



## Safeguarding Process and “At Risk” Reporting Procedures

### Principle

The safety and wellbeing of all participants is of paramount importance to the Foundation. It is essential that all concerns and incidents however minor are reported to the Foundations 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 Foundation 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 as 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 as 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 which every member of staff and volunteer should have on them or can access from the Foundations 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.

Anybody external can now raise a concern on the website by clicking on the ‘raise a concern’ button on the safeguarding page. This will allow a report to be sent to the designated email address of [safeguarding@norwichcitycsf.org.uk](mailto:safeguarding@norwichcitycsf.org.uk). This inbox is manager by Lacie Gibson and Lauren Jordan (Designated Safeguarding Officers).

Please be aware staff are still required to complete an internal “at risk” report form and place this in the Foundations safeguarding tin located near the ops team desks.

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## NCS Programme Reporting

The NCS programme has its own reporting procedures in addition to those set by the Foundation. These are detailed within the NCS Trust Crisis and Incident Reporting Guide – 27<sup>th</sup> September 2019.

Whilst any persons (full time, casual, volunteer) working on the NCS programme must be aware of these reporting procedures it is the responsibility of the Designated Safeguarding Officer (NCS) to follow the NCS guidelines for reporting to the NCS Trust and Reed in partnership as per the timescales set. All staff working on the NCS programme must follow the Foundations reporting procedures as detailed above. Should any clarification be required please contact the Designated Safeguarding Officer (NCS) for guidance.

## At Risk Categorisations / Referral Time

Staff are to be aware that the below is only a guideline and not limited to. All levels can change severity. Staff are required to keep a log of all concerns no matter how small so that the designated safeguarding team are able to build a picture of each individual case.

Severity (How serious is the concern/ referral)	Examples (May include but are not limited to)	Response Actions (What do we need to do)
Level 1 Most severe / high impact	<ul style="list-style-type: none"> <li>- Suicide attempt / life threatening injuries</li> <li>- Disclosure of current sexual/ physical abuse or exploitation.</li> <li>- Disclosure of modern slavery.</li> <li>- Running away from home / homeless.</li> <li>- Sexual or other serious assault or sexual exploitation on CSF programme.</li> <li>- Missing person (Over 12 hours).</li> </ul>	<ul style="list-style-type: none"> <li>- Call police / emergency services.</li> <li>- Immediate contact (1 hour maximum) to be made with the SSM.</li> <li>- Complete “At Risk” report form ASAP.</li> <li>- SSM or DSO to log all details on My Concern.</li> </ul>
Level 2 Severe / high impact	<ul style="list-style-type: none"> <li>- Serious safeguarding issue with immediate safety concern.</li> <li>- Safeguarding allegation against a staff member.</li> <li>- Disclosure of current psychological/ emotional/ domestic abuse or neglect / self-neglect.</li> <li>- Missing person (under 12 hours).</li> </ul>	<ul style="list-style-type: none"> <li>- Call police / emergency services.</li> <li>- Immediate contact (1 hour maximum) to be made with the SSM.</li> <li>- Complete “At Risk” report form ASAP.</li> <li>- SSM or DSO to log all details on My Concern.</li> </ul>
Level 3 Medium / medium – low impact	<ul style="list-style-type: none"> <li>- Disclosure of non-recent (historical) abuse.</li> <li>- Incident on a CSF programme participant on participant.</li> <li>- Sexual allegation including suggestive language, sharing or showing sexual images online and unwanted sexting.</li> </ul>	<ul style="list-style-type: none"> <li>- Contact made with DSO within 24 hours.</li> <li>- Complete and submit “At Risk” report form within 24 hours.</li> <li>- DSO to log all concerns on My Concern.</li> <li>- Signpost to external support services as required.</li> </ul>



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<b>Level 4</b> <b>Low / low impact</b>	<ul style="list-style-type: none"> <li>- Psychological issue that occur including minor self-harm, eating disorders (do not represent an immediate risk to safety).</li> <li>- Safeguarding disclosure not related to other participants or staff.</li> </ul>	<ul style="list-style-type: none"> <li>- Contact made with DSO within 24 hours.</li> <li>- Complete and submit “At Risk” report form within 48 hours.</li> <li>- DSO to log all concerns on My Concern.</li> <li>- Signpost to external support services as required.</li> </ul>
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The Designated Safeguarding Officer making the referral will do so as per the Threshold guide for Norfolk and not levels set by the Foundation. Threshold guide can be found at <https://www.norfolkscb.org>.

Any concerns that are raised that do not meet Norfolk’s Threshold guide are logged using the Foundations internal recording and monitoring form. This is managed by Lauren Jordan (Designated Safeguarding Officer).

### My Concern

The Foundation’s safeguarding team alongside the Norwich City Football Club’s safeguarding team currently employ the use of MyConcern. MyConcern is used to ensure the safety and protection of the participants engaging in all activities and / or programmes run by either the Foundation or the Club.

Any member of the Strategic Safeguarding Panel (“SSP”) or the Safeguarding Operational Groups (from both the Foundation and the Club) has the authority to input cases onto MyConcern with as much information as possible. The SSP has delegated authority, from both Boards, to oversee and monitor the safeguarding arrangements of the organisations and ensure the final closure of any active cases on MyConcern.

The system is used to collate information regarding any safeguarding concerns that arise involving any member of staff, voluntary, casual, part-time or full-time, or participant. It will ensure collaboration between the Foundation and the Club and provide assurances to the Board of Trustees and the Club’s Board of Directors that the safeguarding system is robust and withholds scrutiny from relevant external agencies. The system should complement current safeguarding policies and procedures and allow the Club’s Head of Safeguarding a complete overview of both the Foundation and the Club’s safeguarding practice. It will allow the Foundation and the Club to adhere to the Premier League Compliance Standards.

Whilst every member of staff in both organisations is responsible for safeguarding and may have a participant or member of staff share a disclosure with them, the only people who will have superuser access to MyConcern will be those whose position is specific safeguarding role. Superuser membership of MyConcern should include the following:

- Club’s Head of Safeguarding
- Club and Foundation Senior Safeguarding Lead
- CSF Head of Operations and Business Development
- Designated Safeguarding Officers (both Foundation and Club)

This limited superuser membership is to ensure that the privacy of individual’s involved is protected and to ensure that cases are not compromised if they have to go to court. In the future, general user membership (with limited access) may be rolled out to all staff.





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The Club's Head of Safeguarding is responsible for ensuring that every case on MyConcern is investigated and closed off or escalated as appropriate. If the Head of Safeguarding deems escalation to external agencies is necessary, they should inform all relevant members of this decision. All safeguarding concerns raised will be uploaded to MyConcern by any superuser member but will be escalated to external agencies by the Club's Head of Safeguarding when the Premier League threshold is met. The Club's Head of Safeguarding should take the lead on all cases when the Designated Safeguarding Officers have exhausted the scope of their role and need additional support. The Club's Head of Safeguarding is responsible for closing all cases off the system; however, cases must have been discussed and evidenced by an agenda to allow for transparency and safeguarding of the position. The Designated Safeguarding Officers, for both the Foundation and the Club, as responsible for ensuring that all their cases are correctly input into the system with all relevant detail included to allow the Head of Safeguarding to investigate and action appropriately. The Foundation should be transparent with the Club regarding any safeguarding concerns to ensure that a collaborative relationship is maintained and the commitment to safeguarding is upheld. The Club should be transparent with the Foundation regarding any changes to the MyConcern system and involve the Foundation on all required training to ensure minimal operational standards are maintained. The Club should involve all relevant Foundation safeguarding staff in correspondence, additional training and learning case studies that would develop a collaborative relationship, ensure best practice is maintained and any lessons are learnt.

MyConcern is owned by the Club and the Foundation are users, thus the Club are accountable for creating reports for SSP meetings and any meetings between Foundation and Club. Staff are not required to share their MyConcern access or any information that will affect the rights or privacy of an individual or affect the integrity of any cases. Staff are required to ensure their cases are completed to the best of their knowledge and to follow up with the Club's Head of Safeguarding if their case has not been actioned within 21 days. Foundation Designated Safeguarding Officers should liaise with Club Designated Safeguarding Officers for advice and guidance when necessary to ensure best practice.

Details of the relationship between the Community Sports Foundation and Norwich City Football Club regarding the use of “My Concern”.

Staff member raises concern regarding a child or adult at risk.

Concern is added to "My Concern" by one of the Designated Safeguarding Officers within the Foundation.

Relevant Designated Safeguarding Officer should liaise with Norwich City Football Clubs Designated Safeguarding Officers for advice and guidance.

Relevant Designated Safeguarding Officer should add evidence, timeline of events, statements and rationale behind decision making to My Concern

Case Reviewed and closed by Norwich City Football Clubs Head of Safeguarding.



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### **Strategic Safeguarding Panel**

The Foundation is represented on the Strategic Safeguarding Panel (SSP) which is a formally constituted Panel within the organisational safeguarding governance structure and reports to the Club Executive Committee, the Senior Safeguarding Lead and the CSF CEO.

The SSP has delegated authority, from both Boards, to oversee and monitor the safeguarding arrangements of the organisation, the accountability of the Safeguarding Operational Groups and to ensure that all safeguarding functions are embedded in the governance structures of the organisation.

- The SSP has delegated authority for establishing and implementing the strategic direction of all safeguarding activity across the organisation in relation to children, young people and adults at risk.
- It will also provide an assurance to the Board of Directors and the CSF Board of Trustees that legal requirements and governing rules/recommendations are incorporated into organisational processes.
- The SSP should develop, implement and monitor the Safeguarding Strategy alongside other organisational objectives and should report to both Boards within their meeting agenda.
- The SSP has delegated authority to oversee and monitor all safeguarding activities to ensure the delivery of high-quality practice and to minimise risk to any individual.
- To co-ordinate and promote partnership working, both internally and externally, working for the purpose of safeguarding and promoting the welfare of children, young people and adults at risk.

The responsibilities of the SSP are as follows:

- To advise both Boards as to how its safeguarding obligations are met.
- To ensure that appropriate safeguarding structures are in operation across the organisation that interlink with other governance structures.
- To ensure that national guidance and recommendations from governing bodies are implemented and monitored.
- To ensure that the organisational workforce is suitably equipped with the knowledge, skills and competencies to fulfil their individual safeguarding responsibility.
- To ensure that there are sufficient and appropriate resources available to meet the safeguarding requirements across the organisation.
- To oversee the development of appropriate safeguarding policies and procedures and to ensure they are embedded across the organisation.
- To ensure all risks relevant to safeguarding are captured, registered and reported as part of the organisational risk management process.
- To promote interagency working and overseeing partnership working arrangements by monitoring arrangements with Local Children and Adult Safeguarding Boards.
- To ensure that lessons learnt, and actions are acted upon and embedded into policy and operational practice.

### **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 Foundations Designated Safeguarding Officer. It will be the responsibility of the Designated Safeguarding Officer to share such concerns immediately with the Senior Safeguarding Manager and Chief Executive Officer.

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 Foundation’s Chief Executive Officer 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.



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At all times complete confidentiality and sensitivity must be maintained. If an allegation is made against the Senior Safeguarding Manager or Chief Executive Officer, the referral must be made to The Foundations Chairman and the member of the Trustee Board Specialising in Safeguarding.

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 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 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.

### **Storage of Information**

All information about any Incidents or Allegations regarding children, vulnerable adults or staff is securely held on My Concern. Only the Designated Safeguarding Officer, the Senior Safeguarding Manager have access to these forms/ files.

### **Policy Review**

Policy Issue Date	April 2020
Date of Next Update	April 2021

All safeguarding policies and procedures are due for a general review on the above date. They may however be reviewed and updated earlier, in the event of a change in Foundation requirements, or relevant legislation.