



SAFEGUARDING POLICY

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OCTOBER 2020
REVIEW DUE: OCTOBER 2021

Our safeguarding mission is to provide a safe, positive and enjoyable environment for all involved with Crystal Palace Football Club. We will work together to empower and protect individuals, listen and respond to their needs to ensure safeguarding is embedded throughout the Club.

Words from our respective Chairmen

We are firmly committed to ensuring the safety and wellbeing of all individuals and communities we come into contact with; it is a fundamental part of the culture of the club that we provide a positive experience, particularly for children, young people and adults at risk. I fully endorse our safeguarding policies, expecting all staff to adhere to them and work within best practice guidelines at all times.

We encourage the reporting of any concerns and support the need for fair and proportionate investigations into any allegation of poor practice.

We care about the well-being of individuals, and our policies help to ensure everyone has access to the opportunities that Crystal Palace and its Foundation provides. It is the responsibility of everyone who has contact with children and other vulnerable people, to create a positive environment in which they can participate, and to protect them from the risk of harm.

Steve Parish
Chairman, Crystal Palace Football Club

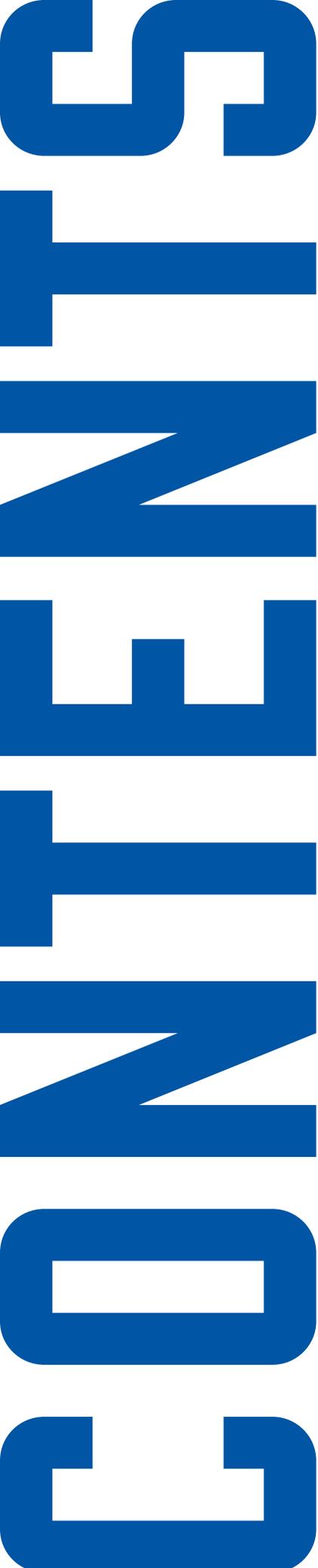


Ed Warner
Chair Palace for Life Foundation



Richard Spokes
Chairman CPFC (Women)





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01 INTRODUCTION

Crystal Palace Football Club, including the Womens Team (CPFC / 'the Club') and Crystal Palace Foundation Palace for Life (the Foundation) are committed to providing a safe, inclusive and welcoming environment whilst ensuring the protection and welfare of all children, young people and adults at risk. All people have the right to be protected from abuse regardless of their age, gender, gender reassignment, disability, sexual orientation, race, religion or belief.

SAFEGUARDING MISSION

To provide a safe, positive and enjoyable environment for all involved with Crystal Palace Football Club. We will work together to empower and protect individuals, listen and respond to their needs to ensure safeguarding is embedded throughout the Club.

The Club believe that safeguarding is everyone's responsibility and that all adults working within the club, in any capacity, have a duty and responsibility to safeguard the welfare of all vulnerable people. Adults who work with young and vulnerable people are, by default, placed in a position of trust that carries authority, status, power and, most importantly, responsibility. The Club aspiration is that all adults affiliated with the Club will display high moral and ethical standards and behave as positive role models at all times. To achieve this the Club implement policies, procedures and best practice guidance. The Club also engages with the Premier League, FA and Local Authority partners who support the Club in promoting the safety and welfare of all, allowing them to enjoy any Club activity in a safe, inclusive and person-centred environment.



02 SCOPE AND GOVERNANCE OF THE POLICY

This policy is to inform and guide people on the procedures and requirements relating to safeguarding both children and adults at risk at the Club. This includes all permanent, temporary and casual employees, volunteers, agency employees and contractors. The requirements of this policy are mandatory to all and are to be enforced in all cases where there are any suspected instances of poor practice or abuse. This policy extends to cover our supporters and those who attend events held by the Club.

All activities undertaken by the Club or the Foundation, regardless of location, fall under the remit of this policy. This policy should be read and applied in conjunction with other relevant Crystal Palace FC policies and guidance. This policy replaces previous club safeguarding policies but remains working in partnership with all existing Club HR policies.

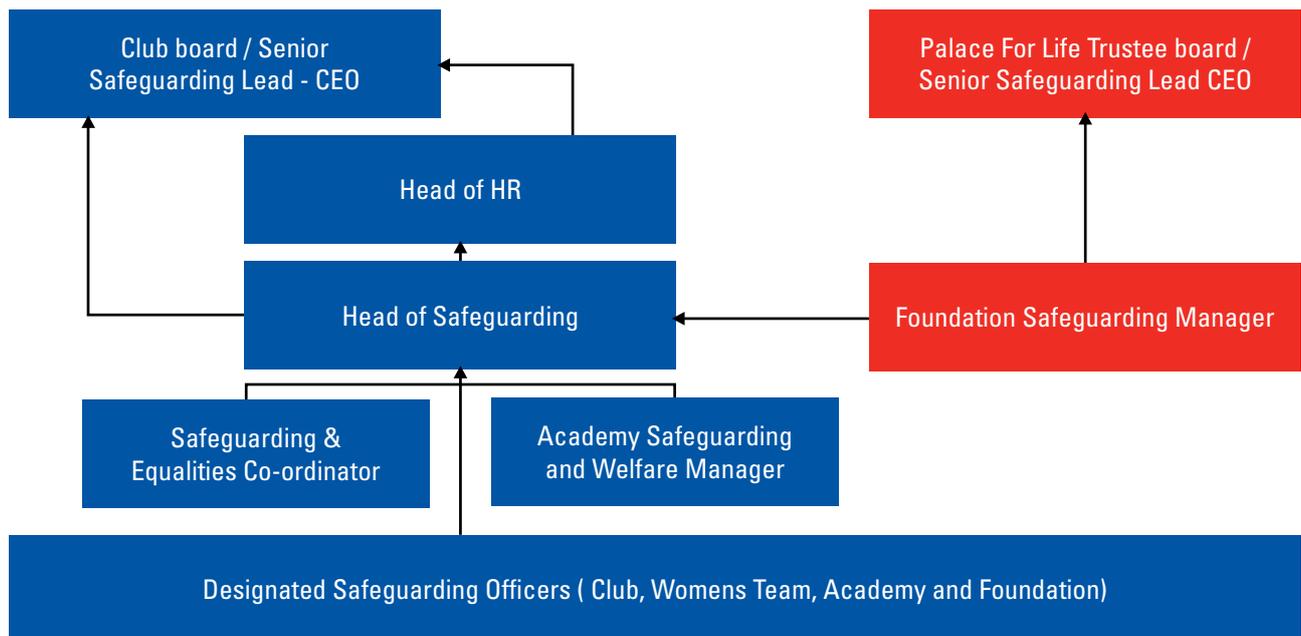
03 KEY POLICY PRINCIPLES

- The welfare of all children and adults at risk is of paramount concern, regardless of whether they are accessing our activities or not.
- All people regardless of age, sex, gender reassignment, disability, race, religion or belief and sexual orientation, marital / civil partnership status or pregnancy / maternity status have the right to be protected from harm.
- Crystal Palace FC and the Foundation will work in partnership with other agencies to promote the welfare and protection of young people and adults at risk. This includes working with or referring to statutory agencies where appropriate.
- All employees, volunteers, agency employees and contractors understand that safeguarding is everyone’s responsibility and that by adhering to the policy, their own interests will be protected.

04 ROLES AND RESPONSIBILITIES

Safeguarding is widely recognised as being everyone’s responsibility and at Crystal Palace FC and the Foundation, there are dedicated employees who hold day to day oversight and management of the safeguarding function, in compliance with the Premier League rules S.3. and S.4. The respective CEO’s at the Club and the Foundation are the Senior Safeguarding Leads.

The Head of Safeguarding manages a team covering the Club and the Academy, and acts to support the Palace for Life Foundation Safeguarding function. There are a number of Designated Safeguarding Officers throughout the Club and Foundation who, in addition to their regular role, act as first point of contact for safeguarding support and guidance.



Club Board Safeguarding Lead – Chief Executive Officer

The Club CEO is the Board/Senior Safeguarding Lead for the Club and responsible for all aspects of the Club and ensures that safeguarding is a priority for the Board.

Foundation Safeguarding Lead – Chief Executive Officer

The Palace for Life Foundation CEO is the Board/ Senior Safeguarding Lead for the Foundation and is responsible for ensuring that safeguarding is a priority for the Foundation and the Board.

Head of Safeguarding

This role has overall responsibility for the safeguarding provision across the Club, acting in accordance with S3 and S4 of the Premier League Youth Development rules. This role is responsible for receiving allegations and concerns, determining appropriate action and making referrals where necessary. This role provides support, supervision and guidance to the Foundation Safeguarding team.

Academy Safeguarding and Welfare Manager

This role is Academy based and acts as the first port of call for any Academy related issues or concerns relating to safeguarding or the welfare of Academy players.

Foundation Safeguarding Manager

This role is responsible for the oversight and day to day management of the safeguarding provision within the Foundation, with support provided by the Club Head of Safeguarding.

Safeguarding and Equalities Co-ordinator

This role provides a support function to the Safeguarding team and has specific responsibilities for managing aspects of Club-wide Safeguarding and Equalities. The postholder is also the Designated Safeguarding Officer for Match days.

Designated Safeguarding Officers (DSO)

There is an extended network of DSO's at the Club, Academy and Foundation who support the safeguarding function by acting as the first point of contact for safeguarding issues or concerns. The DSO's provide support and refer all concerns and allegations to the Head of Safeguarding who will determine appropriate course of action.

Contacts for all Safeguarding team members can be found in Appendix 9.1.

05 RECRUITMENT AND DISCLOSURE OF CRIMINAL RECORD

The Club and Foundation operate within best practice and safer recruitment guidelines to ensure we take all steps to prevent unsuitable individuals from working with, having access to or influence over children and vulnerable people. The Club and Foundation have a

Safer Recruitment policy and operate in compliance with the FA Responsible Recruitment procedures and the Premier League Safeguarding Standards.

The Club and Foundation are committed to these procedures by implementing the following actions in every case of recruitment, including applicable volunteer and host family roles:



CRIMINAL RECORD CHECKS [DISCLOSURE AND BARRING SERVICE (DBS) CHECKS]

The Club is registered with GBG plc, as per recommendation of the FA, who process criminal record checks on behalf of the Club. The Club is required to obtain criminal record checks (referred hereon as DBS checks) on all potential employees and volunteers who may work with children and young people. The level of the DBS check will be determined by the role and where applicable Enhanced plus Barred lists checks will be obtained. DBS checks will be renewed for all employees and volunteers every three years.

The Club requires all agency and temporary employees, volunteers, host families and consultants working with children or adults at risk to sign a criminal record self-declaration form, which will provide the opportunity for a disclosure of any criminal history they may have.

Those who undertake regulated activity with children or adults at risk must have a satisfactory Enhanced DBS with barred list checks. If the Club engages with external agencies and contractors, it is their responsibility to ensure all the necessary DBS checks are complete and satisfactory and that this requirement forms part of the service level agreements with partnership and commissioned services.

POSITIVE DISCLOSURE

If a DBS check is returned with content, which has not been removed by the filtering process, the Club's Head of Safeguarding or Foundation Safeguarding

Manager will initiate a risk assessment. This will consider the information provided on the DBS check and the suitability of the person to work with children and/or adults at risk, giving due consideration to the requirements of role, and the nature of the offences and sentencing. The person may be required to attend a risk assessment meeting and the conclusion of the risk assessment may impact the recruitment decision being made. Any decisions will be made in compliance and with reference to the Rehabilitation of Offenders Act 1974 and Protection of Freedoms Act 2012.

06 TRAINING

All permanent employees must complete the mandatory safeguarding training courses provided by Crystal Palace FC and the Foundation. Employees are required to refresh their training every year. Academy employees working directly with children or those who have FA affiliated roles must also attend the FA approved safeguarding course.

Members of the safeguarding team, including DSO's, will be required to complete additional training commensurate with the role and ensure this is refreshed regularly to remain up to date with legislation and current best practice guidance. A failure to engage with additional training will impact the ability to safely carry out the DSO role.

For agency, temporary and casual employees, an induction training session is required and arranged by HR, where the policy and procedures for raising concerns will be addressed and appropriate contact details provided.

All employees, regardless of length of service, should know what constitutes a safeguarding concern and how to raise this in accordance with the policy and procedures.

All players, regardless of age or gender, are also provided with safeguarding information including key contacts, what constitutes a concern and how to report a concern.

07 SAFEGUARDING CHILDREN

7.1 DEFINITIONS

Child: Any person under 18 years old. The term 'child / children' refers to all children and young people under the age of 18 years.

Safeguarding: The action taken to promote welfare and protect people from harm. This includes protecting children from maltreatment, preventing the impairment of health or development, ensuring children can grow up in safe and effective care and taking action to enable children to have the best outcomes.

Child Protection: This is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. All organisations working with children have a duty to safeguard them and report concerns of harm or abuse to statutory authorities.

Abuse: Child abuse is when a child is intentionally harmed by an adult or another child. It can be

over a period of time or be a one-off action. It can be physical, sexual, emotional and it can happen in person or online. It can also be a lack of love, care and attention, which is neglect. (NSPCC 2020) Further information about the signs and indicators of abuse can be found in 7.11.

Disclosure: The act of a child informing someone that abuse is occurring. This can be direct or indirect through play or art. However, this assumes the child is aware that the behaviour is abusive and is actively seeking to inform others. The term 'disclosure' also implies a one-off event and excludes children with communication needs and those who are non-verbal or have a language barrier. Where possible, the term 'Disclosure' is avoided in this policy and 'Allegation' or 'Concern' used in its place.

Allegation: A statement that someone has done something wrong, without providing proof.

Safeguarding Concern: Information provided or something seen or heard which indicates that a child's safety or wellbeing is at risk.

Low Level Concerns: Where behaviour or actions cause concern but do not necessarily meet the threshold of abuse.

Poor Practice: Any action or behaviour by employees which is contradictory to recognised good practice or the Club Code of Conduct. Poor practice which is allowed to continue can cause harm and can become abuse.

Child centred approach: A child centred approach is fundamental to safeguarding and promoting the welfare of every child. A child centred approach means keeping the child in focus when making decisions about their lives and working in partnership with them and their families. (Working Together 2018)

7.2 LEGISLATION AND GUIDANCE

All Crystal Palace Football Club and Palace for Life Foundation employees and volunteers are required to adhere to policies and procedures relating to child safeguarding practice. The policy and aim is to safeguard and promote the welfare of children in accordance with the legislation and guidance, including but not limited to:

- Children Act (1989 & 2004) (England and Wales)
- Equality Act (2010)
- Human Rights Act (1998)
- UN Conventions on the Right of Child (UNCRC) (1989)
- Rehabilitation of Offenders Act (1974)
- Premier League Safeguarding Standards (2020/2021)
- Affiliated Football Safeguarding Policy and Procedures (2014)
- FA Safeguarding Procedures
- Premier League rules and Safer Working Practice guidance
- Working Together to Safeguard Children (2018)
- Keeping Children Safe in Education (2020)
- Local area safeguarding procedures
- London Child Protection Procedures and Practice guidance (2020)

Each Local Authority Children Social Care team has its own threshold document which outlines at what point Social Care may become involved. These documents are available on the individual Local Authority websites. The Club and Foundation will work with the relevant Local Authorities.

7.3 SUPERVISION OF CHILDREN

Any activities planned and delivered by the Club, Academy or the Foundation will give due consideration to the appropriate ratio of adults to children in order for the activity or event to be safe.

Usual best practice requires a minimum of two members of staff from the Club or the Foundation, with appropriate DBS checks, to supervise any event or activity. It is recognised that there will be some circumstances where this is not appropriate or feasible, due to the nature of the work i.e. medical appointment, home visit, mentoring. However, these incidences of lone working should not take place without prior knowledge of the Club or Foundation and employees are expected to work in an open and transparent manner and maintain professional boundaries at all times.

The FA provide guidance to direct the appropriate ratios of adults to children and this varies dependent upon the age and number of children present.

FOUNDATION RATIOS

The Foundation comply with the FA recommended ratios. For all activities, there are a minimum of two Coaches in attendance, and this number increases dependent upon the number of children present, their ages and any additional needs.

Where the Foundation are delivering a programme within an education environment, the Service Level Agreement between the Foundation and the school will state that a minimum of two employees are required to be present, but one could be provided by the school. Where the Foundation provide programmes for children with additional needs in schools, the ratio tends to increase dependent upon the number of participants and should always include school employees.

If there is a need to provide one to one work in order to deliver a specific programme i.e. Stepping Stones, Team Mates and Kicks Targeted, prior consent will be obtained from the parents, child and school if applicable.

When delivering programmes in schools, Foundation coaches will follow the school's safeguarding procedures and escalation process. Coaches will, in addition, also report the concern to the Foundation Safeguarding Manager.

LOST CHILDREN

If during the course of a planned Club or Foundation activity, event or trip a child becomes separated from the group or lost, the Club will act swiftly to locate the child. If the child is not located within a reasonable amount of time, the Club will contact the child's parents or carers and agree notification to the Police. If the parents are uncontactable, the Club will contact the Police directly.

During a home game at Selhurst Park, if a child is reported as missing or presents as lost, the Designated Safeguarding Officer (DSO) on call must be informed

and will support the Safety Officer, Club Stewards and Security to attempt to locate the child or the parent/carer. Where the child or parent/carer is unable to be located, the Club Police Liaison Officer will be informed. Supporters are encouraged to use wrist bands, which are available from the Club to detail contact numbers, which would assist with locating parents/carers if the child becomes separated or lost.

Any incidences of lost or missing children must be reported to the Head of Safeguarding who will determine whether a follow up investigation is appropriate.

7.4 MATCHDAYS

Children over the age of two years are welcome to attend Selhurst Park with parents or carers to watch a match. Children over the age of 14 years can attend a match unaccompanied.

On Match days there is a Designated Safeguarding Officer (DSO) available to manage any arising incidents or concerns. Contact details of this person will be provided in the pre-match briefing.

The Disability Liaison Officer and the DSO will be informed in advance by the away Club of any supporters travelling to the game who may require additional safeguarding measures to be implemented.

The Club also provides a match day text alert system for Supporters to report immediate incidents and concerns of anti-social behaviour directly to the Control Room. This information is recorded by the Match Day Safety Officer and actioned accordingly.

INCLUDE SEARCH OF CHILDREN AND ADULTS AT RISK

In order to ensure the safety and security of all club activities, it may be that a child or young person is subjected to the club's search process. In such instances, the preferred approach is that children and young people self-search under the supervision of the steward or security member. However, if concerns remain that the child or young person is concealing an item then consent will be sought from the parent or carer before the steward or security member conducts a search on the child while a supervisor observes. If consent cannot be obtained, advice from the Police may be taken.

BALL STEWARDS / MASCOT'S

Children in attendance on Match days to act as ball stewards or mascots will be led and supervised by dedicated Club representatives. Prior consent and emergency contacts details will be obtained from parents / carers and the children will be notified of the group leader should any issues arise. All children will be registered in and signed out to the accompanying parent.

Where a child is not collected at the end of the event, the emergency contacts will be telephoned. Where the parent is unable to be contacted, the Police will be notified for assistance. It is noted that Mascots are accompanied by their parents/carers who remain in the Stadium throughout the experience and collect their children from an agreed designated area at the end of the event.

SENSORY ROOM

There are two Sensory rooms available at Selhurst Park on Match days which are managed by the Disability Liaison Officer. These are available for supporters and visitors to the stadium, with priority access reserved for those with additional needs.

7.5 IMAGES AND VIDEO OF CHILDREN

Crystal Palace FC recognises that the ease of mobile technology can facilitate the capturing of images and video in a discrete and covert manner. Whilst the majority of images are taken for legitimate and appropriate reasons, we must acknowledge that this is not the case for all. Therefore, Crystal Palace FC and the Foundation have a strict policy for taking images of children.

The Club and the Foundation will not capture any images or videos of children without prior explicit consent and any photographs taken will be done so by Club or Foundation approved personnel who have been subject to appropriate DBS checks. Any images taken or published will only feature appropriately clothed children. The taking of any images or video within dressing rooms, toilets and showers is strictly prohibited. Any breach of this must be reported to the Head of Safeguarding. Images and video will be stored in line with GDPR and the Club Privacy policy.

Parents/Carers are asked to refrain from sharing pictures online, especially those containing other young people, as this could inadvertently lead to a safeguarding risk. Any breaches of this guidance should be reported to the Safeguarding team.

The Club and the Foundation will use Social Media to share news, activities and to promote the work of the Club or Foundation. The use of children within these Social Media posts will only occur where explicit consent has been obtained.

7.6 RISK ASSESSMENT

Prior to any event, activity or tour, the Club or Foundation will complete a risk assessment to determine the suitability of the event and identify any required mitigating actions to make the event safe and equitable. These risk assessments will be reviewed and updated, including after incidents have arisen and shared with the Safeguarding team and the respective Boards where requested.

7.7 ACADEMY

TOURS / OVERNIGHT ACCOMMODATION / AWAY MATCHES

Individual risk assessments will be completed for any overnight tours and for all venues used by the Club. The Academy Tours Policy provides additional guidance to assist with identifying risk factors and managing tours safely.

TRAVEL

The Academy have a Travel Consent policy in place which advises that players under 14 years should not travel to training independently. In cases where this is necessary, prior notification from the parents / carers to the Academy is required.

CHANGING FACILITIES

Each age group and Match Officials have allocated

changing facilities which they are required to use. Coaching staff are only permitted to access the facilities when appropriate to do so and additional guidance is provided to all Coaches.

TRANSITION TO SENIOR SQUAD

Where players are called to train or play for the U23's or the First Team, we recognise this is open age football and therefore they will be playing alongside adults. Consideration is given to travel, changing room use and accommodation in each individual circumstance.

7.8 RECRUITMENT TEAM (SCOUTS)

All Scouts must be FA registered and have a current and satisfactory DBS in place. They are required to complete the FA Level 2 Talent Identification course and FA safeguarding children's training.

Scouts must wear Club branded clothing, carry Club ID with contact details for Selhurst Park contained, and must attend induction, training and regional meetings as required.

The Club have a specific Code of Conduct for the operation and use of Scouts.

7.9 HOST FAMILIES

For players who live a distance from the Academy, the Club will arrange and provide accommodation with a local Host family to facilitate attendance at training and matches. The Host Family recruitment and vetting process is completed by the Safeguarding team and the ongoing relationship is managed and supported by the Player Care team.

Host families are rigorously checked via application forms, interviews and home assessments prior to any player being placed in their care. DBS checks are obtained on anyone residing in the home aged 16+. Risk assessments of the home environment including a health and safety assessment must take place prior to any placement of a player. Host families will receive both scheduled and unscheduled visits from the Club and are required to complete specific training covering Safeguarding, Equalities and Nutrition to fully support the players in their care. Ongoing reviews will take place with regular feedback obtained from Academy players residing in host families.

Currently the Club do not place any player under 16 years in host family accommodation. Where there is a need to provide accommodation for a player under 16 years, private fostering regulations will be adhered to and consultation with the relevant Local Authority will take place. The Club do not intend to use host family accommodation for U16 players for longer than 28 consecutive days and whereby this may be a possibility, the Local Authority will be consulted and informed in advance.

Host families receive a daily expenses rate to cover the cost of the players care when in their home and are provided with ongoing training and support from the Player Care and Safeguarding teams.

7.10 PALACE FOR LIFE FOUNDATION

The Palace for Life Foundation is fully integrated into the Club's safeguarding provision. The Foundation regularly engages with high risk

participants on programmes and projects that are carefully assessed before projects commence, ensuring that the staff have the correct level of expertise and that there are adequate supervision ratios. The Foundation works in partnership with a number of agencies who specialise in education, mental health and law enforcement to complement and support the activities being delivered. Service Level Agreements between the Foundation and the partnering agency outline expectations in relation to safeguarding responsibilities and reporting concerns.

PROGRAMMES

The Palace for Life Foundation run a variety of programmes for children. These include, but are not limited to, football development, healthy living, education, training and employment, Premier League Kicks, Kicks Targeted and Premier League Inspires.

Coaches are based in schools in the local area, delivering programmes such as Premier League Primary Stars and Team Mates.

Coaches work with children with disabilities and additional needs, both in schools and in the wider community.

LATE COLLECTION OF CHILDREN

There are procedures in place if a child is not collected at the end of a programme session. The parents/carers will be contacted to make alternative arrangements if necessary. If they are unable to be contacted, the police will be informed.

7.11 SIGNS AND INDICATORS OF ABUSE

Abuse is any action or behaviour which has a detrimental effect or causes significant harm to another. Somebody may abuse or neglect by inflicting harm, or by failing to act to prevent harm. Anyone can carry out abuse to others and

many children who are abused do not realise this. Grooming can facilitate a range of different types of abuse, which can make it more difficult for people to recognise. The possible signs listed here are not an exhaustive list of indicators of abuse.

PHYSICAL ABUSE

Harm that is intentionally caused to a child. It 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.

POSSIBLE PHYSICAL SIGNS

Bruises, burns, scalds, broken or fractured bones, scarring, bite marks, lacerations, drowning, suffocation, poisoning and effects of poisoning.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Anxiety, challenging behaviour, bullying behaviour, criminal behaviour, absconding from home, depression, alcohol or substance use, concerning sexual behaviour, suicidal thought or attempts.

SEXUAL ABUSE

There are two types of sexual abuse; contact and non-contact and neither is less damaging. Sexual abuse can happen in person or online.

Contact sexual abuse involves sexual touching of any part of a child's body, whether they are clothed or not, using a body part or object to penetrate or rape a child, forcing a child to take part in sexual activities, forcing a child to undress or touch another person sexually.

Non-contact sexual abuse involves exposing or flashing, showing pornography, exposing a child to sexual acts, making them masturbate, forcing a child to make, view or share images or videos of child abuse including pictures of themselves, voyeurism i.e. 'upskirting', taking indecent images, forcing a child to take part in sexual activities or conversations online or via their phones.

POSSIBLE PHYSICAL SIGNS

Bruises, bleeding, discharge, pain, discomfort or soreness around genital or anal region, pregnancy, miscarriage or abortion, sexually transmitted infections.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Change in behaviour either becoming withdrawn or extravert, sexualised behaviour or language inappropriate for age, bedwetting and nightmares, avoidance of certain people or environments, alcohol or substance use, self-harm, changes in eating habits, lack of hygiene or self-care, increased time online, increased secrecy, new or older peers, material goods or money

EMOTIONAL ABUSE

The persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. This may include threats, verbal abuse, humiliation, intimidation, prevention of using services, denial of access to friends, lack of stimulation and meaningful occupation, derogatory remarks, harassment, and deliberate exclusion. It may also be an overprotection or limiting of exploration and learning. Emotional abuse could also include witnessing others being subject to abuse. All types of abuse involve some level of emotional abuse, but this can also occur alone.

THERE MAY NOT BE ANY PHYSICAL SIGNS OF EMOTIONAL ABUSE.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Lacking confidence, struggle to control emotions, extreme outbursts, isolated from parents or family, limited friends, isolated, lacking social skills, aggressive or cruel to other children or animals, lack of attachment to care givers.

NEGLECT

The persistent failure to meet a child or dependents basic physical and/or psychological needs, which is likely to result in the serious impairment of their health or development. Neglect or acts of omission include failure to provide food, shelter or clothing, failure to provide medical care, hygiene or personal care, inappropriate use of medication, denial of educational, social and recreational needs, lack of stimulation or emotional warmth. There are four types of recognised neglect; physical, educational, emotional and medical.

POSSIBLE SIGNS

Poor hygiene, appearing dirty or smelly, unwashed clothes, clothes not suitable for activity or season, being hungry, frequently unwell, lacking in meeting developmental milestones, lacking nutrients, anaemia, skin issues, tiredness, weight issues, dental problems, missed medical appointments, missed vaccinations, poor muscle or bone growth, unsuitable home environment, left alone for long periods, becoming the caregiver, change in behaviour; clingy, withdrawn, aggressive, isolated, displaying obsessive behaviours, difficulty concentrating, self-harm, missing school/college, use of alcohol or substances.

PEER ON PEER ABUSE

Children can abuse other children. This is generally referred to as peer on peer abuse and can take many forms. This can include (but is not limited to) bullying (including cyberbullying); sexual violence and sexual harassment; physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm; sexting and initiation/hazing type violence and rituals. (KCSIE 2020)

Peer on peer abuse can take place in both intimate and non-intimate relationships.

BULLYING

This is behaviour which targets and hurts someone, either physically or emotionally. Bullying can be perpetrated by peers or adults, and in any environment. Everyone has the right to be protected from this behaviour and treated with dignity and respect.

POSSIBLE PHYSICAL SIGNS

Physical injuries, problems with eating or sleeping, developing mental health problems, self-harm.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Losing or damaged belongings, feeling unwell before school, absence or absconding from school, not performing well at school/college, asking for or stealing money, losing confidence or becoming nervous or withdrawn, avoiding hobbies or activities, fewer friends, inappropriate behaviour for age, lack of self-esteem, substance misuse.

It is important to remember that children can be both perpetrators and victims in this abuse. The behaviour is harmful to children perpetrating the abuse as well as those who are victims of the abuse.

ONLINE ABUSE

Any type of abuse that happens on the internet, across any device such as computers, tablets, phones, consoles. It can happen anywhere online including but not limited to text and messaging apps, social media, emails, online chat, apps, online gaming, live streaming sites. It can be perpetrated by strangers or people known to the child and could form part of offline abuse also.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

More or less time spent online, gaming, texting or using social media, upset distressed or angry after being online, withdrawing or becoming increasingly isolated, being secretive about who they are talking to or what they are doing online, lots of new contacts, friends or followers.

GROOMING

is when someone builds a relationship, trust and emotional connection with a child or young person in order to abuse, manipulate and/or exploit them. Anyone can groom, it can take place in person or online and within days or over several weeks or months. Groomers often groom entire families to gain access to a child. Professionals can be groomed too if it facilitates access to a child. The relationship can take varying forms; romantic, mentoring, authority figure, dominant and persistent figure.

POSSIBLE SIGNS

Increasingly secretive about who they are with/talking to, older boy/girlfriend, new or older peer group, money or material possession, alcohol or substance use, sexualised behaviour, upset, anxious, withdrawn, more or less time online/devices, going missing or spending time away from home, STI's, pregnancy, self-harm.

CHILD SEXUAL EXPLOITATION (CSE)

is a form of sexual abuse whereby the perpetrator identifies and exploits something the child needs or wants, in order to sexually abuse the child. Children are not always aware they are being abused. Some perpetrators use violence and intimidation to frighten or force a child and others groom and manipulate the child by framing it as a friendship / relationship.

Anybody can be a perpetrator of CSE, no matter their age, gender or race. CSE can happen in person or online.

POSSIBLE PHYSICAL SIGNS

Any signs of physical abuse, bleeding or bruising of genitals or anal region, pregnancy, STI's,

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Unhealthy or inappropriate sexual behaviour, Sudden mood and character changes, being frightened or wary of certain people or places, increased alcohol or substance use, increase in money or material possessions, new older peer group or relationship, being secretive, increase in time online, absconding or going missing, involvement in a gang or criminal activities.

CHILD CRIMINAL EXPLOITATION (CCE) Children are coerced or manipulated into committing crimes and/or gang involvement.

COUNTY LINES is a police terms for the movement of drugs, usually from a city or large town to rural and seaside communities, using dedicated telephone 'deal' lines.

CUCKOOING is when the home of a vulnerable person is taken over by a criminal gang to enable their operation.

POSSIBLE PHYSICAL SIGNS

Signs of physical abuse, signs of sexual abuse, self-harming, drug / alcohol use or possession.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Frequent absence or poor performance in school, going missing, staying out late, older peers or relationship, increase anger or violence, open affiliation with gang, increased isolation, increased emotional vulnerability, alcohol or substance use, increase in money and possessions, increase in arrest or criminal activities, known criminal associates, carrying weapons, multiple mobile phones or frequently appearing with new / different phones.

DOMESTIC ABUSE is bullying, controlling, threatening, coercive or violent behaviour which takes place within a relationship. It can be well hidden and even if children are not present when there is violent or threatening behaviour exhibited, the risk of harm to them increases significantly. Domestic abuse can be perpetrated by men and women, parent to child and child to parent.

POSSIBLE PHYSICAL SIGNS

Signs of physical, sexual, emotional abuse, self-harm behaviour, eating disorders.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Aggression or bullying, bed wetting, nightmares or insomnia, tiredness and difficulty concentrating, anxiety or depression, regular sickness, fear of one parent or household member.

RADICALISATION refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

Both adults and children can be radicalised and this can have implications both for children and/or adults at risk. Radicalisation may co-exist with other forms of child abuse and neglect. Radicalisation is similar to grooming in nature.

EXTREMISM is defined in the Oxford Dictionary as "The holding of extreme political or religious views; fanaticism" and an extremist is "a person who holds extreme religious (or political) views, especially one who advocates illegal, violent, or other extreme actions".

POSSIBLE SIGNS

Showing sympathy for extremist causes, glorifying and advocating violence towards other faiths or cultures, possessing and/ or distributing illegal literature, out of character changes in behaviour, dress and peers, isolating selves from family/friends, disrespectful attitude towards people who are different to them, inability to discuss views or unable to explain opinions, change in ideology, secretive over internet use or movements.

MODERN SLAVERY AND TRAFFICKING

This involves the purposeful movement of a child for economic benefit to a third party. Trafficking is when a child (and their family) is tricked, groomed or forced to leave their home, often with the promise of an improved quality of life, and is then moved and exploited. Children are trafficked for sexual exploitation, domestic servitude, benefit fraud, forced labour, forced marriage, involvement in crime such as drug distribution or farming. Trafficking is an economic crime and children can be trafficked from abroad or within the UK.

POSSIBLE PHYSICAL SIGNS

Injuries from workplace related incidents, signs of physical or sexual abuse.

POSSIBLE EMOTIONAL OR BEHAVIOURAL SIGNS

Orphaned or living away from family, unable to speak local language, unsure of which town/city they are in, no family or parental contact, not registered with health or education services, unable to play or socialise with other children, spends lots of time doing chores, unexpected money or possessions, fearful, isolation.

HONOUR-BASED ABUSE

So-called 'honour-based' abuse (HBA) encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the wider community. This can include female genital mutilation (see below), forced marriage, acid attacks, forced repatriation, male child preference and practices such as breast ironing.

Abuse committed in the context of preserving "honour" often involves a wider network of family or community pressure and can include multiple perpetrators.

POSSIBLE SIGNS

Withdrawal from education or activities, experiencing violence or threats of violence, coercion, physical, sexual or emotional abuse, intimidation, unreasonable restrictions of freedom, monitored by family or wider community, hiding mobile phones or social media, secret friends or relationships, limited aspirations, self-harm, requests for extended leave, failing to return from visits abroad.

FEMALE GENITAL MUTILATION (FGM)

FGM is the deliberate alteration or removal of female genitalia for non-medical reasons. It is also known as female circumcision or cutting. It is illegal in the UK and is a highly dangerous practice. It is a practice used to control female sexuality and can cause long lasting physical and emotional damage. There are no medical reasons to carry out FGM and it is often performed by someone with no medical training, using inappropriate instruments such as scissors, glass, knives or razor blades and performed without the use of anaesthetic. Physical restraint is often applied. It can happen at various stages in a girl or woman's life such as when new born, childhood or adolescence, just before marriage and during pregnancy.

POSSIBLE SIGNS IT MAY HAPPEN

Known 'cutter' visiting from abroad, special 'ceremony' planned, long overseas trip planned (during school holidays), female relative undergone FGM, long absence from school.

An abused child will often experience more than one type of abuse; this can be a single event or continuing over a period of time. There are also other prevalent issues that place children and young people at risk; Contextual Safeguarding

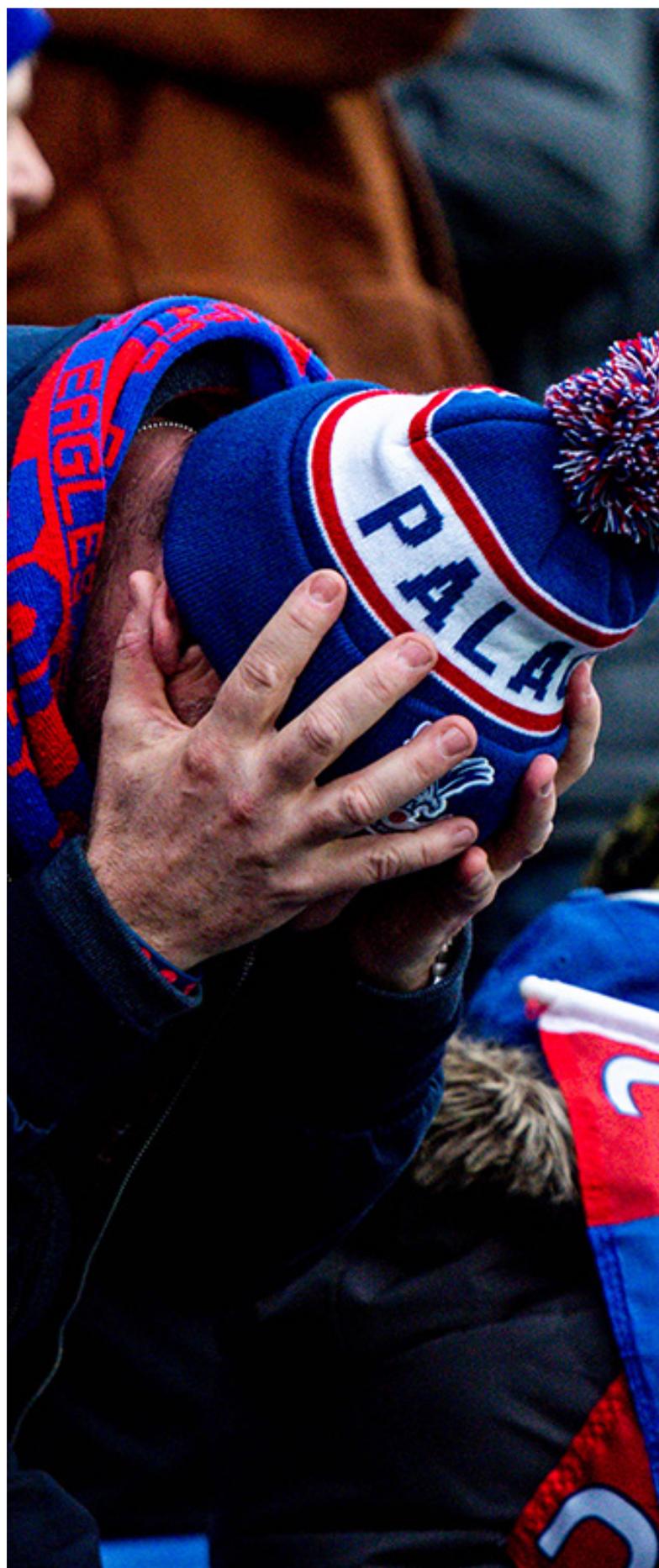
recognises that young people are vulnerable to abuse beyond their families, in a range of social contexts, so all must be vigilant to the risks outside of the family home.

7.12 RECOGNISING, RESPONDING TO AND RECORDING CONCERNS AND ALLEGATIONS

If there is a concern about the safety or welfare of a child, or a concern regarding someone's practice towards a child, this must be passed to the Head of Safeguarding. Some of the potential signs and indicators of abuse are mentioned above, but these are not definitive lists. In some cases, children may display some of the signs but are not being subject to abuse. It is not the role of anyone from the Club or Foundation to conclude that abuse is occurring.

It is rare to witness abuse taking place, and children may not directly disclose abuse, but any feeling of concern and worry should not be minimised, disregarded or ignored. Any action that causes harm or abuse towards a child is deemed unacceptable and should always be reported. Culture, race, religion, gender or age should not prevent reporting. All concerns, including those considered low level, must be passed to the Head of Safeguarding.

Children may have difficulty in sharing experiences of harm and abuse and this may be more prevalent for children with additional needs. If a child shares worries or experiences of abuse, it is imperative that this is taken seriously and responded to accordingly. In addition, if concerns or observations are raised via a third party, this must be reported to the Head of Safeguarding.



HOW TO RESPOND WHEN RECEIVING A CONCERN OR ALLEGATION

When receiving a concern or allegation, it is vital that an accurate reflection is recounted, recorded and passed to the Head of Safeguarding. To enable this, the below steps should be followed:

Stay calm and try not to react strongly, such as being obviously shocked or angry

Listen carefully to what the child is saying

Explain early in the conversation that the information given may need to be passed to selected others

Do not promise to keep secrets

Avoid asking leading questions or asking why something happened. To establish clarification, you can use 'TED' style questioning, which is asking open questions such as 'Tell', 'Explain', 'Describe'

Do not discount the information being given, or attempt to justify or minimise

Don't make assumptions or fill 'gaps' in the story

Reassure the child they have done the right thing by disclosing and it is being taken seriously

Explain the next steps, what will happen next and who the information will be passed to

Record in writing what has been said. Use the 'Safeguarding report form' (Appendix 9.3), or MyConcern. If these are unavailable, ensure there is a written record of the concern or allegation

Use the specific words of the child raising the concern or allegation. Note the date, time, witnesses, any allegations or names mentioned. Ensure this document is signed and dated

Do not confront any alleged perpetrator or share information about the concern or allegation with them

Contact the Head of Safeguarding to pass on the concern or allegation immediately

Respect confidentiality and only discuss on a 'need to know' basis

Dealing with abuse can be one of the most difficult and distressing areas of working with young people. Do not underestimate the impact receiving a concern may have. Additional advice, supervision and support can be obtained from the Head of Safeguarding or HR.

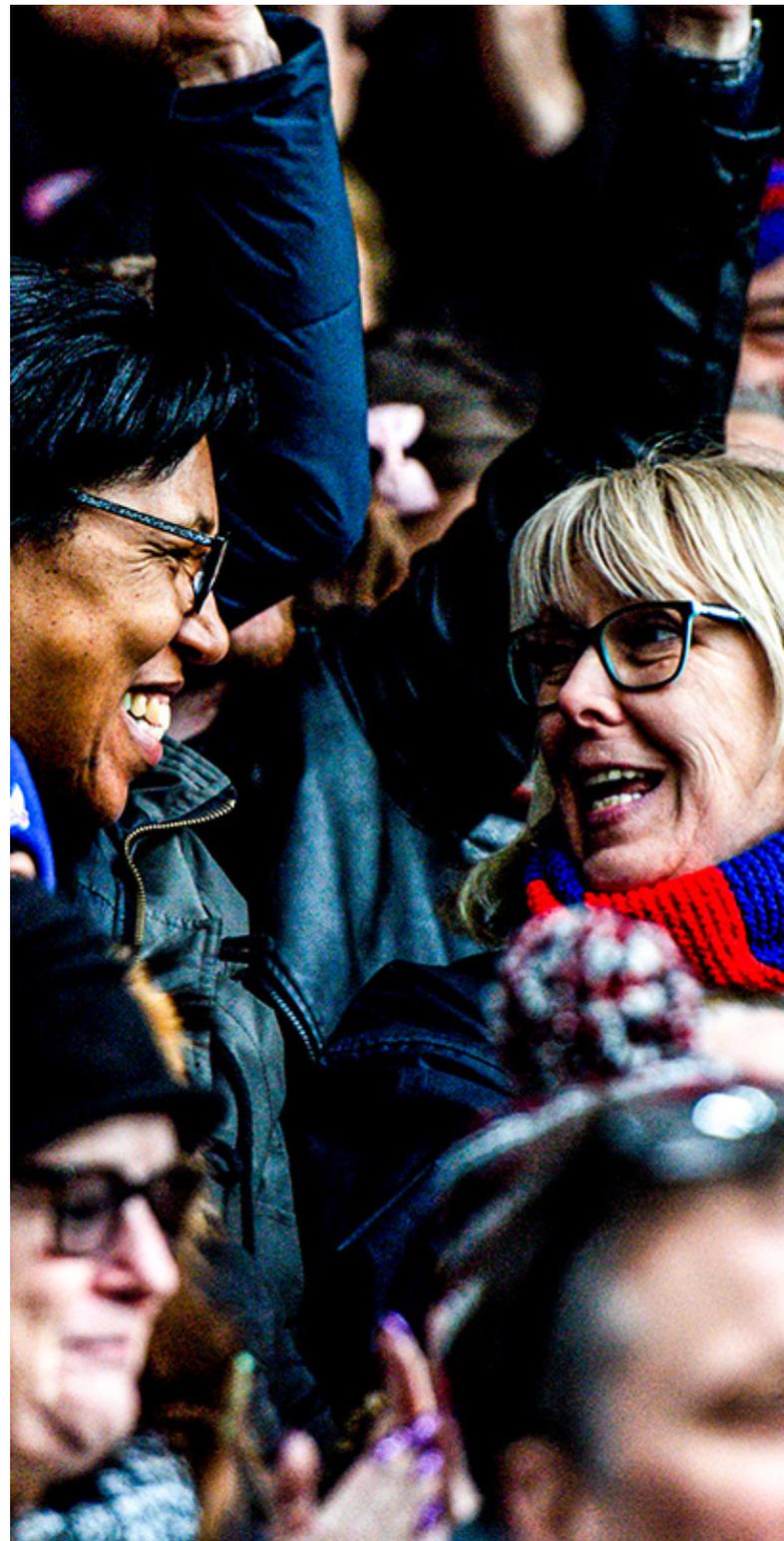
7.13 REPORTING AND REFERRING CONCERNS, ALLEGATIONS AND POOR PRACTICE.

If there is a serious or immediate risk of harm or emergency medical assistance is required, contact the emergency services on 999.

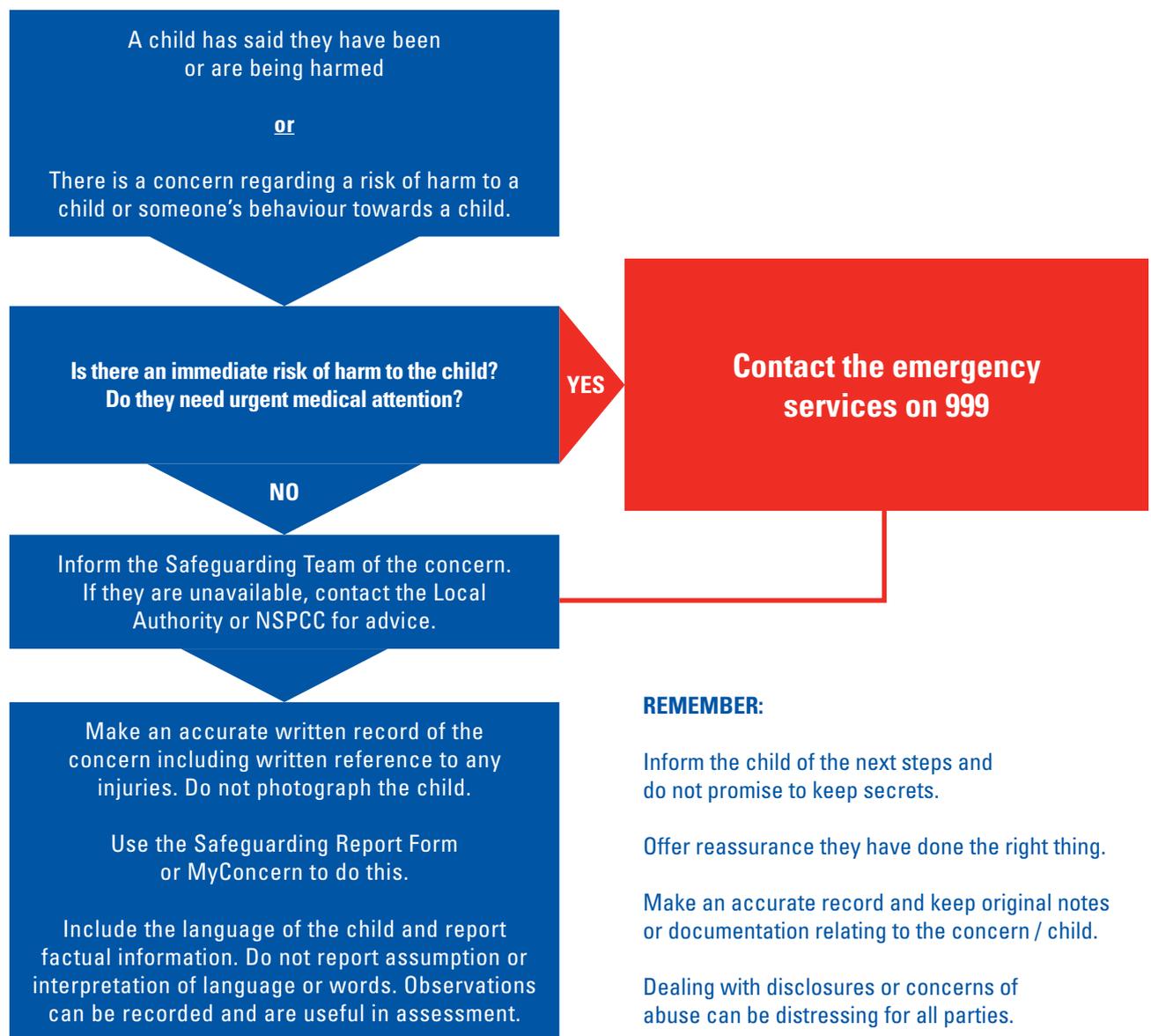
Any concerns, no matter how small, about the safety or welfare of a young person under the age of 18, must be shared with the Head of Safeguarding or member of the Safeguarding team as soon as possible. Advice will be provided regarding the possible next steps and referrals to statutory authorities will be made where necessary. Anyone can contact the Local Authority Social Care or the Police for advice. Each Local Authority has a dedicated team, often known as the Multi Agency Safeguarding Hub (MASH) who deal with enquiries and provide advice in relation to child protection and safeguarding.

For young people under the age of 18 their parent or carer should be contacted for consent prior to contacting statutory agencies. This process should be followed unless contacting the parents/carers may increase the immediate risk to the young person (For example, suspected Fabricated or Induced illness, Sexual abuse, a report of harm

and abuse perpetrated by someone in the home or family environment). The Safeguarding team will assess the risk of contacting parents or carers to discuss concerns prior to a referral to statutory authorities.



MANAGING CONCERNS ABOUT A CHILD



KEY CONTACTS

Cassi Wright
Head of Safeguarding
Cassi.wright@cpfc.co.uk // 07554 554117

Vienna Osborne-Ricketts
Academy Safeguarding and Welfare Manager
Vienna.osborne-ricketts@cpfc.co.uk // 07341 887862

Elma Gredelj
Safeguarding & Equalities Coordinator
Elma.gredelj@cpfc.co.uk

Thea Allum
Foundation Safeguarding Manager
theaallum@palaceforlife.org // 07522 225373

Julie Brown
Head of HR
Julie.brown@cpfc.co.uk // 07341 887861

Croydon Social Care
0208 255 2888
Out of hours: 0208 726 6400
childreferrals@croydon.gov.uk

NSPCC:
0808 800 5000 (24 hours)

7.14 ALLEGATION OF ABUSE BY CPFC OR PALACE FOR LIFE EMPLOYEES OR VOLUNTEERS

The term 'allegation' means it is suspected that a person who works with children has:

- behaved in a way that has harmed a child, or may harm a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

The London Child Protection Procedures makes it clear that an allegation can also relate to an adult's behaviour outside of work, and their relationships with others, if they:

- have behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child but could, for example, relate to an arrest for an offence which would question their suitability for working with children;
- have, as a parent or carer, become subject to child protection procedures;
- are closely associated with someone in their personal lives (e.g. partner, member of the family or other household member) who may present a risk of harm to children for whom the adult is responsible in their employment/volunteering.

Any concern about an employee or volunteer's behaviour or conduct towards a child must be

referred to the Head of Safeguarding. Any other intervention, such as raising the concern with the colleague directly or informing them of the report, could hinder any potential investigation and increase the risk of harm. Any employee or volunteer who is made subject to criminal, Social Care or LADO investigation must inform the Head of Safeguarding without delay.

The Head of Safeguarding will inform the Head of HR and an appropriate course of action will be decided. In some cases, consultation with and referral to external agencies such as the Police, Local Authority, Disclosure and Barring Service, The FA and/or the Premier League will be necessary.

Where the concern relates to the Head of Safeguarding or Senior employees of the Club or Foundation, then the Designated Officer within the Local Authority (LADO) should be contacted.

POSITION OF TRUST

It is accepted that any adult in a position which carries power, authority, status or responsibility over another is considered to be in a position of trust, even if the job role is not legally recognised as such. Football coaches, Scouts, Club and Foundation employees would all be considered as being in positions of trust and influence.

7.15 LOW LEVEL CONCERNS AND POOR PRACTICE

A low-level concern is any concern about an adult's behaviour towards a child that does not meet the allegation threshold set out in 7.14, or is not

otherwise serious enough to consider a referral to the Designated Officer in the Local Authority (also referred to as LADO).

A low-level concern, no matter how small and even if no more than a 'nagging doubt', is a concern that an adult may have acted in a manner which:

- is not consistent with an organisation's Code of Conduct and/or
- relates to their conduct outside of work which, even if not linked to a particular act or omission, has caused a sense of unease about that adult's suitability to work with children.

Poor practice does not necessarily imply intentional harm is taking place but it can be a determining factor in escalating risk-taking behaviours which may cause harm. Any of the following can be considered poor practice. This list is not exhaustive.

- Lack of professional boundaries
- Contact during unsociable hours (late at night)
- Connected on personal social media accounts
- Sharing personal details such as home address
- Taking or inviting children to home address
- Insufficient care to avoid accident or injuries
- Unnecessary risk taking
- Not complying with policies and procedures

- Unnecessary lone working with children unless explicitly consented to in advance i.e. giving lifts, going into changing rooms or toilets
- Engaging in physical or sexually provocative games or banter
- Facilitating inappropriate conversations or 'flirting'
- Over-familiarisation
- Encouraging, allowing or engaging in inappropriate touch

It is not the role of employees to determine in each case whether their concern is a low-level concern, meets the threshold of an allegation or if it is serious enough to consider a referral to the Designated Officer in the Local Authority. That determination will be made by the Head of Safeguarding, in consultation with the Head of HR.

7.16 CONFIDENTIALITY

Where a safeguarding concern about a child or young person is identified, the Club may refer these to statutory authorities. All efforts will be taken to maintain appropriate confidentiality and information will only be shared on a need to know basis.

08 SAFEGUARDING ADULTS AT RISK

All adults who engage with activities provided by Crystal Palace FC or the Palace for Life Foundation have the right to be protected from harm, abuse and exploitation. It is the duty and responsibility of all employees, volunteers, players and others engaged with the Club and Foundation to safeguard adults at risk and demonstrate best practice.

8.1 DEFINITIONS

Adult at risk: An Adult at Risk is defined in the Care Act (2014) as someone who is 18 years or older and who:

- Has care and support needs (which are or are not being met by the local authority)
- Is experiencing, or is at risk of, abuse and neglect and
- As a result of their needs, may or may not be unable to protect themselves against abuse or neglect.

Vulnerable adult: The Care Act replaces the term 'Vulnerable Adult' with 'Adult at risk'.

Safeguarding: The action taken to promote welfare and protect people from harm. Safeguarding adults refers to protecting their right to live safely and free from abuse, while considering the views, wants and wishes of the adult.

Abuse: Abuse occurs when an adult at risk of harm is mistreated, neglected or harmed by another person(s).

Everyone has a right to feel safe and to live without fear of abuse, neglect or exploitation. Adults may be deemed 'at risk of abuse' or considered as vulnerable if they are experiencing any of the following:

- Learning or physical disabilities
- Brain injuries
- Mental ill or physical ill health
- Substance or alcohol misuse

It is important to recognise that whilst some circumstances mean some adults are more at risk than others, any adult can become an adult at risk or can experience abuse at any time in their lives. Therefore, an 'adult at risk' could also be an employee, volunteer or another adult involved with representing the Club or the Foundation. Vigilance to increased risk or a need for protection and support should be in place at all times.

Disclosure: The act of informing someone that abuse is occurring or has occurred. However, this presumes there is an awareness or recognition of abuse. The term 'disclosure' also implies a one-off event and excludes children and adults with communication needs and those who are non-verbal or have a language barrier. Where possible, the term 'Disclosure' is avoided in this policy and 'Allegation' or 'Concern' used in its place.

Allegation: A statement that someone has done something wrong, without providing proof.

Safeguarding Concern: Information provided or something seen or heard which indicates that someone's safety or wellbeing is at risk.

Non-recent abuse: is where an adult experienced abuse as a child. This is sometimes referred to as 'historical abuse'. It is widely recognised that people may not disclose or recognise abuse until many years later.

8.2 LEGISLATION AND GUIDANCE

All Crystal Palace Football Club and Palace for Life Foundation employees and volunteers are required to adhere to policies and procedures relating adult safeguarding practice. Our policy and aim are to safeguard and promote the welfare of adults at risk in accordance with legislation including but not limited to:

- Equality Act 2010
- Human Rights Act 1998
- Care Act 2014
- Mental Capacity Act 2004
- Rehabilitation of Offenders Act 1974
- Care Act statutory guidance 2017
- London Multi Agency Adult Safeguarding Policy and Procedures (2019)
- Data Protection Act 1998
- Sexual Offences Act 2003

8.3 PRINCIPLES OF SAFEGUARDING ADULTS [THE CARE ACT 2014]

The Care Act places an emphasis on working with adults at risk of abuse and neglect to have greater control in their lives to prevent harm from happening, and to provide informed options about how to deal it. The Care Act is clear that an adult at risk has the right to make choices about how they live their lives, this includes taking risks that may not be beneficial or others may not agree with. However, this does not mean that concerns should not be

discussed with the individual and raised with the Head of Safeguarding.

The Care Act identifies six principles that underpin practice for safeguarding adults:

- **Empowerment** – People supported to make own decisions and give informed consent.
- **Prevention** – Taking action before harm occurs.
- **Proportionality** – Responding appropriately to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions and community engagement.
- **Accountability** – transparency and accountability in safeguarding practice.

8.4 MENTAL CAPACITY ACT 2004

This Act is designed to protect and empower people who may lack the mental capacity to make decisions about their care and medical treatment. The Act outlines five principles which should be considered when safeguarding the needs of adults:

- A person must be assumed to have capacity unless it is medically established that they lack capacity
- A person is not to be treated as unable to make a decision unless all practicable steps to help them to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because they makes an unwise decision.
- An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be

done, or made, in their best interests.

- Before the act is done, or the decision is made, consideration must be given to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

All participants engaged in programmes with the Foundation will be deemed to have capacity unless the Club or the Foundation are explicitly informed otherwise.

It is important to recognise that people have the right to make decisions which may put themselves at risk or may not be agreeable with others. Unless there has been a clear assessment to determine capacity, everyone should be treated as though they have capacity to make their own decisions.

8.5 WELLBEING AND WELFARE – SUPPORTING ADULTS WHO ARE NOT DEEMED 'AT RISK'

There are many adults who are at an increased risk of abuse, but who do not meet the criteria to be deemed an 'adult at risk' as they do not have additional care or support needs. Wherever someone is being abused, or where there is a risk of harm, there are agencies that can provide support and advice which does not necessarily include a referral to statutory authorities.

Promotion of individuals' wellbeing is a key factor in all Club and Foundation activities and the Club can signpost to a variety of organisations to

support wellbeing. The Premier League prioritise the mental wellbeing of players and have rules which determine the Club's responsibility to provide information and support to players of all ages, including after retirement from the game.

8.6 PALACE FOR LIFE FOUNDATION

Palace for Life Foundation offer a number of programmes specifically designed to support adults at risk and promote health and wellbeing. An example of these are Powerchair Football, Down's Syndrome Football, and Pan Disability Football. These sessions aim to be fun, provide an opportunity to make friends and reduce isolation as well as improve coordination and football skills.

8.7 RISK ASSESSMENTS

Prior to any event, activity or tour, the Club or Foundation will complete a risk assessment to determine the suitability of the event and identify any required mitigating actions to make the event safe and equitable.

These risk assessments will be reviewed and updated, including after incidents have arisen and shared with the Safeguarding team and the respective Boards where requested.

8.8 SIGNS AND INDICATORS OF ABUSE

As identified by the Care Act 2014, there are ten recognised categories of abuse in relation to adults at risk:

<p>PSYCHOLOGICAL ABUSE: Includes emotional abuse, threats of harm or abandonment, humiliation, deprivation of contact, blaming, bullying and controlling. It can be verbal or non-verbal and the aim is to reduce the confidence and independence of victims with the intention of making them compliant.</p>	<p>PHYSICAL ABUSE: Can include hitting, pushing, slapping, restraint or physical sanctions, misuse of medication, poisoning, scalding or any form of physical harm.</p>
<p>SEXUAL ABUSE: This includes sexual activity which occurs without consent or sexual activity with someone who is unable to give their consent.</p> <p>Sexual Exploitation also forms part of sexual abuse and in some cases the person may not recognise they are being exploited or abused.</p>	<p>NEGLECT AND ACTS OF OMISSION: Failure to provide access to health, care or support services, ignoring physical or physical care needs, withholding medication, adequate nutrition or heating.</p> <p>Neglect is also a failure to intervene in cases where people lack capacity or are unable to adequately assess risk.</p>
<p>FINANCIAL ABUSE: When money and/or valuables have been stolen or where someone uses coercion or deception to gain access to money and possessions and uses them in ways that the person does not wish.</p>	<p>MODERN SLAVERY: Slavery, servitude and forced or compulsory labour. This affects people of all ages. This can involve the purposeful movement of an adult for economic benefit (trafficking), often involving forced or unpaid labour, sexual exploitation, rape or prostitution. In some cases, the adult(s) may fail to recognise this as abuse.</p>
<p>SELF – NEGLECT: When an individual fails (or is unable) to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have. This could also include physical self-harming behaviour and hoarding and could be a result of a lack of capacity.</p>	<p>ORGANISATIONAL ABUSE: When a place, company, organisation or charity undertakes practices which cause harm and abuse. It is also where organisations fail to address practices known to cause harm and when known abuse is ignored to protect alleged perpetrators and/ or limit reputational damage.</p>
<p>DISCRIMINATORY ABUSE: Involves unfair treatment because of an identifiable factor, such as race, gender, age, disability, sexual orientation, identity or religion. It can include harassment, verbal abuse and unfairly preventing access or opportunities. Physical abuse and other forms of abuse can arise because of discrimination.</p>	<p>DOMESTIC ABUSE: This is abuse inflicted by a partner or family member. It can be a single incident or a recurring pattern, which involves controlling, coercive or threatening actions.</p> <p>Forced Marriage and so-called ‘Honour-Based’ abuse are also forms of domestic abuse.</p> <p>It is acknowledged that domestic abuse can happen from child to parent and sibling to sibling along with partner-to-partner or adult to child.</p>

ADDITIONAL ISSUES TO CONSIDER

Coercive control is a form of domestic abuse. It is a pattern of controlling behaviours within a relationship to disempower one partner causing them isolation, exploitation, and loss of independence. Coercive control is a criminal offence.

Honour based abuse is a collection of practices used to control behaviour within families in order to protect perceived cultural and religious beliefs and/or honour. Violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their 'honour' code.

Hate crime is where people perceive they are targeted and abused or mistreated due to their gender identity, religion, sexuality or disability.

Mate Crime is where vulnerable people are befriended by others for the purpose of exploitation.

Radicalisation is comparable to other forms of exploitation and involves grooming people to recruit and align with a cause or ideology. 'Prevent' forms part of the UK Government counter-terrorism strategy Contest and the revised Prevent Duty guidance (2015) identifies radicalisation as the 'process by which people come to support terrorism and extremist ideologies associated with terrorist activities'.

There are a number of factors that can increase vulnerability to radicalisation and where there is concern it is important to raise this with the Head of Safeguarding. If there are concerns about

potentially imminent extremist activity taking place, the Police should be notified immediately.

Position of Trust

It is accepted that any adult in a position which carries power, authority, status or responsibility over another is considered to be in a position of trust, even if the job role is not legally recognised as such. Football coaches, Scouts, Club and Foundation employees would all be considered as being in positions of trust and influence.

8.9 POOR PRACTICE

Poor practice can be identified as any behaviour which does not comply with the Club or Foundation Code of Conduct, infringes an individual's rights or fails to fulfil the highest standards of care. Poor practice does not necessarily imply intentional harm is taking place but poor practice can be a determining factor in escalating risk-taking behaviours.

Any of the following can be considered poor practice. This list is not exhaustive.

- Lack of professional boundaries
- Contact outside of expected hours (i.e. evenings and weekends unless relevant to activities)
- Connected on personal social media accounts
- Sharing personal details such as home address, phone numbers
- Taking or inviting participants to home address
- Insufficient care to avoid accident or injuries
- Unnecessary risk taking
- Not complying with policies and procedures
- Unnecessary lone working

- Engaging in physical or sexually provocative games or banter
- Facilitating inappropriate conversations or 'flirting'
- Over-familiarisation
- Encouraging, allowing or engaging in inappropriate touch

It is not the role of employees to determine in each case whether their concern is a low-level concern, or if it meets the threshold of an allegation. Any concerns must be passed to the Head of Safeguarding.

8.10 CONSENT AND REPORTING CONCERNS AND ALLEGATIONS

The Six Principles of Safeguarding Adults (8.3) should be applied at all times and adults should be supported to make informed decisions which will preserve their safety. However, there needs to be a balance between risk and an individual's right to make their own informed decisions, even if others consider the decision to be unwise or puts the individual at risk.

The importance of the right for people to make decisions about their own life needs to be considered as well as the safeguarding concerns. Therefore, unless there is a significant risk of harm to others, consent must be obtained from the adult at risk before contacting statutory or external agencies.

There are a number of reasons that an adult may choose to withhold consent for example; lack of trust in services or professionals, fear of repercussions or experiencing coercion and control. Reassurance and clear information about options and support available

will help adults to make an informed decision about whether they consent to share the information.

If the adult refuses intervention to support them with a safeguarding concern, or does not provide consent for information about them to be shared with other safeguarding partners, generally their wishes should be respected.

However, in some circumstances, there can be considered justifiable reasons to overrule the decision such as:

- Emergency or life-threatening situations may warrant the sharing of relevant information with the emergency services without consent
- Other people are, or may be, at risk, including children
- Sharing the information could prevent a serious crime
- A serious crime has been committed
- The risk is unreasonably high and meets the criteria for a multi-agency risk assessment conference referral
- The adult lacks the mental capacity to make a decision; this must be properly explored, determined and recorded in line with the Mental Capacity Act
- Club or Foundation employees are implicated

Except for emergency situations, no decision to overrule a withholding of consent should occur without referral to and consultation with the Head of Safeguarding. It is important to record decisions and make records as any decision to overrule

consent could, without appropriate and justifiable cause, result in legal action. Where the decision is taken to overrule, this and the reasons should be shared with the adult, unless it increases the risk of harm.

Where there is a risk of harm to others, including children, then the information should be passed

to the Local Authority or Police and can be done so without the consent of the adult. However, information about the adult should not be shared with any other family member without consent from the adult at risk.

Any concerns or allegations should be reported to the Head of Safeguarding or Safeguarding team.



RESPONDING TO A CONCERN OR ALLEGATION

When receiving a concern or allegation, it is vital that an accurate reflection is recounted, recorded and passed to the Head of Safeguarding. To enable this, the below steps should be followed:

Stay calm and try not to react strongly.

Listen carefully to what is being said.

Reassure them that they have done the right thing and it is being taken seriously; this could be the first time they have told anyone about the abuse.

Use 'TED' style open questioning to clarify information; 'Tell' 'Explain' 'Describe'.

Avoid asking why something happened as this implies blame.

Ask the adult what they would like to happen next – this could involve supporting them to tell others including family members or professionals.

If the adult does not wish to take any further action, this choice has to be respected unless there is a concern that someone else may be at risk.

Inform them that you will pass this information to the Head of Safeguarding and that their wishes for next steps will be respected.

Where consent is obtained for a referral, this should be actioned immediately.

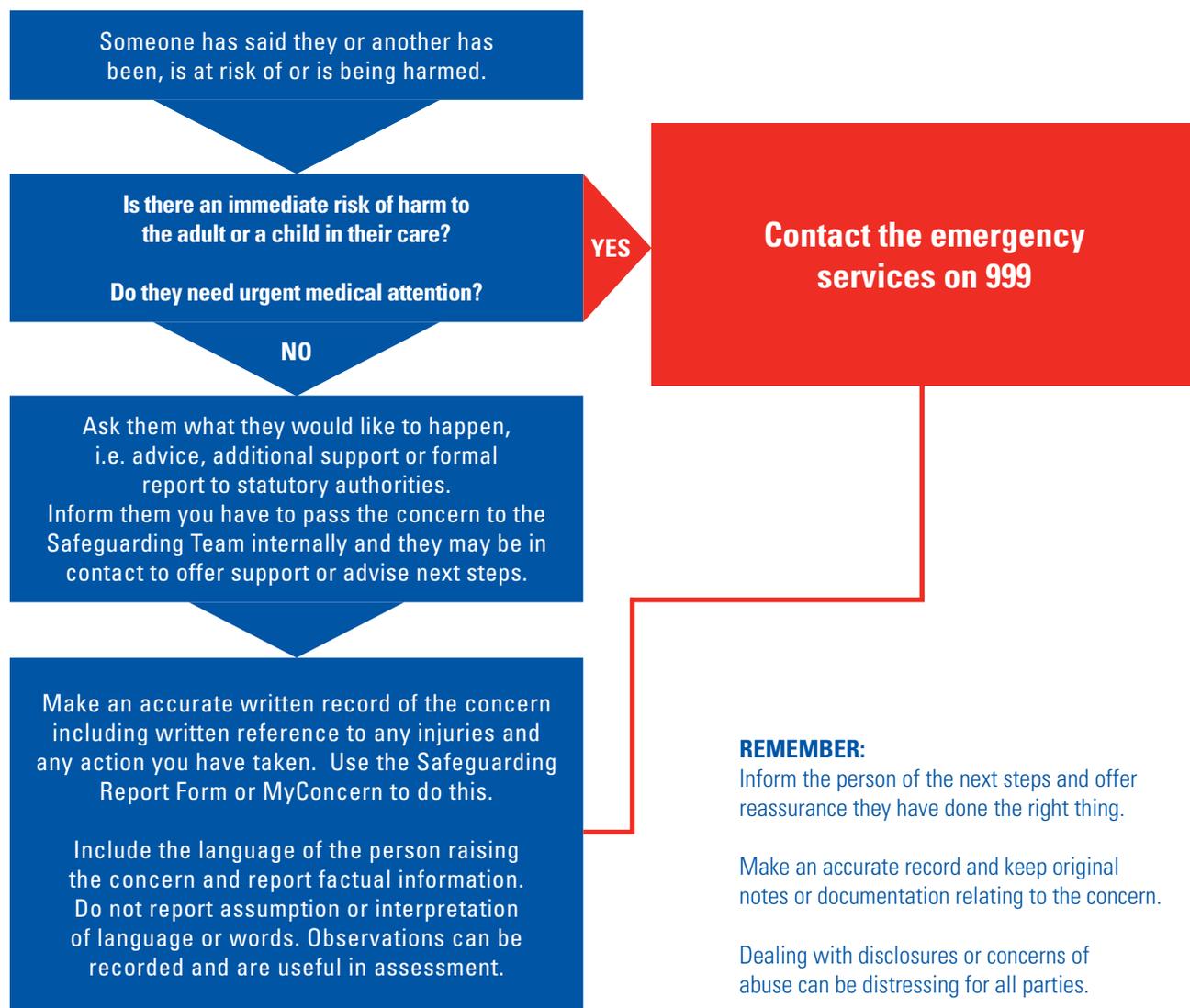
Ensure there is a written record of the concern or allegation. Use the Safeguarding Reporting Form where possible and share this with the Head of Safeguarding. Use the specific words of the adult raising the concern or allegation, noting the date, time, witnesses and any allegations or names mentioned. Ensure this document is signed and dated.

Report to the Head of Safeguarding.

Respect confidentiality and only discuss on a 'need to know' basis

Take some time; acknowledge that receiving a concern or allegation can evoke unexpected emotions.

MANAGING CONCERNS ABOUT AN ADULT AT RISK



KEY CONTACTS

Cassi Wright

Head of Safeguarding
Cassi.wright@cpfc.co.uk // 07554 554117

Vienna Osborne-Ricketts

Academy Safeguarding and Welfare Manager
Vienna.osborne-ricketts@cpfc.co.uk // 07341 887862

Elma Gredelej

Safeguarding & Equalities Coordinator
Elma.gredelej@cpfc.co.uk

Thea Allum

Foundation Safeguarding Manager
theaallum@palaceforlife.org // 07522 225373

Julie Brown

Head of HR
Julie.brown@cpfc.co.uk // 07341 887861

Paula Johnson

CPFC Women General Manager
paula.johnson@cpfc.co.uk // 07880 771177

Croydon Social Care

0208 255 2888
Out of hours: 0208 726 6400
childreferrals@croydon.gov.uk

NSPCC:

0808 800 5000 (24 hours)

8.11 ALLEGATIONS OF ABUSE BY CPFC / PALACE FOR LIFE EMPLOYEES OR VOLUNTEERS

The term 'allegation' means that it is suspected that a person who works with children or adults at risk has:

- behaved in a way that has harmed a child or adult at risk, or may have harmed a child or adult at risk;
- possibly committed a criminal offence against or related to a child or adult at risk; or
- behaved in a way that indicates they may pose a risk of harm to children or adults at risk.

In addition, an allegation can also relate to an adult's behaviour outside of work, and their relationships with others, if they:

- have behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child or adult at risk but could, for example, include an arrest for the possession of a weapon;
- have, as a parent or carer, become subject to child protection procedures;
- are closely associated with someone in their personal lives (e.g. partner, member of the family or other household member) who may present a risk of harm to children for whom the adult is responsible in their employment/volunteering.

Any concern about an employee or volunteer's behaviour or conduct towards an adult at risk must be referred to the Head of Safeguarding. Any other intervention, such as raising the concern with the colleague directly or informing them of the report,

could hinder any potential investigation and increase the risk of harm. Any employee or volunteer who is made subject to criminal, Social Care or LADO investigation must inform the Head of Safeguarding without delay.

The Head of Safeguarding will inform the Head of HR and an appropriate course of action will be decided. This may include a referral to the Police, Local Authority, DBS, Premier League or the FA.

8.12 NON-RECENT ALLEGATIONS

A non-recent allegation refers to a report of abuse from an adult who experienced the abuse as a child, or from a child who experienced the abuse over a year ago. Reports of non-recent abuse can also come from third parties who were aware of the abuse at the time.

In recent years there have been growing reports of abuse occurring within organisations and allegations made against prominent people who held positions of trust. Football is no exception and as more allegations are taken seriously and prosecutions obtained, confidence to disclose experiences of abuse is rising.

Any report of non-recent abuse should be responded to in the same manner as report of recent abuse and should be reported to the Head of Safeguarding. The decision of the adult and their consent to share information will be respected but in cases where there remains a risk of harm, such as the alleged perpetrator still working with children or adults at risk, then a lack of consent to share would be overruled. Where implicated, the Club will comply with any external investigation in relation to an allegation of non-recent abuse.

8.13 CONFIDENTIALITY

Where there are concerns for the safety of individuals, confidentiality cannot be assured. In any case of reported harm or concern, information will be shared with consent, where necessary, and only disclosed on a need to know basis. 'Confidentiality' should not prevent a referral to the Head of Safeguarding.



09 APPENDIX

9.1 KEY CONTACTS

NAME	ROLE	CONTACT
Phil Alexander	CEO – Board Safeguarding Lead	phil.alexander@cpfc.co.uk
Mike Summers	Foundation CEO – Board Safeguarding Lead	mikesummers@palaceforlife.org
Cassi Wright	Head of Safeguarding	cassi.wright@cpfc.co.uk 07554 554117
Julie Brown	Head of HR	julie.brown@cpfc.co.uk 07341 887861
Vienna Osborne -Ricketts	Academy Safeguarding & Welfare Manager	vienna.osborne-ricketts@cpfc.co.uk 07341 887682
Thea Allum	Foundation Safeguarding Manager	theaallum@palaceforlife.org 07522 225373
Elma Gredelj	Safeguarding and Equalities Co-Ordinator	elma.gredelj@cpfc.co.uk 0208 634 5450
Paula Johnson	CPFC Women General Manager	paula.johnson@cpfc.co.uk 07880 771177
Safeguarding team general contact		safeguarding@cpfc.co.uk 0208 634 5450
Anti-Social Behaviour Text Alert (Match days)		07507 477669

9.2 EXTERNAL SAFEGUARDING CONTACTS

FOOTBALL	
Safeguarding team at Premier League	safeguarding@premierleague.com
Safeguarding team at The FA	Safeguarding@thefa.com 0800 169 1863
Surrey County FA	Safeguarding@surreyFA.com
STATUTORY AGENCIES	
Police	999 or 101
Croydon Multiagency Safeguarding Hub (MASH)	0208 255 2888 (Monday to Friday 9am-5pm) childreferrals@croydon.gov.uk Emergency out of hours Social Work Service: 0208 726 6400
Croydon Local Authority Designated Officer (LADO) (for concerns about professionals working with young or vulnerable people)	lado@croydon.gov.uk 020 8255 2889
Croydon Adults Health and Social Care	020 8726 6500 https://new.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult/safeguarding-adults-form
Prevent or Channel referral to Croydon Prevent Officer	Channel@croydon.gov.uk 020 8726 6000
National anti-terrorist report line	0800 789 321
INDEPENDENT	
NSPCC 24-hour helpline	help@nspcc.org.uk 0808 800 5000
Child Protection in Sport Unit	cpsu@nspcc.org.uk 0116 234 7278
CEOP (Child Exploitation and Online Protection)	https://www.ceop.police.uk/ceop-reporting/
Young Minds Parents helpline	0808 802 5544
Childline	0800 1111
National Domestic Abuse helpline (Refuge) Women and Children	0808 200 0247
Respect Men's advice line	0808 801 0327
Bright Sky app (free from Apple app store or Google Play)	Bright Sky is a free to download mobile app providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know. Available in English, Urdu, Punjabi and Polish

9.3 SAFEGUARDING REPORT FORM



SAFEGUARDING REPORT FORM

SAFEGUARDING REPORT FORM

This form is to help you capture an accurate record of your concern or the disclosure you have received and therefore it may not be necessary to complete every section. Please complete this form ASAP (or within 24 hours of concern or liaison with the Safeguarding Team) and send to the Safeguarding Team via email safeguarding@cpfc.co.uk. A record of the concern, and any following actions or decisions will be held in a secure folder on the Safeguarding Drive. The Safeguarding Team may share this concern form with HR or with the relevant Local Authority or Police and this may be used as evidence in cases which result in HR action, Social Care or Court proceedings. If you are worried about completing a written record of your concerns, please do discuss this with the Head of Safeguarding.

High moral and ethical standards and behave as positive role models at all times. To achieve this the Club implement policies, procedures and best practice guidance. The Club also engages with the Premier League, FA and Local Authority partners who support the Club in promoting the safety and welfare of all who engage in activities with the Club, allowing them to enjoy any Club activity in a safe, inclusive and person-centred environment.

This report relates to a: <small>(please highlight)</small>	Concern or Incident or Disclosure
Name of person this form relates to:	Date & time of concern / incident / disclosure:
Their Address:	Location of concern / incident / disclosure:
Their DOB:	Who was present to witness this?
Their telephone/email:	
Are they an Adult or Child? <small>(please highlight)</small>	
Are they Staff / Player / Parent / Member of Public or Other? <small>(Please highlight)</small>	
Is any other agency or professional is working with the child, young person or adult at risk? <small>(Please detail).</small>	
Details of the concern / incident / disclosure <small>(If there is a physical injury please complete body map) Include circumstances of the concern, any specific words or phrases to describe the harm as used by the young person/ adult at risk.</small>	



SAFEGUARDING REPORT FORM

What action has been taken to date?:

Details of the person alleged to have caused harm (if known):

Name:

Address or contact details:

DOB:

Relationship to the child:

Role at Crystal Palace FC (if applicable):

Do they have any other role working with children or adults at risk that you are aware of?

Have you discussed this concern with anyone else? (i.e. Parents, Safeguarding Team, Social Care, Police etc.)

Yes / No

Details: (who, when, what information was given or provided and what actions were agreed?)

Have you notified the child / parent / adult at risk that you are reporting a concern?

Yes / No

Details: (who, when, what information was given?)

Has consent to share information been obtained? (Consent is not required if it may pose an increased risk of harm to the child)



SAFEGUARDING REPORT FORM

Any Other Comments:

Form completed by:	Date & time of reporting:
Role:	
Contact number:	
Email:	

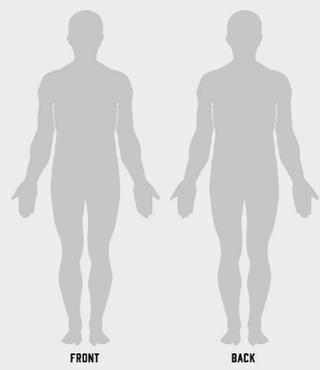


SAFEGUARDING REPORT FORM

BODY MAP

Please complete this if you are raising a concern about an injury or markings.

The body map only needs to be completed in cases where injuries are reported or visible. If injuries are hidden but disclosed, do not ask to see but report above. Please do ask however if there is bleeding, pain or medical assistance required immediately.

Indicate any injury on the appropriate section of the diagrams below – DO NOT PHOTOGRAPH IT	Description of injury:
	
Has the young person/adult at risk has given an account of this injury? Details:	
Has the parent or carer has volunteered an account of this injury? Details:	



**OCTOBER 2020
REVIEW DUE: OCTOBER 2021**