annually.

#### **The Nest recording and monitoring**

The Designated Safeguarding Officer will review The Nest risk register and produce an annual report for The Nest Directors on an annual basis. The report will include a summary of the concerns raised, to which department they related, the post to which the concerns related (if not confidential) and any lessons learned. The report will not include any names. The aim of this is to ensure that:

- The Nest and/or the relevant department learns from mistakes and does not repeat them, and
- Consistency of approach across the departments

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



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