



Southend United Football Club
Safeguarding – Adults at Risk Policy & Procedures

NB The Policies & Procedures contained herein should be read alongside any other relevant SUFC Policies & Procedures, including, but, not limited to, SUFC Safeguarding Children Policy & Procedures & SUFC Health & Safety Policy & Procedures

Approved By	Issue Date	Review Date	Author/s
The Board	September 2018	September 2019	AB

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Safeguarding Adults at Risk Policy

Policy Statement

Southend United Football Club (SUFC) is committed to creating and maintaining a safe and positive environment for everyone. We accept our responsibility to safeguard the welfare of all adults, particularly those deemed to be at risk.

The SUFC Safeguarding Adults at Risk Policy and Procedures (this Policy) applies to all individuals involved in activities that we provide. Adults are people over the age of eighteen years of age. This policy will be reviewed on an annual basis or after the outcome of any serious issue or incident or legislative change.

This policy should be used in conjunction with the Safeguarding Children Policy and the Employee Handbook as there will be overarching aspects such as Anti-Bullying, Equality and Social Media.

1. Principles

The guidance given in the Policy is based on the following principles:

- All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or transgender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.
- SUFC will seek to ensure that the activities provided are inclusive and make reasonable adjustments for any ability, disability or impairment, and also commit to continuous development, monitoring and review.
- The rights, dignity and worth of all adults will always be respected.
- SUFC recognises that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example those who have a dependency on others or have different communication needs.
- Everyone (staff, volunteers and trustees) involved at SUFC has a shared responsibility to ensure the safety and wellbeing of all adults and should act appropriately and report concerns whether these concerns arise (e.g. inappropriate behaviour of a coach) or outside (e.g. in the wider community).
- All allegations will be taken seriously and responded to quickly, in line with this Policy.

2. Guidance and Legislation

The practices and procedures within this Policy are based on the principles contained within UK and international legislation and current Government Guidance. It has been developed to complement the Safeguarding Adults Boards policy & procedures, and take the following into consideration:

- Data Protection Acts 1998 & 2018 / GDPR Regulations May 2018
- Human Rights Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- Protection of Freedoms Act 2012
- Sexual Offences Act 2003
- Domestic Violence Crime and Victims Act 2004
- Mental Capacity Act 2005
- Care Act 2014
- No Secrets Guidance 2000
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- Care and Support Statutory Guidance 2014

3. Definitions

To assist working through and understanding this Policy a number of key definitions need to be explained:

3.1 - An adult at risk has previously been referred to as a vulnerable adult; this is now considered to be inappropriate terminology.

‘When we are speaking about adults at risk we are referring to those who have health or social care needs (irrespective of whether or not those needs are being met by social services) and who are unable to safeguard themselves as a result. While we recognise that some people will be vulnerable due to their learning disability or mental health needs, there are also those adults who are at risk due to a specific circumstance they may find themselves in, for example: domestic abuse; forced marriage; and sexual or commercial exploitation (this is not an exhaustive list).’

3.2 - Abuse is a violation of an individual’s human and civil rights by another person or persons. See section 5 for further explanations.

3.3 - At risk is a term meaning that someone may be more vulnerable to abuse than someone else. For example, an adult with a learning disability may well be more at risk of financial abuse as they may struggle with managing their finances, this could leave them at risk.

3.4 - Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision, unless it can be established that they lack capacity.

4. Types of Abuse

Below are the types of abuse most commonly associated with adults at risk. For more information regarding these and for contact details of the relevant local support organisation please see the Essex Safeguarding Adult Board (ESAB) website www.essexsab.org.uk

- Neglect – may include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, food and drink and heating. Self-neglect: includes a wide range of behaviours neglecting to care for one’s personal hygiene, health or surrounding and includes behaviour such as hoarding.
- Sexual Abuse – this includes rape and sexual assault or sexual acts to which the adult at risk has not consented or could not consent or was pressured into consenting.
- Physical Abuse – includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Psychological Abuse – this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- Financial Abuse/Material Abuse – including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Organisational Abuse – Involves the collective failure of an organisation to provide an appropriate and professional service to adults with care and support needs. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping. It includes a failure to ensure the necessary safeguards are in place to protect adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.
- Discriminatory Abuse– may include racist or sexist remarks or comments based on a person's impairment, disability, age or illness, and other forms of harassment, slurs or similar treatment.
- Domestic Abuse – may include psychological, physical, sexual, financial, emotional abuse; so-called “honour” based abuse and forced marriage.
- Elder Abuse - There are four main types of elder abuse - physical, financial, emotional and neglect. Relating to domestic abuse in the over 55’s age group.

- Honour Based Abuse - Honour Based Abuse is an international term used by many cultures for justification of abuse and violence. It is a crime or incident committed in order to protect or defend the family or community 'honour'. Honour based abuse will often go hand in hand with forced marriages, although this is not always the case. Honour crimes and forced marriages are already covered by the law, and can involve a range of criminal offences. Honour Based Abuse is often the collective term used to include Female Genital Mutilation and Forced Marriage.
- Modern Slavery - encompasses slavery, human trafficking, forced labour and domestic servitude.
- Radicalisation - this can be a type of process that causes someone to adopt radical positions on political or social issues.
Prevent is the multi-agency set of arrangements aimed at preventing individuals and groups from engaging in violent extremism. Prevent is not aimed at suppressing freedom of thought and expression. Early indicators of extremism may include:
 - Showing sympathy for extremist causes
 - Glorifying violence
 - Evidence of possessing illegal or extremist literature
 - Advocating messages similar to illegal organisations such as 'Muslims Against Crusades' or other non-proscribed extremist groups such as the English Defence league
 - Out of character changes in dress, behaviour and peer relationships

5. Signs and indicators of abuse

Abuse can take place in any context and by all manner of perpetrator. There are many signs and indicators that may suggest someone is being abused, these include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present
- Person has belongings or money going missing
- Person is not attending / no longer enjoying their sessions
- Someone losing or gaining weight / an unkempt appearance
- A change in the behaviour or confidence of a person
- They may self-harm
- They may have a fear of a particular group or individual
- They may tell you / another person they are being abused – i.e. a disclosure

6. What to do if you have a concern or someone raises concerns with you

6.1 - You may become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring, or be told about something that may be abuse or poor practice and you must report this.

6.2 - It is recognised that it is not always easy to identify the best person to share your concerns with, therefore the following may help:

- SUFC have an appropriate named person and you should report the matter to them in the first instance. Amanda Balcomb, Club Secretary, is the Senior Safeguarding Manager (SSM).
- If you are concerned someone is in immediate danger please contact the police.

6.3 - It is important when considering your concern that you also consider the needs and wishes of the person at risk, taking into account the nature of the issue or concern.

What to do if you are worried that an adult is being abused



Stay calm. If the adult is present reassure them that they are not to blame. Don't promise to keep confidentiality or promise a possible outcome. Keep questions to a minimum.



Are they in need of any medical attention

Yes



If the adult needs medical attention call an ambulance or take them to hospital. Inform the doctor of your concerns in relation to adults at risk; the doctor will take the appropriate action. Make a written record and inform the Club SSM ASAP, detailed as below

No



Contact the **Club's Senior Safeguarding Manager, Amanda Balcomb on: 07889 537562 (Mobile) or 01702 304113** immediately and follow their guidance. If the allegation involves the Club's SSM or if you are unable to contact them, as appropriate, then contact the **EFL Safeguarding Manager (EFLSM) Alexandra Richards on: 07792 284740 (Mobile), 01772 325940 (Office) or speak to someone at the Southend Safeguarding Adult Board (SAB) on 01702 534706, Essex Safeguarding Adult Board (ESAB) on: 03330 131019 Or the Duty LADO for Essex on: 03330 139797**



If you have concerns about the adult's immediate safety. If for any reason, you have been unable to contact the Club's SSM or the EFLSM and you feel the adult is in danger or at risk then immediately contact the **Police on: 999 or 112** or **Southend Adult Social Care Team 01702 215008** As soon as you can make a written record of what was said, seen or heard i.e. Exactly what the person said or precisely what you saw (what, who, where, when?) Include any action taken as directed by the Police or Social Care Direct. You will need to inform the Club's SSM ASAP and give them the written facts, they in turn will pass them on to The FA Case Management team.

7. Roles and Responsibilities

SUFC will take seriously all allegations and concerns raised. The information provided will be referred to the Duty LADO for Essex and/or Essex Safeguarding Adults Board (ESAB). The ESAB is responsible for ensuring the Multi-Agency Safeguarding Adults Policy and Procedures are effective and prevent adults from experiencing significant harm.

8. Safer recruitment of people working with adults and adults at risk

8.1 - Those involved with adults at risk must ensure that appropriate recruitment procedures are followed when recruiting new volunteers and employees. It is always useful to have full and clear job descriptions and to carry out an interview, even when filling a volunteer position.

8.2 - If a coach/employee is working with adults at risk they may be in Regulated Activity as defined in the Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act 2012 they will need a DBS disclosure checking the Adults barred lists.

8.3 - Regulated Activity with adults at risk includes providing health care, personal care, social work and assistance with people's personal affairs, whether household or financial, and driving.

9. Referrals to the Disclosure and Barring Service (DBS)

Southend United Football Club recognise that as an 'Employer' of staff and volunteers in roles defined as 'Regulated Activity', it has a legal duty to refer an individual to the DBS if they:

- Have been dismissed from working in regulated activity because they have harmed someone while at work.
- Have been dismissed or removed from working in regulated activity because they might have harmed someone while at work.
- Would have been dismissed for either of these reasons, but, the individual resigned first.

In addition to the above, there are two main conditions which should be met:

- Southend United Football Club would have permanently removed a person from regulated activity through dismissal or permanent transfer from regulated activity (or would have if the person had not left, resigned, retired or been made redundant).

Southend United Football Club believe the person has either:

- engaged in relevant conduct.
- satisfied the 'harm test' (i.e. no action or inaction occurred, but the present risk that it could was significant).
- received a caution or conviction for a relevant offence (a list of these offences is available on the DBS website).

Where these circumstances and/or thresholds are met, Southend United Football Club's CEO/SSM will undertake responsibility for making a referral to the DBS. They will refer in accordance with DBS Referral Guidance which can be accessed here:

<https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>

To compile a full and complete referral they may seek advice and relevant information from;

- SUFC Head of HR
- SUFC Safeguarding Children Designated Safeguarding Officer (s)
- The EFL Safeguarding Manager
- And additionally, where appropriate from;
- Other staff or volunteers,
- The relevant LADO

- The FA Safeguarding Case Management Team
- Other appropriate Statutory Agencies

10. Recruitment and Retention of Ex-Offenders

Southend United Football Club endorses the use of The FA Criminal Records Checks (FACRC) through the Disclosure and Barring Service (DBS) to ensure appropriate assessment for clearance for work in football for those working with children, young people or vulnerable groups.

GBG PLC is the umbrella disclosure service which is used by The FA to assess applicants' suitability for positions of trust. This includes those roles which are defined by law as a Regulated Activity, or those roles for which the National Governing Body (NGB), that is The FA, has identified to require Enhanced Disclosures in football. These are defined as unsupervised roles in football which involve teaching, training and instruction or caring for and supervising.

Southend United Football Club complies with the DBS and The FA Criminal Records Body (FA CRB) Code of Practice and seeks to treat all applicants for positions fairly. The club undertakes not to discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed.

This is Southend United Football Club's written policy on the recruitment of ex-offenders, which should/will be made available to all disclosure applicants at the outset of the recruitment process.

We actively promote equality of opportunity for all. We select candidates for interview based on their skills, qualifications and experience.

A disclosure is requested only after consideration has been given to the roles and responsibilities included in the Job Description. Any decision to request a disclosure will be relevant to the position concerned. For those positions where an enhanced disclosure is required, the recruitment documents used should/will contain a statement that a disclosure will be requested in the event of the individual being offered the position.

"This post requires Enhanced Criminal Records Checks and checks against the Barred Lists and is exempt from Rehabilitation of Offenders Act (1974). Therefore, all convictions including spent convictions that have not been subject to filtering by the DBS should be declared".

Where a disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record, if any, at an early stage in the application process.

We request that this information is sent under separate, confidential cover, to a designated person at the club who will be named in the recruitment process. We recognise the importance of confidentiality and therefore this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows the recruitment officer / disclosure body to ask questions about an applicant's entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974 and as filtered by the Disclosure and Barring Service.

Having a criminal record will not necessarily bar you from working with Southend United Football Club. This will depend on the nature of the position and the circumstances and background of your offence(s).

More information on the recruitment of offenders through GBG PLC is available at:

<https://gbg.onlinedisclosures.co.uk>

11. Confidentiality

Members of staff or volunteers may have access to confidential information about adults at risk in order to undertake their responsibilities i.e. when supervising an apprentice/work experience student. In some circumstances, staff or volunteers may be given highly sensitive or private information. Staff or volunteers should never use confidential or personal information about the adult in question or his/her family for their own or others advantage (including that of their partners, friends, relatives or other organisations).

Information must never be used to intimidate, humiliate or embarrass those individuals it concerns.

Confidential information about an adult at risk should never be used casually in conversation, or shared with any person other than a need to know basis. In circumstances where the adult's identity does not need to be disclosed the information should be used anonymously. There are some circumstances in which a member of staff or volunteer may be expected to share information about an adult, for example; when abuse is alleged or suspected. In such cases, individuals have a duty to pass information on without delay, but only to those with designated safeguarding responsibilities.

If a member of staff or volunteer is in any doubt about whether to share information or keep it confidential, they should seek guidance from the Club Senior Safeguarding Manager. Any media or legal enquiries should be referred to the Club Secretary or, in their absence, to their deputy.

The storing and processing of personal information about individuals is governed by the GDPR Regulations May 2018. Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure). *For further information please also see GDPR Policy/Privacy Statement.*

This means that members of staff and volunteers:

- Are expected to treat information they receive about adults at risk in a discreet and confidential manner.
- Need to know the name of the **SSM** and any other Safeguarding Officers at the Club.

- Should seek advice from **the SSM** if they are in any doubt about sharing information they hold or which has been requested of them.
- Need to be cautious when passing information to others about an adult at risk.
- Need to know the procedures for handling allegations against staff/volunteers and to whom any concerns or allegations should be reported.

12. Whistleblowing

12.1 - SUFC is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, all members are encouraged to come forward and voice any concerns. It is recognised that certain cases will have to proceed on a confidential basis

12.2 - All suspicions and allegations of abuse or poor practice must be taken seriously, appropriately reported and managed accordingly. It is recognised that strong emotions can be aroused, particularly in cases where any form of abuse or poor practice is suspected or where there is loyalty, sometimes misplaced, to a colleague or someone who is known to you. Where an individual feels unable to report concerns internally they should contact the police, adult social care or any of the additional contacts given at the end of this document.

12.3 - Individuals may be reluctant to express concerns because they fear harassment or victimisation. In these circumstances it is important to understand these feelings but not to allow them to interfere with the need to ensure that concerns are reported appropriately. Individuals reporting concerns will be supported by SUFC.

12.4 - All information received will be treated in confidence and only shared on a need to know basis with those individuals who will be able to manage the situation. On occasion it may be necessary to seek advice, or inform the statutory agencies e.g. the Police or Local Authority Adult Services.

13. Behaviour Management

All adults at risk have a right to be treated with respect and dignity.

Where individuals display difficult or challenging behaviour, adults must use strategies appropriate to the circumstances and situation. Physical intervention can only be justified when it matches the criteria outlined in Club Policy.

Staff/volunteers should not use any form of degrading treatment to punish an individual. Criticism should always be constructive. The use of ridicule, sarcasm, demeaning or insensitive comments towards individuals is not acceptable in any situation. Nicknames may seem harmless, but they often cause offence and distress.

To maintain best practice principles, at all times, all staff should:

- Never use force as a form of punishment. Try to defuse situations before they escalate.

- Always adhere to Club Policy and Guidelines.
- Be aware of factors which may impact upon an individual's behaviour e.g. bullying, abuse and where necessary take appropriate action.

Use of Control and Physical Intervention:

There are circumstances in which staff/volunteers working with adults displaying extreme behaviours can legitimately intervene by using either non-restrictive or restrictive physical intervention. This is a very complex area.

The use of physical intervention should, wherever possible, be avoided. However, there are occasions when the use of physical intervention is appropriate in order to control or prevent a potentially dangerous or harmful situation i.e. an offence being committed, self-harming or injury to others. When it is used it must be done in such a way that maintains the safety and dignity of all concerned.

The scale and nature of any physical intervention must be proportionate to both the behaviour of the individual to be controlled and the nature of the harm they may cause. The minimum necessary force should be used and the techniques deployed should be those with which the adults involved are familiar and able to use safely.

Reasonable Physical restraint may include:

- Physically interposing between individuals
- Blocking an individual's path
- Holding
- Leading an individual by the hand or arm
- Shepherding an individual by placing a hand in the centre of his/her back

In using any form of physical restraint, the member of staff/volunteer involved should speak calmly to reassure the individual, repeatedly telling them that the need for this restraint would be no longer be necessary if the individual applies self-control.

When the nature of an individual's aggressive behaviour is such that the above interventions are not sufficient to ensure the safety of that individual or others involved any force used should be the minimum required for the minimum period necessary to restrain the adult.

However, the following actions would be deemed as unreasonable and unsafe and must NEVER be used

- Any hold that restricts a person's breathing, e.g. where an individual's arms are held tightly across their chest
- Exerting excessive pressure on any part of an individual's body

- Sitting on an individual

In all cases where physical intervention is employed the incident and subsequent actions should be documented and reported to the SSM and parents/carers should be informed.

To maintain best practice principles, at all times, all staff should:

- Always seek to defuse situations
- Always use minimum force for the shortest period necessary
- Record and report to the SSM as soon as possible after the event, any incident where physical intervention has been used.

14. Useful contact details

Amanda Balcomb, Club Secretary, Southend United Football Club's Senior Safeguarding Manager (SSM)
T. 07889537562 (Mobile) or 01702 304113 Email: amanda.balcomb@southend-united.co.uk

Elaine Hume SUFC Club Safeguarding Children Safeguarding Officer (SCDSO)
T.07730 529471 Email: elaine.hume@southend-united.co.uk

Essex Police: Call 101 to report all non-urgent cases. If you or anyone else is in immediate danger call 999 or 112.

Southend Adult Social Care Team: 01702 215008

Southend Adult Safeguarding Board (SAB): www.safeguardingsouthend.co.uk
Telephone: 01702 534706 Email: SAB@southend.gov.uk

Essex Safeguarding Adults Board (ESAB): www.essexsab.org.uk
Telephone: 03330 131019 Email: ESAB@essex.gov.uk

Duty LADO for Essex: 03330 139797

Alexandra Richards, English Football League Safeguarding Manager (EFLSM)
Tel: 07792 284740 (Mobile), 01772 325940 (Office), Email: arichards@efl.com

The FA's Case Management Team Tel. 0800 169 1863 Email: safeguarding@thefa.com

Acknowledgements

Dale Spiby Southend United Community & Educational Trust (SUCET) CEO/SSM
Kylie Halls SUCET Community & Quality Manager
Elaine Hume SUFC Safeguarding Children DSO

Signed..... (Chair of Board)

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Document Number: Version 1

Document Title: Safeguarding Adults at Risk Policy

Date of issue: August 2018

Date of Review: May 2019