



PRESTON NORTH END FOOTBALL CLUB

CLUB SAFEGUARDING POLICY, 2018/19 SEASON

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Safeguarding Policy Statement

Preston North End Football Club recognises and accepts the responsibility to safeguard all children and vulnerable adults who are under the Club's care and supervision or using the Club's facilities. It is fundamental for all adults working at the Club to safeguard and promote the welfare of children and vulnerable adults and are expected to provide a positive and safe environment for all.

The wellbeing of children and vulnerable adults is paramount and the recommendations and guidelines outlined in this policy are to be adhered to at all times. The onus is on all Club representatives who are in contact with children or vulnerable adults and should therefore make themselves aware of the Safeguarding Policy and adopt this where applicable. The policy and procedures will be widely promoted and are mandatory for everyone involved with Preston North End Football Club. Failure to comply with the Safeguarding Policy may ultimately result in dismissal from the Club and all cases will be dealt with in accordance with the disciplinary procedures set out in the Employee Handbook.

Rules and Regulations

Preston North End Football Club seeks guidance from relevant legislations, organisations and governing bodies for all safeguarding matters. This includes but not exhaustive to, the Children Act 2004, Working Together to Safeguard Children (2015), Child Protection in Sport Unit and the Football Association and EFL rules, regulations and guidance. Preston North End Football Club is dedicated to promote best practice throughout the Club and its counterparts and will do so in accordance with the above.

Definitions

Abuse – refers to the maltreatment of a child or vulnerable adult. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. A child can be abused by an adult or adults or another child or children.

Activity – refers to any matches, coaching programmes, educational events or other related activity where there are children or vulnerable adults taking part.

Child/Children – a person whom is under the age of 18.

Child Protection – this refers to the activity undertaken to protect children who are suffering or likely to suffer from harm. Child protection forms part of safeguarding and welfare.

Confidentiality – an assurance that limits access or places restrictions on certain information.

Consent - voluntary permission with knowledge of the purpose, effects and risks involved as well as the likelihood of success and any other consequences. Consent can be given orally or in writing.

Duty of Care - a legal obligation on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others.

Harm – as defined by the Children Act 1989, harm can be defined as the ill treatment or impairment of health and development. This was then developed in the Adoption and Children Act 2002 impairment suffered from seeing or hearing the ill treatment of another. As well as physical and sexual ill treatment, harm can also include an avoidable deterioration in physical or mental health and the impairment of physical, intellectual, emotional, social or behavioural development.

Vulnerable Adults – an adult who may be vulnerable to abuse or maltreatment is deemed to be someone over the age of 18 who:

- Needs care and support;
- Has an additional vulnerability (i.e. disability, homelessness, drug addiction);
- Is experiencing, or is at risk of, abuse or neglect;

As a result the adult is therefore unable to protect themselves against the abuse or neglect or the risk of it.

Aims and Key Principles

The aims of Preston North End Football Club's Safeguarding Policy are:

- To safeguard all children and vulnerable adults who are in contact with the Club;
- To promote and demonstrate best practice for the safety and wellbeing of children and vulnerable adults;
- To ensure all staff, whether full time, part time, or voluntary understand their roles and responsibilities with regards to safeguarding at the Club;
- To ensure parents, guardians and other third party adults who may come in contact with children and vulnerable adults act as positive role models.
- To reflect the Club values (excellence, passion, unity, respect, equality and integrity) with regards to safeguarding children and vulnerable adults.

The key principles supporting this policy are:

- The safety and wellbeing of children and vulnerable adults is of the utmost importance and must be prioritised.
- Children and vulnerable adults have the right to be protected from abuse or neglect, regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. These can also be referred to as the nine protected characteristics, as sighted in the Equality Act 2010.

Safeguarding Contact Details

Preston North End has a Safeguarding Manager who holds overall responsibility for the safeguarding of children and vulnerable adults at the Club. The Club also has three other Designated Safeguarding Officers who represent specific areas of the Club and ultimately report back to the main Safeguarding Manager, when required.

Safeguarding Manager – Zoe Hall

Academy Designated Safeguarding Officer – Andy Livingstone

Preston North End FC Community and Education Trust (PNECET) Designated Safeguarding

Officer – Andy Haythornthwaite

Matchday Designated Safeguarding Officer – Mark Farnworth

Should anybody have a concern about a child's or vulnerable adult's welfare, any of the above named Safeguarding Managers should be contacted for advice. Contact details can be found on page 9 of this policy.

Matchdays

In line with the ticketing terms and conditions and the ticketing policy, any persons under the age of 14 must be accompanied by an adult. This also applies for official Club travel to all away fixtures. Any supporters under the age of 14 must be accompanied by an adult.

Mascots

On matchdays all mascots meet outside the Club shop three hours before kick-off and are supervised throughout by the Mascot Coordinator who is CRB/DBS cleared.

Ball Persons

Ball persons meet outside the dugout two hours before kick-off and are supervised by the Ball Person Coordinator(s) who are DBS checked.

Matchday Photography

By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the EFL or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.

Use of Images and Videos

The use of images at Preston North End Football Club is to follow the below guidelines:

- Children are to be appropriately dressed in all photographs;
- The person wishing to take images must obtain clearance from the member of staff on duty;
- Photography/images must focus on the group and not the individual where possible;
- Parents/guardians of children who do not wish to have their photograph taken must make themselves known to a member of staff on duty;
- We forbid photography in private areas, such as changing rooms, toilets, showers or bedroom or whilst a child is in the state of undress.

GDPR

Preston North End FC are compliant with General Data Protection Regulation (GDPR). The full Privacy Policy and can be found on the Club's website; <https://www.pnefc.net/club/club-policies/>

Raising Concerns

Despite the Safeguarding Policy being in place and the Club encouraging best practice, there may be instances when concern is raised over the maltreatment of a child or vulnerable adult.

A person can describe child abuse as harm to a child, or failure with responsibility for a child to provide reasonable care, or both. Abuse may take the form of physical injury, sexual or emotional abuse, or neglect. Anybody in contact with the child or vulnerable adult may cause harm, i.e. parents, guardians, relatives for example. The four main types of abuse are described as:

Physical Injury

This is the actual or likely physical injury to a child where a person physically injures or hurts a child or vulnerable adult. This can involve hitting, shaking, squeezing, burning, biting or any other way of intentionally causing harm to another.

- Bruises and other marks are indicators of physical harm caused by another. If bruises are noticeable in unlikely areas of the body then concern should be raised to a safeguarding officer.

Neglect

This refers to the persistent or severe neglect of a child or vulnerable adult or failure to protect them from exposure to danger, including the cold or starvation, or extreme cases of lack of care resulting in the significant impairment of the child's health, safety and welfare. Signs of neglect could include the following:

- Lack of physical growth or erratic weight gains and losses which may suggest under nourishment;
- Poor physical appearance – the child may appear cold, dirty, inadequately clothed or have mottled skin. Thinning hair or bald patches and reoccurring infections are also signs of neglect;
- The child appears fearful, wary, froze, in one position or seems to be apathetic or dejected with lack of responsiveness;

Sexual Abuse including Sexting

This is the actual or likely sexual exploitation of a child or vulnerable adult when another person seeks sexual gratification. Signs of certain well documented abuse may be as follows:

- Injuries, cuts, or soreness in the anal or genital area;
- Unusual or excessive sexual knowledge;
- Sexualised behaviour;
- Withdrawn response to the subject.

What is 'sexting'?

Sexting is defined as **the production and/or sharing of sexual photos and videos of and by young people who are under the age of 18**. It includes nude or nearly nude images and/or sexual acts. It is also referred to as 'youth produced sexual imagery'.

'Sexting does not include the sharing of sexual photos and videos of under-18 year olds with or by adults. This is a form of child abuse and must be referred to the police.

What to do if an incident involving 'sexting' comes to your attention

Report it to your Designated Safeguarding Officer immediately.

- **Never** view, download or share the imagery yourself, or ask a child to share or download – this is illegal.
- If you have already viewed the imagery by accident (e.g. if a young person has showed it to you before you could ask them not to), report this to the DSO.
- **Do not** delete the imagery or ask the young person to delete it.
- **Do not** ask the young person(s) who are involved in the incident to disclose information regarding the imagery. This is the responsibility of the DSO.
- **Do not** share information about the incident to other members of staff, the young person(s) it involves or their, or other, parents and or/carers.
- **Do not** say or do anything to blame or shame any young people involved.
- **Do** explain to them that you need to report it and reassure them that they will receive support and help from the DSO.

If a sexting incident comes to your attention, report it to your DSO.

Emotional Abuse

This refers to actual or likely severe adverse effects on the emotional and behavioural development of a child or vulnerable adult caused by persistent or severe ill treatment namely rejection. All abuse involves some emotional ill treatment, the areas of concern are:

- Rejection;
- Lack of praise or encouragement;
- Lack of attachment;
- Lack of stimulation i.e. fun and play;
- Lack of appropriate handling relative to age;
- Segregation;
- Punishment or given work tasks as a punishment.

Child on Child Abuse

It should be recognised that physical, sexual and emotional abuse might be carried out on a child by another child. Physical and emotional abuse may be recognised by:

- Planned abuse;
- Calculated selection of a victim;
- Persistent physical, emotional or verbal abuse;
- Difference in age, size, physical strength or status;
- Racial or other forms of discriminatory abuse.

Flare ups and spontaneous fighting should not be considered as abuse providing they do not become persistent.

Sexual Offences Act 2003

The Sexual Offences Act 2003 is an Act of the Parliament of the United Kingdom. It replaced older sexual offences laws with more specific and explicit wording.

An act to make new provision about sexual offences, their prevention and the protection of children from harm from other sexual acts, and for connected purposes.

Sexual Offences include;

- Rape.
- Assault by Penetration.
- Sexual Assault.
- Causing a person to engage in sexual activity without consent.
- Rape of a child under 13.
- Assault of a child under 13 by penetration.
- Sexual assault of a child under 13.
- Causing or inciting a child under 13 to engage in sexual activity.
- Sexual activity with a child.
- Causing or inciting a child to engage in sexual activity.
- Engaging in sexual activity in the presence of a child.
- Causing a child to watch sexual act.
- Child sex offences committed by children or young persons.
- Arranging or facilitating commission of a child sex offence.
- Meeting a child following sexual grooming etc.
- Abuse of position of trust: sexual activity with a child.
- Abuse of position of trust: causing or inciting a child to engage in sexual activity.
- Abuse of position of trust: sexual activity in the presence of a child.
- Abuse of position of trust: causing a child to watch a sexual act.
- Abuse of position of trust: acts done in Scotland.
- Positions of trust.

Female Genital Mutilation (FGM)

The practice, involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls or women. The Female Genital Mutilation Act makes it illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country.

Disclosure and Barring Service (DBS)

The Safeguarding and Vulnerable Groups Act 2006 (SVGA) places a legal duty on employers and personnel suppliers to refer any person who has;

- harmed or poses a risk of harm to a child or vulnerable adult;
- satisfied the harm test; or
- received a caution of conviction for a relevant offence.

A regulated activity provider is an organisation of individual that is responsible for the management or control of regulated activity, paid or unpaid and makes arrangements for people to work in that activity.

This will usually be an employer or a voluntary organisation.

Examples of a regulated activity provider would be:

- an NHS hospital or Health and Social Care Trust that employs people to provide care, supervision and advice to children and vulnerable adults.
- a Further Education College that provides education to children under 18 years of age.
- a specialist educational establishment that provides education to vulnerable adults.

Preston North End Football Club has a responsibility to report relevant information to the DBS and the FA under these circumstances.

Safeguarding Code of Conduct

In addition to the staff code of conduct detailed in the employee handbook, the following points are to be managed by all staff with regards to safeguarding:

- Preston North End Staff are to ensure that the health, safety and protection of all persons participating in a Club activity is a high priority;
- Staff are not, where possible, to be in a situation where they are on a one to one situation with a child or vulnerable adult whilst not in a public area;
- It is the responsibility of the staff on duty to ensure that all the relevant information set out in this document is circulated to the applicable people;
- All matters which raise concern must be reported in the correct procedure, which are detailed in the 'Recording Allegations' section.
- Any breach of conduct which may contravene any policy set by this document is to be reported in the incident log.

Good Practice

Keeping Records

Accurate records are to be kept within the main documentation at the Club. A record should contain the date and time of the particular incident, whether the child or vulnerable adult has told you something or another member of staff wishes to report an incident. The written record should include a statement by the supervising member of staff, incident report form and a sketch.

Confidentiality

The purpose of confidentiality is to protect both staff and the child or vulnerable adult, by providing privacy. In accordance with the Data Protection Act, all information written or verbal should be held in confidence.

All child protection records should be kept separately from all other records, accessible only by the designated people.

Appropriate Questioning

Your Own Feelings

Staff are to ensure that personal terminology is not used which may be adopted by a child or vulnerable adult. It is imperative that the member of staff remains impartial but supportive.

Never Make Promises

Be honest and realistic and never make promises that cannot be met. It is the duty of every member of staff at the Club to adhere to the confidentiality aspects of this document, however all incidents of conversations, meetings or written statements are to be passed to the safeguarding officer.

Urgency

Prompt action needs to be taken in all instances where abuse is suspected or discovered. The policies set in this document will afford all staff the necessary procedures to effect prompt action.

Ongoing Correctional Practice

All staff are encouraged to constantly update their training and evaluation techniques to ensure good practice and that the most current up to date legislation is being enforced.

Recording Allegations

All incidents or allegations involving a member of staff must be reported to a safeguarding manager on the same day as the alleged incident. On receipt of the information, the safeguarding manager will record all details required in the incident log. The safeguarding manager will analyse the situation and make an evaluative decision with regards to the subsequent action to be taken; the parent/guardian of the child or vulnerable adult are to be informed at the earliest opportunity by the safeguarding manager. Under no circumstance should the child or vulnerable adult be questioned by anybody other than the safeguarding manager, with the approval and in the presence of the child or vulnerable adult's parent/guardian. If required, necessary action will be taken to inform the relevant authorities under the law. An independent advisor from the local Social Services will also be informed who will make assessment on the case and the necessary further action to be taken under the law.

Please refer to the appendices at the end of this policy for further detailed information on reporting and recording allegations for different scenarios.

Acceptable Risk

In all aspects of work at the Club, there will be situations where a degree of professionalism must be adopted with regards to safeguarding. All members of staff must be aware of the repercussions that a scenario may have, where staff professionalism is put in question. To ensure that this statement protects children, vulnerable adults and staff, there may be situations where the term 'acceptable risk' is to be understood. An example of this could be if a child or vulnerable adult requires hospital treatment but the parent/guardian is not at the venue, it is acceptable risk to transport the child or vulnerable adult in the ambulance until the arrival of the parent/guardian.

Key Contacts:

Zoë Hall, Senior Safeguarding Manager

E: zoe@pne.com

Tel: 01772 693313 (Internal Ext 1313)

M: 07792149716

Andy Livingstone, Academy Designated Safeguarding Officer

E: andylivingstone@pne.com

M: 07880 746005

Andy Haythornthwaite, PNECET Designated Safeguarding Officer

E: andy@pne.com

Tel: 01772 693361 (Internal Ext 1361)

M: 07880746005

Mark Farnworth, Matchday Designated Safeguarding Officer

E: markfarnworth@pne.com

Tel: 01772 693323 (Internal EXT 1323)

M: 07771916793

Preston Police

Tel: 101

Lancashire FA Regional Designated Safeguarding Officers

Tel: 01772 624000

The FA Designated Safeguarding Contact

Tel: 0800 169 1863 (option 7)

Useful resource contact numbers:

NSPCC (National Society for the prevention of cruelty to children)

<https://www.nspcc.org.uk/>

Tel: 0808 800 5000

Childline

<https://www.childline.org.uk/>

Tel: 0800 1111

The Children Act 2004

<https://www.legislation.gov.uk/ukpga/2004/31/contents>

Child Protection in Sport Unit

<https://thecpsu.org.uk/>

Working Together to Safeguard Children 2015

<https://www.safeguardingschools.co.uk/working-together-to-safeguard-children-2015/>

The Football Association (The FA)

<http://www.thefa.com/football-rules-governance/safeguarding>

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

Date and Review

This safeguarding policy is reviewed annually, the next review will be in July 2019.

Appendix

1. Action – Incident/Referral Report
2. Action – Injury Reporting Document
3. Action – Child or Vulnerable Adult informing Staff of an Incident
4. Action – Missing Child
5. Action – When a Child has not been collected
6. Action – Reports of Suspected Abuse Away from PNE
7. Suspected Child on Child Abuse
8. Reporting an Accident
9. Matchday Operational Procedures

Appendix 1 – Incident/Referral Report

Report Serial No:	Date Submitted:
Childs Name/Vulnerable Adults Name:	
Address:	
Contact Tel No:	Mobile:
Date & Time of Incident:	Location:
Details of the Incident as reported by the staff member:	
Any Visible Injuries:	
Child/Vulnerable Adults Version of Events:	
Action Taken by Senior Safeguarding Officer/Designated Safeguarding Officer:	

Further Action:

Signed: _____ **Safeguarding Manager**

Signed: _____ **Designated Safeguarding Officer**

Report Serial:		
Further Details:		
Services	Name, Address & Tel No of Contact	Advice Received
<u>Police</u> Yes / No		
<u>Social Services</u> Yes/No		

Preston North End Club Safeguarding Policy

<p><u>Doctor</u></p> <p>Yes/No</p>		
<p><u>The FA</u></p> <p>Yes/No</p>		
<p><u>Local Authority</u></p> <p>Yes/No</p>		
<p><u>NSPCC</u></p> <p>Yes/No</p>		
<p><u>Other</u></p> <p>Yes/No</p>		

Appendix 2 – Injury Reporting Document

Child's Name/Vulnerable Adults Name:

Location where the injury occurred:

Date of Incident:

Details of the Incident:

—

Details of the Injury:

Was First Aid administered: _____ By Whom:

Was further treatment required: _____ what:

Did the child/vulnerable adult go to hospital: _____ which:

Were the parents/guardians informed: _____ when:

Was the incident reported to the Senior Safeguarding Officer /Designated Safeguarding Officer: _____?

When: _____ was the accident book completed:

Did you follow the flow chart indicated of the child protection document:

_____?

What was the child/vulnerable adult informed before ending the session/game:

What was the follow up action:

_____?

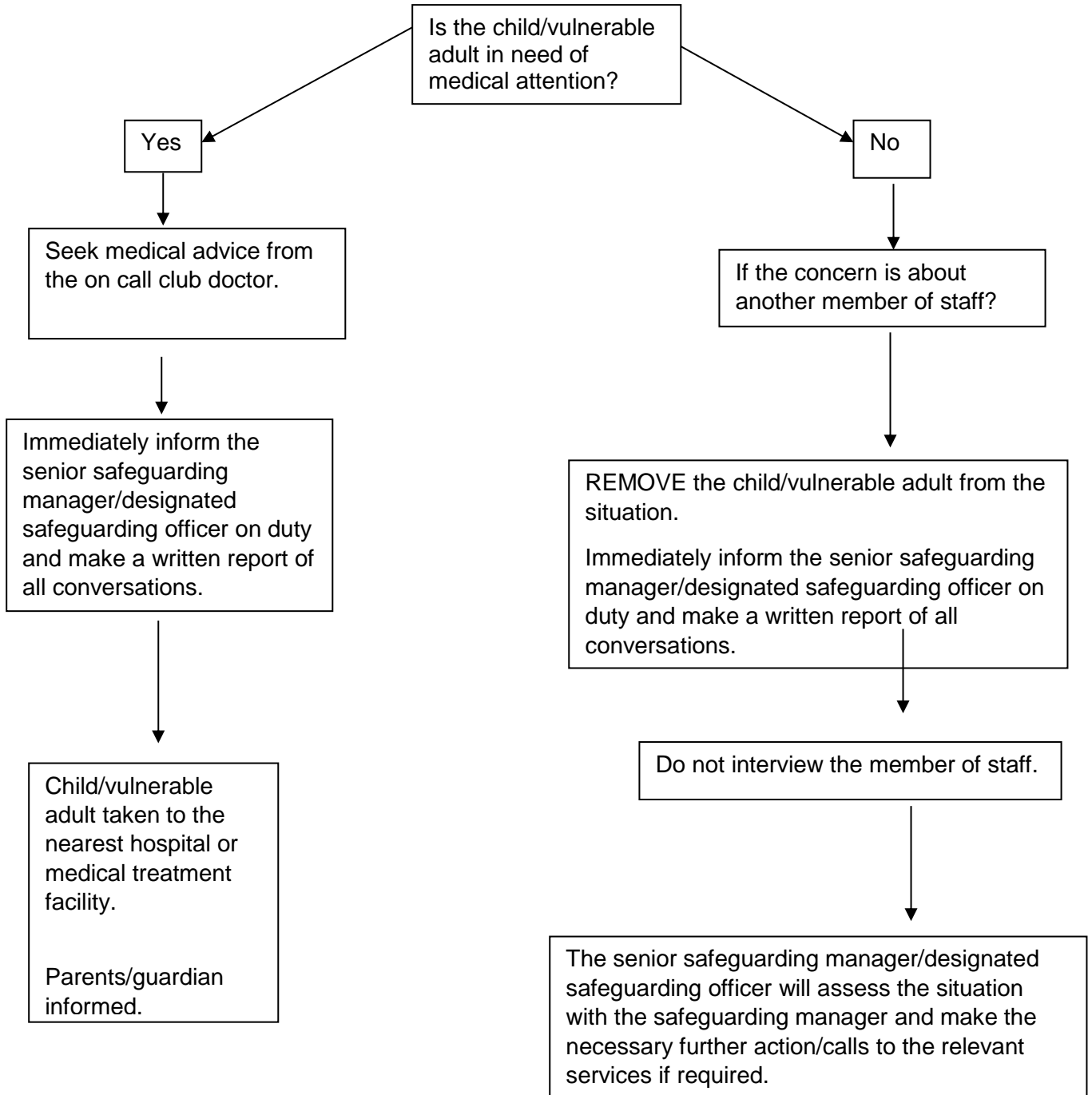
Signed by the Staff: _____ **Name:** _____

Date: _____

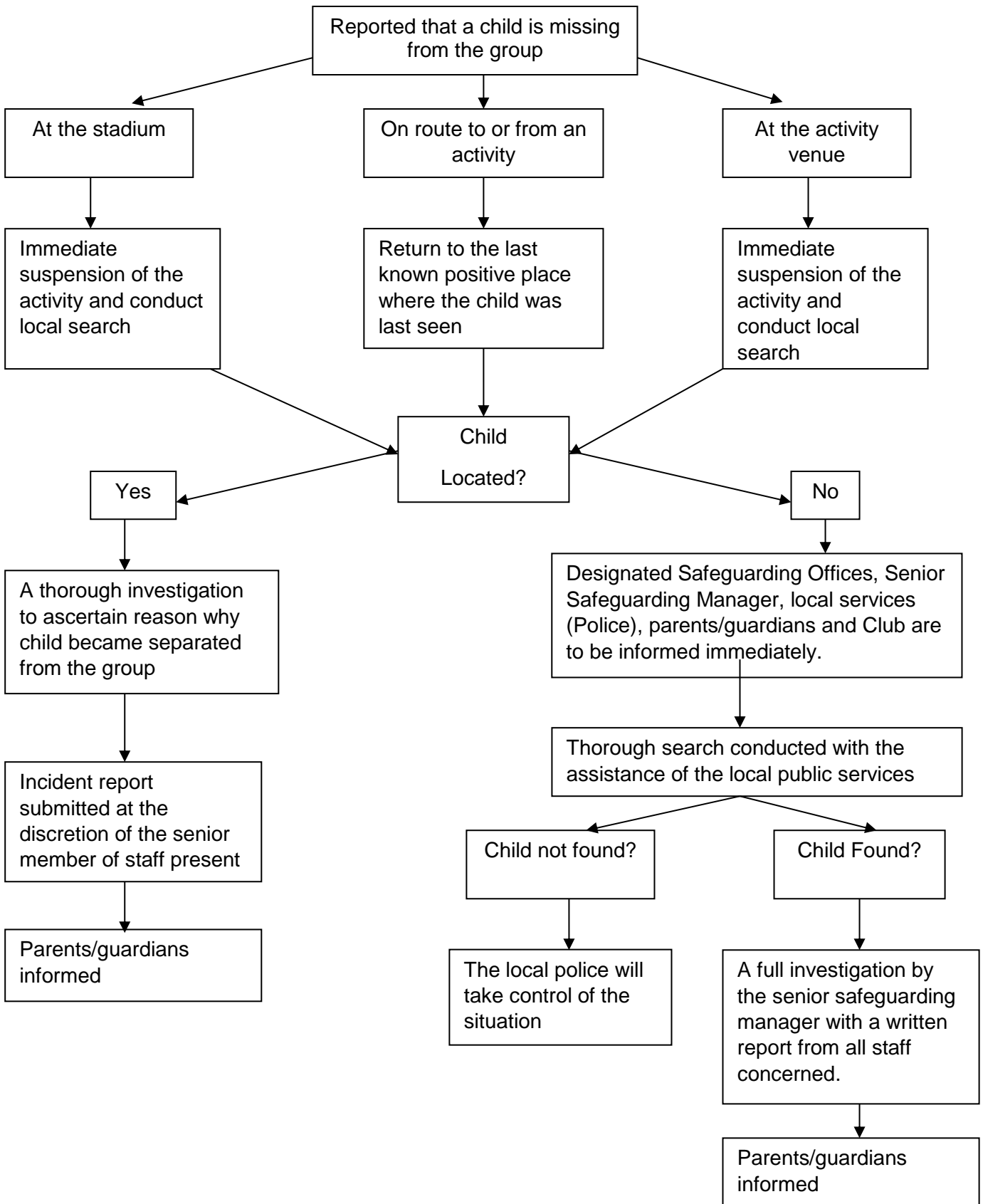
Signed by the Senior Safeguarding Manager: _____

Name: _____ **Date:** _____

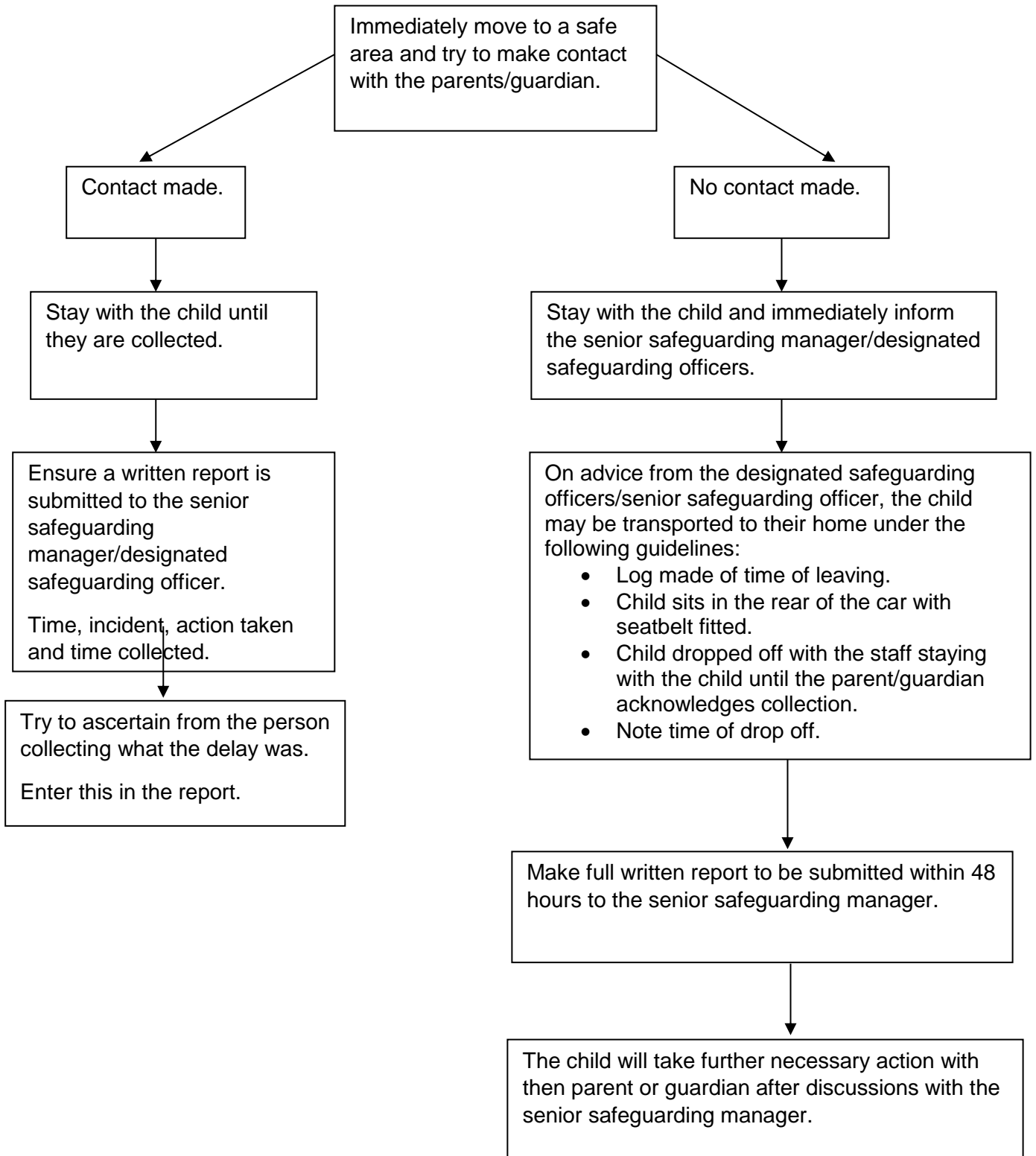
Appendix 3 – Action – Child/Vulnerable Adult informing staff of an incident



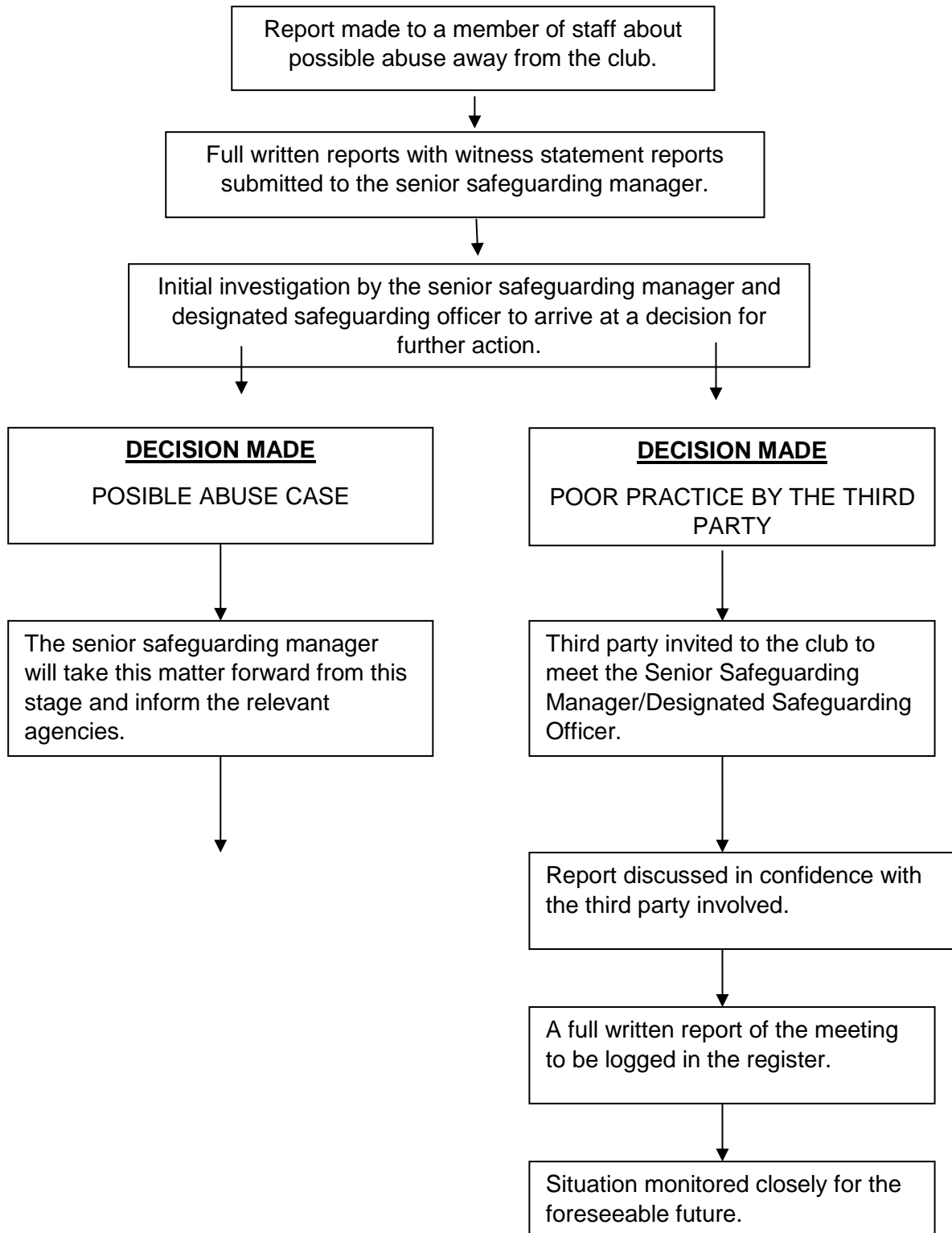
Appendix 4 – Action – Missing Child



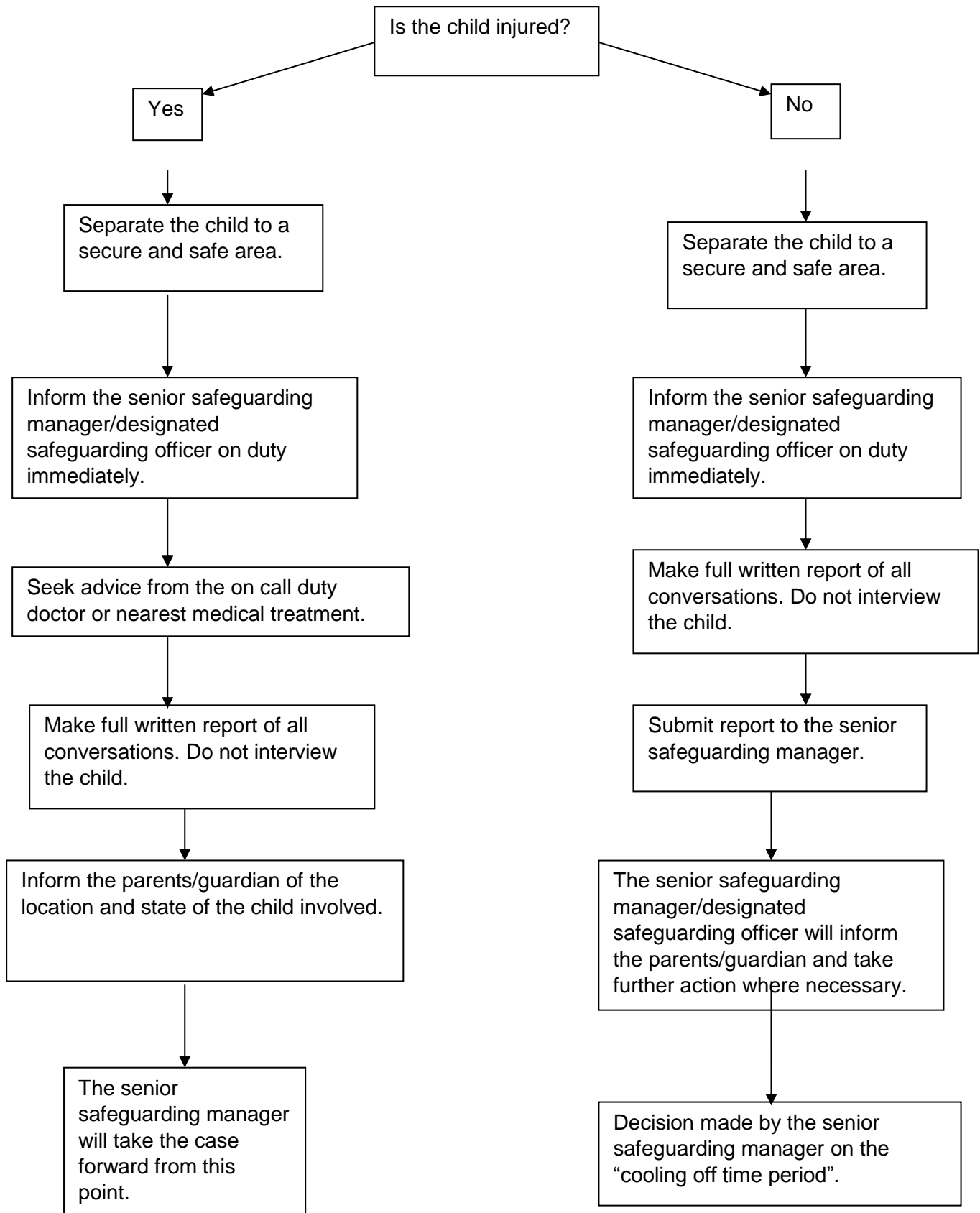
Appendix 5 – Action – When a child has not been collected



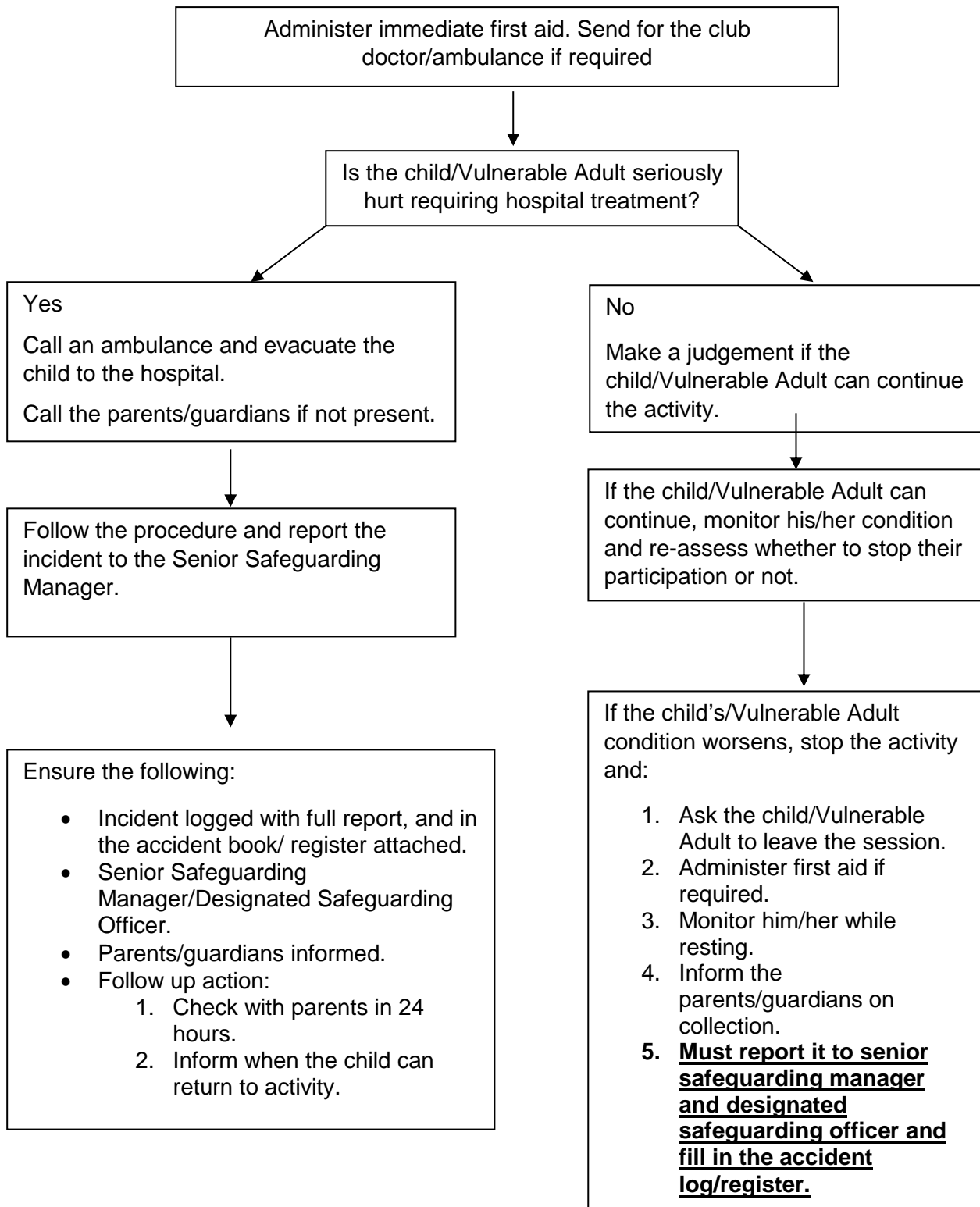
Appendix 6 – Action – Reports of suspected abuse away from Preston North End Football Club



Appendix 7 – Action – Suspected child on child abuse (bullying)



Appendix 8 – Action - Reporting an Accident



Appendix 9 – Matchday Operational Procedures – Stewards

PRESTON NORTH END FOOTBALL CLUB



SAFEGUARDING **CHILDREN and ADULTS AT RISK** **POLICY**

MATCH DAY OPERATIONAL **PROCEDURES**

This policy is applicable for Preston North End safety stewards. The procedures outlined below supplement the other child/adult at risk safeguarding procedures that Preston North End has in force.

Version 1 – 12th June 2013 – Mark Farnworth (GSO)
Review - 14th July 2015 – Mark Farnworth (GSO)
Review – 10th May 2016 – Mark Farnworth (GSO)
Review – 9th April 2018 – Mark Farnworth (GSO)
Review - 13th August 2018 – Mark Farnworth (GSO)

Preston North End Football Club believes that the general wellbeing and welfare of all children, young persons and adults of risk, who are involved with the club in any way, is of paramount importance. Therefore the club provides a safe setting for any child, young person under the age of 18 or adult at risk. It encourages best practice in protection matters in a spirit

of partnership and openness with all children, young person under the age of 18 and adults at risk, their families and local agencies.

The club promotes the health, development and educational achievement of children, young persons and adults at risk alongside football and sporting excellence. It recognises that children, young person under the age of 18 or adults at risk have a right to be protected regardless of age, gender, disability, culture, language, racial and ethnic origin or religion. A child is defined in the Children act as:

- A person under the age of 18 years of age.” (unless married then 16)

An adult at risk is someone aged 18 or over:

- Who is, or may be, in need of community services due to age, illness or a mental or physical disability and who is, or may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation.

An adult may also be considered vulnerable if they are unable to care or protect themselves due to intoxication from alcohol or substance abuse.

All safety stewards supervisors who come into contact, or are likely to come into contact with children or adults at risk, must be fully conversant with and ensure that this policy is adhered to. They must ensure that stewards under their supervision are aware of the policy and apply it during their match day duties.

All stewards and indeed all employees of Preston North End F.C. must understand and accept that the underlying principle in their treatment of children/adult at risk is to ensure the safety and welfare of every child/adult at risk at all times.

Preston North End has a ‘duty of care’ towards a child/adult at risk (and all spectators) that commences from the moment the person enters the stadium footprint and ends generally when the child/adult at risk leaves the stadium footprint.

Deployment

- Stewards should always work in pairs when dealing with children/adults at risk
- A supervisor should attend as soon as possible. This is to ensure that this policy is being adhered to, to provide additional help and advice and to corroborate what was said, done or heard. All supervisors to have a current DBS check.
- Searching of persons entering the stadium is covered under ground regulation 6.
- All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

If any hands on searching is to take place of any spectator the policy for Preston North End is that the steward should have a current DBS check.

Searching of children

- Stewards have discretion as to who they search. It is not ‘good practice’ to search anyone who “appears to be under the age of fourteen”. If a search of such a child is considered necessary, a young male must be searched by a male steward, and a young female by a female steward. Searches **must** be witnessed by a second steward, and a receipt given for any property which is confiscated. Best practice is to request the child to empty their pockets / bags but again a second steward **must** witness this. An incident record must be completed that includes details of any property that is confiscated along with the child’s name and contact details.
-

Searching of adults at risk

- Stewards have discretion as to who they search. If the search of an adult at risk is considered necessary then this must be **approved by the ground safety officer**. The search should be done in the presence of any carer if they are with the adult at risk. Searches **must** be witnessed by a second steward and a receipt given for any property which is confiscated. Best practice is to request the adult at risk to empty their pockets / bags but again a second steward **must** witness this. An incident record must be completed that includes details of any property that is confiscated along with the adult at risk's name, contact details and that of their carers. If the search of an adult at risk is deemed necessary then it may be appropriate that this is done in private.

Should a child/adult at risk report themselves as lost to any steward, then reference should be made to the club's contingency plans for such circumstances. (page 35-6) The GSO should be notified immediately, another steward/supervisor should be directed to attend to prevent lone working and the individual returned to their seats/carers if known.

If necessary the lost person should be escorted by stewards to the Sir Tom Finney Reception and further enquiries made. The contingency plan also caters for persons reported missing by their parent/carer.

Stewards must show maximum tolerance when dealing with children/adults at risk.

Physical restraint must only be used as the very last resort, and then only to prevent the child/adult at risk from harming him or herself, or harming others.

It should never be used just to move a child/adult at risk from one position to another. Even in the rare event of a steward needing to separate two fighting children, minimum force only may be used.

If a child's/adult at risk behavior is so extreme as to cause actual or potential harm, he/she should be taken to a 'place of safety' within the stadium complex, as dictated by the Ground Safety Officer. The 'place of safety' must be suitable and have toilet facilities and a telephone.

Parents/Carers must be contacted immediately and asked to collect the person from the stadium as soon as possible. The person must be released into the care of an appropriate adult even if this means waiting until after the end of the match. The person must be accompanied by at least two stewards throughout the procedure. If the person is female, at least one of the stewards must be female.

Ejection of child or vulnerable adult

If a child or vulnerable adult's behavior is so extreme this does not prevent an ejection taking place to ensure the safety of others, if a child or vulnerable adult is violent the Police should be involved.

Ejection of a child

- In accordance with Football League guidelines and a government white paper, the Preston North End allows supporters aged 14 and over to travel unaccompanied on the Club's official travel to away fixtures.
- Therefore if it is found that a child is aged 14 or over and they have travelled to the stadium by their own means and unaccompanied then it is reasonable to eject them if their behavior is so extreme. It may be the case that if a child is removed from one area of the stadium to eject them that their behavior improves and therefore they may be taken to a place of safety as outlined above. The police must be contacted if a child has been ejected whose behavior is so extreme.

- In all instances of a child being ejected and not taken to a place of safety stewards should try to establish, the child's name, address and parent/carer contact details. The child should also be asked if they have attended the stadium with a parent/carer or other appropriate adult. This information should be given to match control.
- The child should be told it is not club policy to eject children unless there are extreme circumstances, and for their welfare they are advised to remain outside the stadium until an appropriate adult can be contacted. The child will also be advised that if their behavior improves they will be taken to a place of safety until the appropriate adult arrives.
- The ejected child should be monitored by stewards and also CCTV whilst outside the stadium. Checks should be made to establish the child's identity and appropriate adult from their match day ticket.

Ejection of an adult at risk

If an adult at risk behavior is so extreme this does not prevent an ejection taking place to ensure the safety of others, if violent the Police should be involved.

An adult at risk may be with a carer. The carer should be spoken to try and resolve any developing situation.

- In all instances of an adult at risk being ejected and not taken to a place of safety stewards should try to establish, the person's name, address and appropriate adult/carer contact details. The Ground Safety Officer must approve all ejections of an adult at risk. The adult at risk should also be asked if they have attended the stadium with an appropriate adult/carer. This information should be given to match control. The police must be contacted if an adult at risk has been ejected who's behavior is so extreme or there are concerns that the adult at risk may be unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation.
- The adult at risk should be told it is not club policy to eject him/her unless there are extreme circumstances, and for their welfare they are advised to remain outside the stadium until an appropriate adult can be contacted. The adult at risk will also be advised that if their behavior improves they will be taken to a place of safety until the appropriate adult arrives.
- The ejected adult at risk should be monitored by stewards and also CCTV whilst outside the stadium. Checks should be made to establish the person's identity and appropriate adult from their match day ticket.

In any of the incidents referred to above, the most senior steward involved must make a written report of what was said, done and heard on the Club Match Report Form as soon as possible and in any case before they leave the stadium.

No children or an adult at risk, including those who have been removed from the stadium, may be photographed or videoed individually without parental/carer permission.

Stewards will need to be especially protective of children/adult at risk during emergency or evacuation procedures. In such incidents a specific area should, if practicable, be allocated to unaccompanied and lost children/adults at risk and details registered of the children/adults at risk. They can be taken off the register as they are collected by parents/appropriate adults/carers.

If it is not possible to contact the parents /appropriate adults/carers of a lost child/adult at risk, the lost person must be handed over to the Police or Social Services, as both organisations have a legal responsibility to take the child to a place of safety.

Further information

Stewards are entitled to ask any spectator his or her age so that he/she can be dealt with appropriately. If no answer is given, a steward is entitled to make a decision based on the spectator's appearance and behavior.

There may be occasions when a steward is challenged verbally and /or physically by a spectator who appears to be under 18 years of age. In such cases the steward should do all he/she can to defuse the situation and avoid escalating the situation before calling for assistance from Police Officers and /or the Search and Response team if he/she feels threatened.

The FA/NSPCC helpline is available 24 hours a day. 7 days a week to give advice on child protection matters. The telephone number is 0808 800 5000.

Should any child or adult at risk make a disclosure of sexual abuse (or in certain circumstances any other form of abuse) to any member of staff on a match day this will be referred immediately to the Ground Safety Officer who will inform the police.

Given the serious information that continues to come to light regarding child abuse in football, The **FA** has commissioned a dedicated **NSPCC helpline** for adults who were victims of sexual abuse in childhood within the football industry. The **helpline** will be available 24 hours a day on 0800 023 2642.

SUMMARY

All Stewards have a duty of care towards spectators at the Stadium.

This duty of care must be exercised with particular vigilance when dealing with children/adults at risk, and must be equal at least to that which would be expected of a responsible parent/carer. It must also be remembered that strict adherence to this policy will not only ensure the safety and welfare of our younger spectators and adults at risk, but also protect the integrity of our stewards and our stewarding operation.

Finally some of above policy outlines actions to be taken should a child or adult at risk behavior become so extreme/violent that it warrants the person being taken to a place of safety within the stadium or ejection from the stadium. A change in a person's behavior might be due to a medical reason. This must be borne in mind when dealing with incidents and it might be the case that medical assistance/advice is also sought in addition to that of the police.

Mark Farnworth

Ground Safety Officer

Preston North End