

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



**JANUARY 2026 – TO BE REVIEWED ANNUALLY**

We will make changes to our policy on an annual basis to reflect legislation and guidance.

Our Franchisees operate across the UK and Ireland, therefore, certain aspects of this document (The Appendices) will only be relevant to specific local authorities. The key information within this document is relevant to all Franchisees and Football Fun Factory Communities.

This policy will be reviewed by:

Designated Safeguarding Lead

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This document is for:

FFF Directors

Head Coaches

Assistant Coaches

Volunteers

Families

Children

Safeguarding is not just about protecting children from deliberate harm. It includes a wide range of issues relating to children's welfare, health and safety.

The following information provides details about specific safeguarding concerns that may impact the welfare of children in their care.

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At the Football Fun Factory, we believe the child's welfare is, and must always be the paramount consideration. All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, faith or sexual orientation. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

Staff, coaches and volunteers should be familiar with the safeguarding procedures within The Football Fun Factory and know how to respond to concerns about children or adults.

All Football Fun Factory coaches hold appropriate Safeguarding Children Qualifications provided by The FA and are supported with in-house safeguarding best practices.

The Football Fun Factory acknowledges that this policy will incorporate a range of safeguarding issues, including (but not limited to):

- Bullying (including cyberbullying)
- Children missing education
- Child missing from home or care
- Child Sexual Exploitation (CSE)
- Domestic violence
- Drugs and alcohol
- Fabricated or induced illness
- Gangs and youth violence
- Hate
- Honour-based violence, including Female Genital Mutilation (FGM)
- Mental health
- Online Safety
- Prevent (Radicalisation and extremism)
- Private fostering
- Relationship abuse and gender-based violence
- Youth Produced Sexual Imagery or "Sexting"
- Trafficking

# **SAFEGUARDING POLICY**

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This policy provides staff, head coaches, volunteers, students and parents/carers with details about specific safeguarding concerns that may impact on the welfare of children in their care or living locally.

As a society, we all have a duty to safeguard children, but it is particularly important that those working or volunteering with children remain vigilant to the signs and indicators of abuse and neglect.

Every member of staff at the Football Fun Factory recognises that children experiencing specific safeguarding issues identified above are no different from safeguarding against any other vulnerability or concern and will be approached and responded to in the same way as protecting children from any other risks.

**The Football Fun Factory Safeguarding Team**

\*The Football Fun Factory Designated Safeguarding Lead may be referred to as the 'the DSL' throughout this document.

The Football Fun Factory Safeguarding Team consists of the DSL, The Franchise Operations Manager, The Programmes and Partnerships Manger, Operations Manager and Football Operations Manager. It is the responsibility of the team to ensure that all records are kept up to date and in order.

All safeguarding policies will be reviewed on an annual (minimum) basis by The FFF Safeguarding Team.

The FFF Safeguarding Team will ensure regular reporting on safeguarding activity within the organisation.

**The Role of the Safeguarding Team**

- Lead responsibility for child protection and safeguarding, including online safety
- Ensure that Football Fun Factory adheres to its statutory safeguarding policies and duties
- Provide leadership and expertise in safeguarding and child protection
- Work with other agencies to improve partnership working and strategic planning

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## Disclosure and Barring Service (DBS) & Safer Recruitment

The Football Fun Factory will ensure that all staff and coaches undergo, or have undergone\*, an Enhanced Disclosure and Barring Scheme check that returns clear before commencement of employment with the organisation. Failure to meet this requirement will mean that the member of staff is unable to perform their duties until the requirement is met.

\*If an assistant coach has an Enhanced DBS Certificate produced no longer than three years prior to the date provided to their Head Coach, this will be accepted depending on the information on the certificate.

All new recruits must provide a minimum of two references and be interviewed by a minimum of two members of the FFF team - Please refer to the Safer Recruitment Policy for further guidance.

## Safer Working Practices

Keeping Children Safe in Education (DFE 2025) sets out the requirement for all schools to have a staff Code of Conduct. All staff (including visiting staff), volunteers and governors should follow this Code of Conduct. We have also adopted this approach due to the nature of our programmes therefore we have our FFF Code of Conduct.

This Code of Conduct aims to support adults so they don't work in a manner which might lead to an allegation against them by raising awareness of illegal, unsafe, unprofessional and unwise behaviour and by supporting staff and volunteers to understand what safe, professional conduct is.

Equally, it aims to reduce the opportunity for any adult intent on grooming or harming a young person. This aims to reduce the risk of incidents or misunderstandings occurring by developing and setting out clear guidelines and boundaries.

It encourages you to work in an open and transparent way that should avoid someone questioning your motives, intentions or suitability to work with young people. FFF promotes an open and transparent culture in which all concerns about adults working in or on behalf of the organisation are dealt with promptly and appropriately.

Creating this culture in which all concerns are shared responsibly, in a timely way with the right person, and are recorded and dealt with appropriately is critical to effective safeguarding practice.

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This culture enables us to identify concerning, problematic or inappropriate behaviour at the earliest possible stage, minimises the risk of abuse and ensures that all adults working in or on behalf of FFF are clear about professional boundaries and act within these, in accordance with our ethos and values.

This culture also empowers individuals to share concerns with key staff about their own behaviour at the earliest possible opportunity. It is paramount that everyone understands their responsibility to share without delay any concerns they may have about a child's welfare or an adult's behaviour towards a young person. This includes any behaviours, which may not meet the harm threshold and may be deemed to be a 'low-level concern'.

In addition, everyone has a responsibility to escalate their concerns to the Local Authority Designated Officer if they feel that safeguarding concerns they have raised about a child or adult working at the school are not being addressed.

The Football Fun Factory is committed to safeguarding children and promoting children's welfare and expects all staff, franchisees, assistant coaches, volunteers and visitors to share this commitment and maintain a vigilant and safe environment.

It is our willingness to work in a safe manner and challenge inappropriate behaviour that underpins this commitment. Everyone is expected to adhere to our Code of Conduct for safer working practices for those working with children and young people in our settings.

Franchisees, Head Coaches, Assistant Coaches and volunteers are provided with up-to-date copies of all policies including The FFF Code of Conduct and are readily accessible on The FFF Head Coach Community website. Refresher training is also part of the programme for weekly meetings.

Franchisees, Head Coaches, Assistant Coaches and volunteers are also made aware of all policies during their onboarding process and as part of an online training module.



## Types of Abuse: Defined

Definitions of Abuse and Neglect from Working Together to Safeguard Children 2023  
Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework

Child protection is part of safeguarding and promoting the welfare of children and is defined for the purpose of this guidance as an activity that is undertaken to protect specific children who are suspected to be suffering, or likely to suffer, significant harm.

This includes harm that occurs inside or outside the home, including online.

The different types of abuse that all FFF Head Coaches must have a clear understanding of are listed below and are from Working Together to Safeguard Children 2023.

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**Abuse - A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill-treatment that is not physical as well as the impact of witnessing ill-treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects.**

**Children may be abused in a family or in an institutional or extra-familial context by those known to them or, more rarely, by others.**

**Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.**

**Physical abuse - A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.**

**Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.**

**Emotional abuse - The persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them, or making fun of what they say or how they communicate.**

**It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child from participating in normal social interaction.**

**It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.**

**Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.**

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**Sexual abuse** - Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse

Sexual abuse can take place online, and technology can be used to facilitate offline abuse.

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Neglect** - The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

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

- provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment
- provide suitable education It may also include neglect of, or unresponsiveness to, a child's basic emotional needs

\*The term 'setting' refers to Football Fun Factory

\*The term 'staff' refers to; Football Fun Factory Employees, Head Coaches, Assistant Coaches and Volunteers

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The following information provides staff, coaches and volunteers with details about specific safeguarding concerns that may impact on the welfare of children in their care or living locally.

As a society, we all have a duty to safeguard children but it is particularly important that those working or volunteering with children remain vigilant to the signs and indicators of abuse and neglect. Staff, coaches and volunteers should be familiar with the safeguarding procedures within the setting and know how to respond to concerns about children or adults.

General signs and Indicators of Abuse and Neglect may include:

- Significant changes in children's behaviour
- Deterioration in children's general well-being
- Unexplained bruising, marks, injuries or other signs of abuse or neglect
- Children's comments during their play or otherwise which gives cause for concern
- A pattern of absences or frequent absences.
- Any other reasons to suspect neglect or abuse outside the setting for example in the child's home.
- Inappropriate behaviour displayed by other members of staff, coaches or any other person working with the children.

Additional safeguarding issues and concerns will now be considered.



## Domestic Abuse (DA)

The statutory definition is clear that domestic abuse may be a single incident or a course of conduct which can encompass a wide range of abusive behaviours, including a) physical or sexual abuse; b) violent or threatening behaviour; c) controlling or coercive behaviour; d) economic abuse; and e) psychological, emotional, or other abuse.

Under the statutory definition, both the person who is carrying out the behaviour and the person to whom the behaviour is directed towards must be aged 16 or over and they must be “personally connected” (as defined in section 2 of the Domestic Abuse Act 2021).

The definition ensures that different types of relationships are captured, including ex-partners and family members. All children can experience and be adversely affected by domestic abuse in the context of their home life where domestic abuse occurs between family members, including where those being abusive do not live with the child. Experiencing domestic abuse can have a significant impact on children.

Section 3 of the Domestic Abuse Act 2021 recognises the impact of domestic abuse on children (0 to 18), as victims in their own right, if they see, hear or experience the effects of abuse. Young people can also experience domestic abuse within their own intimate relationships.

The setting recognises that where there is DA in a family, the child/young person will always be affected; the longer the DA continues, the greater the risk of significant and enduring harm, which they may carry with them into their adult life and relationships. DA can also affect children in their personal relationships as well as in the context of home life.

The setting will follow the procedures outlined in this policy if DA concerns arise. The DSL will monitor vigilantly the welfare of children living in DA households, offer support and contribute to any Multi-Agency plan as required.



## **Bruising, Marks or Injuries in Pre-mobile Babies**

Research indicates that severe child abuse is six times more common in babies aged under one year than in children aged one to 4 years, and 120 times more likely than in the 5 – 13-year-old age group.

Bruising, marks or injuries are the most common presenting features of physical abuse in children. The younger the child the higher the risk that the bruising, mark or injury is non-accidental, especially where the child is under the age of 6 months. Bruising, marks or injury in any child 'not independently mobile' should be taken as a matter for inquiry and concern by the DSL. This is also relevant to older children who are not independently mobile by reason of a disability.

It is accepted that marks could be the result of birth trauma, birth marks or areas of skin pigmentation such as 'Mongolian Blue Spots'. The setting may ask parents/carers upon registration to inform them of any distinguishing marks that the child may have.

The setting recognises that concerns may be raised about pre-mobile babies or older children who are not independently mobile by reason of a disability who do not attend the setting. Concerns may arise when younger siblings are present during drop off or collection of children who attend the setting.



## **Children with Special Educational Needs and/or Disabilities (SEND)**

We recognise that, statistically, children with additional needs, special educational needs, emotional and behavioural difficulties and disabilities are most vulnerable to abuse. Setting staff who deal with children with complex and multiple disabilities and/or emotional and behavioural problems should be particularly sensitive to indicators of abuse.

Children with communication difficulties are also vulnerable to abuse because they are unable to express themselves to others. Instead, such children will often exhibit changes in behaviours or signs and indicators of abuse. Staff will be trained to recognise these indicators. Where necessary, the setting will seek advice from other professionals and specialist services and provide additional training to staff.

## **Parents/Carers Misusing Drugs and/or Alcohol**

Misuse of drugs and/or alcohol is strongly associated with the risk of significant harm to children, particularly when combined with other features such as domestic violence.

If the setting has concerns about drug and/or alcohol abuse by a child's parents/carers they will follow appropriate procedures. This is particularly important if the following factors are present:

- Use of the family resources to finance the parent's dependency, characterised by inadequate food, heat and clothing for the children
- Children exposed to unsuitable caregivers or visitors, e.g. customers or dealers
- The effects of drugs and/or alcohol leading to an inappropriate display of sexual and/or aggressive behaviour
- Chaotic drug and/or alcohol use leading to emotional unavailability, irrational behaviour and reduced parental vigilance
- Disturbed moods as a result of withdrawal symptoms or dependency
- Unsafe storage of drugs and/or alcohol or injecting equipment
- Drugs and/or alcohol having an adverse impact on the growth and development of the unborn child



## Children Misusing Drugs or Alcohol

The discovery that a young person is misusing legal or illegal substances or reported evidence of their substance misuse is not necessarily sufficient in itself to initiate a child protection proceeding. The setting will consider such action in the following situation when there is evidence or reasonable cause:

- To believe the young person's substance misuse may cause him or her to be vulnerable to other abuse such as sexual abuse
- To believe the young person's substance-related behaviour is a result of abuse or because of pressure or incentives from others, particularly adults
- Where the misuse is suspected of being linked to parent/carer substance misuse
- Where the misuse indicates an urgent health or safeguarding concern
- Where the young person is perceived to be at risk of harm through any substance associated with criminality

## Children with Family Members in Prison

The setting is committed to supporting children/young people who have a parent or close relative in prison and will work with the family to find the best ways of supporting the child.

The setting recognises that children with family members in prison are at risk of poor outcomes including: poverty, stigma, isolation, poor mental health and poor attendance.

The setting will treat the information shared by the family in confidence and it will be shared on a 'need to know' basis.

The setting will work with the family and the child to minimise the risk of the child not achieving their full potential.



## Young Carers

The setting recognises that children who are living in a home environment which requires them to act as a young carer for a family member or a friend, who is ill, disabled or misuses drugs or alcohol can increase their vulnerability and that they may need additional support and protection.

The setting will: seek to identify young carers; offer additional support internally; signpost to external agencies; be particularly vigilant to the welfare of young carers and follow the procedures outlined in this policy, referring to Early Help or Social Care as required if concerns arise.

## Online Safety

It is important that children and young people receive consistent messages about the safe use of technology and are able to recognise and manage the risks posed in both the real and the virtual world. Terms such as 'e-safety', 'online', 'communication technologies' and 'digital technologies' refer to all fixed and mobile technologies that adults and children may encounter, now and in the future, which allow them access to content and communications that could raise issues or pose risks to their well-being.

The issues can be categorised into three areas of risk:

- **Content** – being exposed to illegal, inappropriate, or harmful material
- **Contact** – being subjected to harmful online interaction with other users
- **Conduct** – personal online behaviour that increases the likelihood of, or causes, harm

## Best practice:

- **Whole setting approach** – staff recognise and are aware of e-safety issues and the Leadership Team make online safety a priority.
- **Management of Personal Data** – data is managed securely and in accordance with the requirements of the GDPR and Data Protection Act 2018.



## Honour- Based Violence (HBV):

So called ‘honour-based’ violence encompasses incidents which have been committed to protect or defend the honour of the family and/or community, including:

- Female Genital Mutilation
- Breast Ironing
- Forced Marriage

The setting takes these concerns seriously and staff are made aware of the possible signs and indicators that may alert them to the possibility of HBV through training. Staff are required to treat all forms of HBV as abuse and follow the procedures outlined in this policy

## Female Genital Mutilation (FGM)

FGM is a procedure involving the partial or total removal of the external female genitalia or other injury to the female genital organs. FGM is illegal in the UK. Any indication that a child is at risk of FGM, where FGM is suspected, or where the woman is over 18, will be dealt with under the child protection procedures outlined in this policy.

Staff will report concerns to the DSL, who will make appropriate and timely referrals to Children’s Services and the Police via 101. In these cases, parents will not be informed before seeking advice and the case will still be referred to Children’s Services even if it is against the child or young person’s wishes.

It is illegal to carry out FGM in the UK. It is also a criminal offence for UK nationals or permanent UK residents to perform FGM overseas or take their child abroad to have FGM carried out. The maximum penalty for FGM is 14 years imprisonment.

The Multi-agency statutory guidance on female genital mutilation, 2020 will be followed. In accordance with the Female Genital Mutilation Act, it is a statutory duty for professionals to report ‘known’ cases of FGM in under-18s which they identify in the course of their professional work to the police. In accordance with the Female Genital Mutilation Act, it is a statutory duty for professionals to report ‘known’ cases of FGM in under-18s which they identify in the course of their professional work to the police.



## **Breast Ironing**

Breast ironing also known as 'Breast Flattening' is the process whereby young pubescent girls breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or delay the development of the breasts entirely.

It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage and therefore be kept in education. Much like FGM, Breast Ironing is a harmful cultural practice and is child abuse and is classified as physical abuse.

## **Forced Marriage**

Forcing a person into a marriage is a crime in The UK. A forced marriage is one entered into without the full and free consent of one or both parties and where violence, threats or any other form of coercion is used to cause a person to enter into a marriage.

Threats can be physical or emotional and psychological. A lack of full and free consent can be where a person does not consent or where they cannot consent (if they have learning disabilities, for example). Nevertheless, some perpetrators use perceived cultural practices as a way to coerce a person into marriage. Schools and colleges can play an important role in safeguarding children from forced marriage.



## Child Exploitation

## Extremism and Radicalisation

When we talk about radicalisation it means someone is being encouraged to develop extreme views or beliefs in support of terrorist groups and activities.

Radicalisation and the potential path towards terrorism and extremism can occur through face-to-face or online interactions.

It is sadly the case that it is becoming easier than ever to be groomed by terrorist recruiters on the internet and to find extremist materials. Encouraging susceptible individuals to commit acts of terrorism on their own initiative is a deliberate tactic seen in emerging ideologies and seen in their propaganda.

This is exacerbated by online environments which bring together and facilitate individuals sharing and validating thoughts and ideas.

Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism.

The importance of noticing the hallmarks of concern within these online communities, in friends or wider social spaces as well as work and educational settings has probably never been as important as it is now.

There are some common signs that may mean someone is being radicalised:

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others
- Expressing anger or extreme views towards a particular group such as a different race or religion
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media

It's often the case that professional curiosity and belief in your own ability to determine if something just doesn't sit right is sometimes a good checkpoint to flag up where something may be going wrong, especially in the early stages of radicalisation.

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The Counter-Terrorism and Security Act 2015 (CTSA) is UK legislation designed to counter terrorism threats by disrupting travel, enhancing agency monitoring, combating extremist ideology, and introducing the Prevent Duty, requiring public bodies like educational institutions to safeguard individuals from radicalisation, balancing security with free speech and academic freedom.

The Prevent duty: safeguarding learners vulnerable to radicalisation 2022, will be followed.

The Prevent Strategy highlighted the need to safeguard children, young people and families from violent extremism and radicalisation.

The FFF recognises that children and young people are vulnerable to extremist ideology and radicalisation and that protecting children from this risk forms part of our safeguarding procedures.

All FFF Coaches must complete Prevent Training via the gov.uk website to minimise the risk of radicalisation for the children we engage with.

All FFF Head Coaches must complete The Channel or Prevent Multi-Agency Panel (PMAP) course via the gov.uk website.

Head Coaches **MUST** report concerns via the National Online form which can be accessed online via the gov.uk website. A copy of the form is also attached at the end of this document.

Reporting concerns to each Local Authority will differ; therefore, the Important Contacts section of this document must be referred to when making a disclosure.

Staff, Head Coaches, Assistant Coaches and Volunteers are required to be alert to changes in children's behaviour which could indicate they need help or protection.



## Child Sexual Exploitation (CSE)

CSE is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. CSE does not always involve physical contact; it can also occur through the use of technology. (Child Sexual Exploitation, Definition and Guide: DFE, 2017)

CSE can take many different forms from the seemingly 'consensual' relationship to serious organised crime involving gangs and groups. Potential indicators of CSE will be addressed within staff training, including raising awareness with staff that some young people who are being sexually exploited do not show any external signs of abuse and may not recognise it as abuse. Staff will follow the procedures outlined in this policy if concerns of CSE arise.

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## Child Criminal Exploitation (CCE)

CCE is a form of harm that is a typical feature of county lines activity. Drug networks or gangs exploit children and young people to carry drugs and money from urban areas to suburban and rural areas. CCE can occur even if the activity appears to be consensual.

The setting will address indicators of CCE with staff through training. Staff will follow the procedures outlined in this policy if concerns of CCE arise.

## Child on Child Abuse including Sexual Violence and Harassment

Children and young people may be harmful to one another in a number of ways, this is classified as child-on-child (or peer-on-peer) abuse, this can include:

- Bullying (including cyberbullying)
- Physical abuse such as hitting, kicking, shaking, biting, hair-pulling
- Sexual bullying
- Being coerced to send sexual images (sexting)
- Sexual assault
- Teenage relationship abuse
- Upskirting – where someone takes a picture under a person's clothing (not necessarily a skirt) without their permission and or knowledge, with the intention of viewing their genitals or buttocks (with or without underwear) to obtain sexual gratification or cause the victim humiliation, distress or alarm

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The FFF recognises that sexual violence and sexual harassment can occur between two children of any age and sex.

Sexual violence may include rape, assault by penetration or sexual assault. Sexual harassment refers to 'unwanted conduct of a sexual nature', such as sexual comments, sexual taunting or physical behaviour such as deliberately brushing against someone.

Online sexual harassment may include non-consensual sharing of sexual images and videos, sexualised online bullying, unwanted sexual comments and messages, sexual exploitation, coercion, and threats.

The setting will:

- Be clear that child-on-child abuse, sexual violence and sexual harassment will not be tolerated
- Provide training for staff on how to manage and report concerns
- Make decisions on a case-by-case basis
- Reassure victims that they are being taken seriously, offer appropriate support and take the wishes of the victim into account when decision-making
- Implement measures to keep the victim, alleged perpetrator and if necessary other children and staff members, safe. Record any risk assessments and keep them under review
- Give consideration to the welfare of both the victim(s) and perpetrator(s) in these situations
- Liaise closely with external agencies, including police and social care, when required

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## Lost Child Policy

The arrival and departure of all children are clearly marked on a register when they arrive and leave.

Parents/guardians must sign their children in, state the time and sign their children out on collection, also by time and signature when attending holiday programmes.

Children must be dismissed by the Head Coach to their parents once the Head Coach has identified that the appropriate adult is present to collect. Parents can provide a PIN number for collection if an appropriate alternative adult is collecting.

Children are regularly accounted for during the day as staff will make a regular headcount, checking the number of children present against the names of the children signed in on the register.

Venues must be appropriately secured by Head Coaches. If perimeter fencing cannot be securely locked, sports hall doors must be locked and manned by a member of The FFF Team.

In the unlikely event of a child going missing whilst in our care the following procedure will be implemented:

- The person in charge (Head Coach/Lead Coach) will be notified immediately.
- A full headcount and roll call will be completed against the attendance register to ensure the child is not being cared for as part of a separate group.
- All staff present will be informed and an immediate thorough search of the premises both internally and externally will be made, ensuring that all other children remain supervised throughout.
- If the child remains missing, the parents will be contacted and kept informed at all times.
- At this point, the police will be contacted and the matter will be treated as an emergency.

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- A second search of the premises will be carried out while waiting for the police to arrive.
- Where it is safe to do so, two staff will check the immediate vicinity for the child. They would always have a mobile phone with them.\*
- Please note\* Walkies talkies are recommended to be used when in the presence of children. Mobile phones should not be used unless there is an emergency.
- Staff will then wait for the police to arrive and follow their instructions. The person in charge would continue to organise the search whilst awaiting the police.
- After the incident, a full report will be made for our records which will be shared with the police and the child's parents.

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## Procedure for Handling a Disclosure From a Child

Key points to consider when dealing with a disclosure:

- Listen and be supportive
- Do not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions.
- Do not stop or interrupt a child who is recalling significant events.
- Never promise the child confidentiality – it must be explained that information will need to be passed on to help keep them safe.
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the child disclosed.
- Name, sign and date the record in ink.
- Submit your concern on 'My Concern'
- Contact the FFF Safeguarding Team immediately.

## Reporting a Concern for a Child

If you are concerned that a child or young person is at risk of abuse or neglect you must act. If you believe that a child or family is in immediate danger you must:

- Dial 999
- Ask for 'Police' when asked which service you require
- Share your concern and await their instructions
- Contact The FFF Safeguarding Team as soon as possible by phone: Dave - 07703 764842, Kiefer McAlinden 07543657188 or your Lead Head Coach if you cannot reach The FFF Safeguarding Team.

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## Concern Flowchart Process:

Use the FFF Flowchart to guide you on what steps you should take if you have a concern.

## FFF Concern Flowchart

Why are you concerned? Child's appearance – Behaviour change - Witnessed concerning behaviour – Concern around inappropriate use of social media etc. Something a child or family member has disclosed to you.

## Role of the Head Coach

1. is the child safe? If 'no' call the Police on 999\*. If 'yes', record everything, do not investigate.

\*Call The FFF Designated Safeguarding Lead after speaking to the Police for further guidance

2. Clarify your concerns. Use child's own words - Submit your concern on 'My Concern' - Reassure the child – Seek support for yourself if required from the Safeguarding Team - Inform the child that you must share the information given to you to someone who will be able to help

3. The Head Coach contacts the Football Fun Factory Designated Safeguarding Lead (DSL) once all information is recorded on a concern form.

4. Follow up 24 hours later with an update from the DSL

## Role of the Designated Safeguarding Lead

1. The FFF Safeguarding Team to decide the appropriate steps to be taken.

2. The DSL will liaise with relevant agencies, such as the child's school, the police, the safeguarding team in the local authority and potentially the child's parents/carer.

2. The DSL will feedback to the Head Coach within 24 hours with an update.

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## Do's and Do Not's When Reporting a Concern

### Do:

- Discuss your concerns with a member of The FFF Safeguarding Team as soon as possible (within 24 hours)
- If the FFF Safeguarding Team is unavailable and you feel a child is experiencing or is likely to suffer significant harm, then this must be reported to The Children's Services in the relevant county (refer to Important Contacts section of this policy)
- If you feel a child is at risk of immediate harm, call the Police on 999
- Make a record using the Concern/Incident Form
- Read and be familiar with The FFF Safeguarding and Child Protection Policy
- Dial 999 if you believe the child and/or their family are in immediate danger

### Do Not:

- Investigate or seek to prove or disprove possible abuse
- Do nothing
- Assume that someone else knows or will act
- Attempt to resolve the matter yourself
- Confront the suspected abuser

### IMPORTANT:

- The information given to you will be strictly confidential
- You must not share this information with anyone other than the Football Fun Factory Safeguarding Team
- Sharing this information may put the child or yourself at risk and will lead to disciplinary action
- There may be a situation when an external agency becomes involved. You must fully cooperate to ensure the case is dealt with in a timely and effective manner
- The FFF Safeguarding Team is the designated point of contact for any parents in relation to the matter.

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## **Role of The FFF Safeguarding Team When Processing a Concern for a Child**

The FFF Safeguarding Team will call the appropriate Safeguarding/Child Protection Team for the location of the session/incident. If it is deemed appropriate, they will then complete a Referral Form and send it to the appropriate agency within 24 hours.

In certain authorities, such as Norfolk, The Children's Advice and Duty Service (CADS) do not accept written referrals therefore please ensure you are aware of specific procedures for your local authority.

The FFF Safeguarding Team will then follow this up within 24 hours and log the decision that has been made by the appropriate agency.

If the matter is of serious concern The FFF Safeguarding Team will act immediately by contacting the appropriate agency to report these safeguarding concerns if they feel a child is at risk of immediate harm, they will call the Police on 999

## **Reporting a Concern and/or Allegation Towards a Member of Staff or Volunteer**

If you have a concern regarding the behaviour of a member of staff or volunteer towards a child or young person in your care, or if an allegation is made regarding a member of staff or volunteer towards a child or young person in your care, this must be raised immediately with The FFF Safeguarding Team.

The Allegation flow chart must be followed by Head Coaches and The FFF Safeguarding Team when a concern or allegation is made. This can be found on the following page.

The FFF Safeguarding Team must inform the LADO for the appropriate Local Authority.

If you feel that you cannot disclose the allegation to the FFF Safeguarding Team, you must contact the Local Authority Designated Officer (LADO) for your setting.

The contact details for local authorities are in the Important Contacts section at the end of this document



## FFF Allegation Flowchart

An allegation may relate to a person who works or volunteers at your FFF programmes who has: behaved in a way that has harmed a child, or may have harmed a child, possibly committed a criminal offence against or related to a child, behaved towards a child or children in a way that indicates they may pose a risk of harm to children, behaved or may have behaved in a way that indicates they may not be suitable to work with children.

### Role of the Head Coach

1. An allegation is made against an adult who works or volunteers at an FFF programme.

2. Is the child safe? If 'no' call the Police on 999\*. If 'yes', record everything, do not investigate.

\*Call The FFF Designated Safeguarding Lead after speaking to the Police for further guidance

3. The Head Coach reports their allegation on 'My Concern'.

### Role of the Designated Safeguarding Lead and Safeguarding Team

1. The Safeguarding Team will provide guidance to the Head Coach if the adult needs to be removed from the setting due to the allegation.

2. The Safeguarding Team to confirm a plan of action.

3. The DSL will contact the Local Authority Designated Officer (LADO) and provide all the information recorded.

4. The DSL will feedback to the Head Coach within 48 hours with an update of the case

Once this process is complete, the LADO will consult with the relevant professionals. If the LADO feels the threshold is met, they will convene an Allegations Management Meeting (AMM) which the FFF DSL and one of the FFF Directors will attend if required.



## **Making a Barring Referral to the Disclosure and Barring Service**

If an allegation has been made about a staff member or volunteer, then our organisation has a legal duty to make a barring referral if the following conditions are met:

### **Condition 1**

- you withdraw permission for a person to engage in regulated activity with children and/or vulnerable adults

Examples: dismissed, re-deployed, retired, been made redundant or retired.

### **Condition 2**

You think the person has carried out 1 of the following:

- engaged in relevant conduct in relation to children and/or adults
- an action or inaction has harmed a child or vulnerable adult or put them at risk or harm or;
- satisfied the harm test
- received a caution for, or a conviction for, or been convicted for a relevant offence

More information on Barring Referrals can be found online. If we need guidance on making a Barring Referral, we will contact our local DBS Outreach Advisor for support. A Barring Referral can be completed online via the DBS website.

The barring referral will be made by the DSL. If the allegation is made towards the DSL, the referral will be made by the Franchise Operations Manager or the Directors.

There could be times when we might consider that we should still make a referral in the interests of safeguarding children even if the legal duty to refer has not been met.

This could include acting on advice of the police or a safeguarding professional, or in situations where there may not be enough evidence to dismiss or remove a person from working with vulnerable groups.

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DBS are required by law to consider any and all information sent to them from any source. This includes information sent to them where the legal referral conditions are not met.

If we do make a referral to DBS where the referral conditions are not met, we will do so in consideration of relevant employment and data protection laws.

## **Records and Confidentiality**

Our organisation cannot guarantee confidentiality if there is a child safeguarding concern, as we will need to share these concerns with Children's Services and or the Police.

All concerns are recorded using the FFF Concern Form and are stored electronically in a safe, password-protected storage system. The FFF Safeguarding Team are the only members of the FFF Team who will have access to these documents.

All concerns are logged, monitored and evaluated using an in-house log which only The FFF Safeguarding Team have access to.

It is an expectation that our organisation will seek consent to share information first unless to do so would place somebody at risk of harm or undermine a criminal investigation.

## **Working with parents and carers**

Our organisation has a legal duty to assist other agencies with safeguarding enquiries and will contact Children's Services and or the Police, if we have concerns about the welfare of a child.

The FFF does not need to seek parental consent to share such information, if there are serious concerns about harm or likely harm to a child.

Parents/carers are advised to read the FFF Safeguarding Policy when booking a place for their child. Parents/carers are able to access The FFF Safeguarding Policy via [www.thefootballfunfactory.co.uk](http://www.thefootballfunfactory.co.uk)

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## Whistleblowing

Whistle-blowing can be used as an early warning system or when it's recognised that appropriate actions have not been taken. This approach or policy is adopted in many different walks of life.

It is about revealing and raising concerns over misconduct or malpractice within an organisation or within an independent structure associated with it.

If you have reported a safeguarding concern about a child or an adult at risk and feel that it has not been dealt with correctly, there a number of organisations you can and should escalate your concern to.

This is the same if you wish to raise a concern around the behaviour or actions of someone, which could lead to potential repercussions against you within your role at Football Fun Factory. This policy affords you the chance to get the correct outcome without the risk of it coming back on you from within the organisation.

## Within FFF:

DSL - Dave Caicedo - [dave@thefootballfunfactory.co.uk](mailto:dave@thefootballfunfactory.co.uk) 07703 764842

Franchise Operations Manager - Kiefer McAlinden - [kiefer@thefootballfunfactory.co.uk](mailto:kiefer@thefootballfunfactory.co.uk)  
07543 657188

## External to FFF;

Local Authority Designated Officer (LADO) - Have a look at your local authority's details in the Important Contacts at the end of this document.

The NSPCC: 0800 800 5000 - [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

The Police: Non-emergency 101, Emergency 999

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## Photography and Videos

The Football Fun Factory may wish, on occasion, to take, film or use images for the following purposes:

- To promote organisation activities or celebrate achievements to help increase participation.
- To take video footage of sessions as a promotional tool.

The Football Fun Factory is aware that the use of images on websites or social media, can have the potential to put a child at risk of abuse, and they will ensure that appropriate safeguards are put in place to prevent any images from being used for inappropriate purposes.

Therefore, the organisation adopts the following measures for the use of photography or video at any sessions it delivers:

- Photographs are used to promote the positive aspects of sessions or events, and therefore any images taken will be in this context
- No photographs or video footage will be taken of children, where a parent has indicated that they do not want their child's image taken or used on their child's registration form.
- Before any image or video is put on the website or social media, consideration will be given as to whether this image is appropriate, or if it could inadvertently put the child at any risk.
- Any video footage no longer needed for future use will be erased by the coach.

All content captured is stored on a password-protected secure device and is erased once used for marketing purposes.

The FFF adopts the good practice guidelines for photography and video, issued by the Child Protection in Sport Unit ([www.thecpsu.org.uk](http://www.thecpsu.org.uk)).

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## Use of Photographic/Filming Equipment at Sporting Events

There is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young and disabled participants in vulnerable positions.

All coaches should be vigilant, and any concerns should be reported to the Designated Safeguarding Lead.

### Videoring as a Coaching Aid:

There is no intention to prevent coaches from using video equipment as a legitimate coaching aid. However, children and their parents/carers should be made aware that this is part of the coaching

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## Online safety statement

Online Safety includes the use of photography and video, the internet and social media sites, mobile phones and smartwatches.

Children who bring a mobile phone to an FFF setting are not permitted to use the device during the hours of operation and it must be kept in their bag. The use of these devices is strictly for contacting parents/carers when commuting to and from the setting.

This policy provides guidance on how our organisation uses the internet and social media, and the procedures for doing so.

It also outlines how we expect Head Coaches to behave online. We are committed to implementing this policy and addressing any concerns quickly and within these guidelines.

The aims of our online safety policy are:

- To protect all children who we work with who make use of technology and accessing the internet (such as mobile phones, games consoles and the internet) while in our care
- To provide Head Coaches with relevant policy and procedure information regarding online safety and inform them on how to respond to incidents.
- To ensure we are operating in line with our values and within the law regarding how we behave online

As part of using the internet and social media, our organisation will:

- Assess and manage the safety aspects – including what is acceptable and unacceptable behaviour for head coaches when using websites and social media including; Facebook, TikTok, Instagram, Twitter or Snapchat, apps and video conferencing platforms including Zoom or Skype
- Be aware of how coaches and the children they work with use social media both inside and outside of our setting
- Ensure that we adhere to relevant legislation and good practice guidelines when using social media or video conferencing platforms.

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Our online presence through our website or social media platforms will adhere to the following guidelines:

- All social media accounts will be password-protected
- Designated Head Coaches will remove inappropriate posts by children or adults, explaining why, and informing anyone who may be affected (as well as the parents of any children involved)
- We will make sure children are aware of who manages our social media accounts and who to contact if they have any concerns about something that's happened online
- Identifying details such as a child's home address, or telephone number shouldn't be posted on social media platforms
- Any posts or correspondence will be consistent with our aims and company culture.
- Parents will be asked to give their approval for us to communicate with their children through social media, via video conferencing platforms or by any other means of communication
- Parents will need to give permission for photographs or videos of their child to be posted on social media
- Video conferencing sessions will be password protected to maintain privacy and prevent exposure to inappropriate or harmful content by third parties

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## Coaches should:

- Be aware of this policy and behave in accordance with it
- Seek the advice of the Designated Safeguarding Lead if they have any concerns about the use of the internet or social media
- Communicate any messages they need support with to the FFF Safeguarding team or director who is responsible for the online presence
- NOT communicate with children via personal accounts
- NOT 'friend' or 'follow' children from personal accounts on social media and maintain the same professional boundaries online as they would in person when using work accounts
- Make sure any content posted on public personal accounts is accurate and appropriate, as children may 'follow' them on social media
- Emails or messages should maintain The Football Fun Factory guidelines on tone and be written in a professional manner, e.g., in the same way you would communicate with fellow professionals, avoiding kisses (X's) or using slang or inappropriate language
- Undertake all online safety training offered and gain a basic knowledge of the platforms children use and how to report or remove inappropriate content online

Any concerns reported through social media should be dealt with in the same way as a face-to-face disclosure, according to our reporting procedures.

At least one other adult must be present and give permission during the delivery of any activities via video conferencing platforms at home.

Any delivery of activities to children via video conferencing platforms will be supported by an additional member of staff / or partner team member (even if they're not actively delivering) to ensure transparency staff and children must not engage in 'sexting' or send pictures to anyone that are obscene.

## Children Should:

- To maintain agreed behaviour that is consistent and respectful of others when online
- Children should follow the guidelines set out in our acceptable use statement on all digital devices, including smartphones, tablets, and consoles

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## Children Should:

- To maintain agreed behaviour that is consistent and respectful of others when online
- Children should follow the guidelines set out in our acceptable use statement on all digital devices, including smartphones, tablets, and consoles

## Parents Should:

- Be aware of this online safety policy and agree to its terms
- If capturing images of their child, ensure it is only their child in the photograph and strictly no other children within the frame\*
- Protect all children's privacy online and think carefully about what content they share about our programmes online, where they share it and who they're sharing it with
- When online to be consistent with the guidelines set out in our acceptable use statement and in our codes of conduct for parents and spectators.

Further information and guidance from the online policy can be found below: NSPCC's sexting pages: <https://nspcc.org.uk/preventing-abuse/keepingchildrensafe/sexting/>

\*Head Coaches will ensure this is adhered to at all times.

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## **Use of Mobile Phones / Technology to communicate**

**When using mobile phones (or other devices) to communicate by voice, video or text (including texting, email and instant messaging such as WhatsApp or Facebook Messenger), FFF will take the following precautions to ensure children's safety:**

- **Head Coaches will avoid having children's personal mobile numbers and will instead seek contact through a parent/carer**
- **Head Coaches will never contact children directly**
- **A method of accountability will be arranged, such as copies of texts, messages or emails also being sent to another Coach or to parents**
- **Smartphone users should respect the private lives of others and not take or distribute pictures of other people if it could invade their privacy**
- **It is recommended that Head Coaches should have a separate phone from their personal one for any contact with parents as part of best practice**
- **Texts, emails or messages will be used for communicating information—such as reminding parents/carers about upcoming events, or inclement weather etc.**
- **Parents will be informed that the use of personal devices on site, at pick up and drop off is prohibited.**

**If a child misinterprets such communication and tries to engage a staff member in conversation, the member of staff will take the following steps:**

- **End the conversation or stop replying**
- **Suggest discussing the subject further at the next practice or event**
- **Inform the Designated Safeguarding Lead in the interest of transparency**

**If concerned about the child, provide contact details for the Designated Safeguarding Lead or appropriate agencies (see below in this document) and report any concerns using our reporting procedures**

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**Privacy Notice: Personal Data of Participants/Families in Activities (Take from FFF Participants Personal Date Notice)**

It is important to us at Football Fun Factory that families understand and are happy with how we use their information.

Data Subjects are people who take part in our activities.

What do we do with personal data?

We use personal data to help us organise the sort of activities that families like to come to and be kept informed about those activities. FFF can do this because we have a legitimate interest in knowing who is participating in our activities and in being able to share with them details of our activities (including any changes) and related activities. Additional optional information we only keep and use with consent.

Families have the right to withdraw consent at any time and tell us that they no longer wish us to use their data in this way.

Families have the right to require the erasure of their data (right to be forgotten) if they no longer wish us to have or use their data.

All data that is stored is kept securely in a cloud accessible to the appropriate FFF staff only.

Any data shared with appropriate agencies will be done so electronically via a secure method (encryption).

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## Food and Beverage

Children who attend Football Fun Camps will eat lunch and snacks during the day.

All FFF Coaches handling food must hold a Level Three Award in Food Hygiene to ensure an appropriate environment for food consumption.

FFF Coaches must be present and sit with the children while they eat their food. FFF Coaches will encourage children to eat sensibly and not take part in any physical activity whilst eating.

FFF Coaches must use appropriate first aid (refer to First Aid policy) if a child begins to choke.

Parents must be notified immediately once the child is safe. Emergency services must be called if deemed appropriate.

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Further information about keeping children safe online:

## NSPCC

The NSPCC's guidance for parents on online safety

[nspcc.org.uk/keeping-children-safe/online-safety](https://nspcc.org.uk/keeping-children-safe/online-safety)

Child Exploitation and Online Protection

Centre (CEOP) Child Exploitation and Online

Protection Demand's website [ceop.police.uk](https://ceop.police.uk)

The UK Safer Internet Centre

Safer Internet Centre's advice for parents and children

[saferinternet.org.uk](https://saferinternet.org.uk)

Relevant Guidance and Legislation:

- Working Together to Safeguard Children 2023
- What to do if You're Worried a Child is Being Abused 2015
- Children Act 2004
- Children Act 1989
- The Online Safety Act 2023
- Data Protection Act 2018
- The Prevent Duty Guidance 2023

Our safeguarding policy should be read in conjunction with the other following policies which also fall under our safeguarding umbrella:

- Safer Recruitment
- FFF Code of Conduct
- Equal Opportunities
- Health and Safety
- Intimate Care
- First Aid
- Complaints Policy

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## Important Contacts

**Aberdeen City Council**  
0800 731 5520

**Armagh City, Banbridge & Craigavon Borough Council**  
028 3576 7100 (9am-5pm Monday to Friday)  
028 9504 9999 (Out of hours)

**Barnsley Safeguarding Children**  
01226 772423  
LADO: 01226 772341

**Bedford Borough Council**  
01234 718700  
0300 300 8123 (Out of hours)  
LADO: 01234 276693  
LADO: [lado@bedford.gov.uk](mailto:lado@bedford.gov.uk)

**Bedfordshire County Council**  
0300 300 8585  
0300 300 8123 (Out of hours)  
[cs.accessandreferral@centralbedfordshire.gov.uk](mailto:cs.accessandreferral@centralbedfordshire.gov.uk)  
LADO: 0300 300 5026 / 0300 300 8142

**Berkshire West Safeguarding Team**  
01635 503090  
[child@westberks.gov.uk](mailto:child@westberks.gov.uk)  
01344 351999 (Out of hours)  
[edt@bracknell-forest.gov.uk](mailto:edt@bracknell-forest.gov.uk) (Out of hours)  
LADO: [LADO.LADO@westberks.gov.uk](mailto:LADO.LADO@westberks.gov.uk)

**Birmingham Safeguarding Children Partnership**  
0121 303 1888  
[CASS@birminghamchildrenstrust.co.uk](mailto:CASS@birminghamchildrenstrust.co.uk)  
LADO: 0121 675 1669  
LADO: [Ladoteam@birminghamchildrenstrust.co.uk](mailto:Ladoteam@birminghamchildrenstrust.co.uk)

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**Bracknell Forest Council**  
01344 352005  
mash@bracknell-forest.gov.uk  
LADO: 01344 351572

**Bridgend County Borough Council**  
01656 642320  
01443 743665 (Out of hours)  
mashcentra@bridgend.gov.uk

**Brighton Safeguarding Partnership - Front Door for Families**  
01273 290400  
FrontDoorForFamilies@brighton-hove.gov.uk  
LADO: 01273 290400 or 01273 335905 (Out of hours)  
LADO: ladoenquiries@brighton-hove.gov.uk

**Bristol - Keeping Bristol Safe Partnership**  
0117 903 6444  
01454 615 165 (out of hours)  
LADO: 0117 903 7795

**Bromley Safeguarding Children Partnership**  
020 8461 7373 / 7379  
0300 303 8671 (Out of hours)  
CandFhub@bromley.gov.uk  
LADO: <https://childrensportallcs.bromley.gov.uk/web/portal/pages/home>

**Buckinghamshire Safeguarding Children Partnership**  
01296 383962  
0800 999 7677 (Out of hours)  
bscp@buckinghamshire.gov.uk  
LADO: 01296 382 070  
LADO: secure-LADO@buckinghamshire.gov.uk

**Cambridgeshire and Peterborough Children's Social Care**  
0345 045 5203  
01733 234 724 (out of hours)  
01733 864180 (Peterborough)  
LADO: 01223 727 967/01733 234 724 (Out of hours)  
LADO: LADO@cambridgeshire.gov.uk

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Cardiff and Vale of Glamorgan Regional Safeguarding Children Board  
029 2233 0880 / 029 2233 0883  
cardiffandvalersb@cardiff.gov.uk

Cornwall Child Protection and Safeguarding  
0300 1231 116  
multiagencyreferralunit@cornwall.gov.uk  
LADO: LADO@Cornwall.gov.uk

County Longford  
043 334 3429  
Designated Child Protection Liaison Officer: cmcdermott@longfordcoco.ie

Coventry Safeguarding Children Partnership  
024 7678 8555  
LADO: lado@coventry.gov.uk

Croydon Safeguarding Children Partnership  
Call 0208 255 2888  
mash@croydon.gov.uk  
LADO: 0208 726 6000 ext. 24817  
lado@croydon.gov.uk

Cumbria Safeguarding Hub  
0333 240 1727  
LADO: 03003 033892  
LADO: lado@cumbria.gov.uk

Derbyshire Safeguarding Children Partnership  
01629 535353  
01332 956606 (Out of hours)  
LADO: professional.allegations@derbyshire.gov.uk

Devon County Council  
0345 155 1071  
mashsecure@devon.gov.uk  
LADO: 01392 384964  
LADO: childsc.localauthoritydesignatedofficersecure-mailbox@devon.gov.uk

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**Dublin Child Safeguarding and Protection Service**  
01 836 0314

**Dudley Safeguarding People Partnership**  
0300 555 0050  
0300 555 8574 (Out of hours)  
LADO: [allegations@dudley.gov.uk](mailto:allegations@dudley.gov.uk)

**East Ayrshire Council - Child Protection**  
01563 554 200  
0800 328 7758 (out of hours)  
**Essex Safeguarding Children Board**  
0345 603 7627  
0345 606 1212 (Out of hours)  
LADO: 0333 013 9797  
LADO: [childrens.safeguarding@essex.gov.uk](mailto:childrens.safeguarding@essex.gov.uk)

**Fife Council**  
03451 55 15 03  
03451 55 00 99 (Out of hours)  
[sw.enquiries@fife.gov.uk](mailto:sw.enquiries@fife.gov.uk)

**Glasgow City Council – Child Protection**  
0141 287 0555  
0300 343 1505 (Out of hours)

**Gloucestershire Safeguarding Children Partnership**  
01452 42 6565 and select option 3  
01452 61 4194 (Out of hours)  
[childrenshelpdesk@gloucestershire.gov.uk](mailto:childrenshelpdesk@gloucestershire.gov.uk)  
LADO: 01452 42 6994  
LADO: [nigel.hatten@gloucestershire.gov.uk](mailto:nigel.hatten@gloucestershire.gov.uk)

**Halton Children and Young People**  
0151 907 8305  
LADO: 0151 511 7925

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Hampshire Children's Services  
0300 555 1384  
0300 555 1373 (Out of hours)  
childrens.services@hants.gov.uk  
LADO: 01962 876364

Harrow Safeguarding Children Partnership  
020 8901 2690  
020 8424 0999 (Out of hours)  
duty.assess@harrow.gov.uk  
LADO: 020 8901 2690  
LADO: lado@harrow.gov.uk

Herefordshire Safeguarding Partnership Team  
01432 260100  
admin.sbu@herefordshire.gov.uk  
LADO: 01432 261739  
LADO: LADO@herefordshire.gov.uk

Hertfordshire  
0300 123 4043  
LADO: 0300 123 4043 (Inform them of the situation and that you need to speak to the LADO)

Hillingdon Safeguarding Children Partnership  
01895 556 006  
LADO: 01895 250975  
LADO: lado@hillingdon.gov.uk

Isle of Wight Safeguarding Children Partnership  
01983 814545  
scp@iow.gov.uk  
LADO: 01962 876364  
LADO: hild.protection@hants.gov.uk

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## Kent County Council

03000 41 11 11

[social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

LADO: 03000 41 08 88/ 020 8770 5000 (Out of hours)

LADO: [kentchildrenslado@kent.gov.uk](mailto:kentchildrenslado@kent.gov.uk)

## Lancashire County Council

0300 123 6720

0300 123 6722 (Out of hours)

LADO: 01772 536 694

LADO: [LADO.Admin@lancashire.gov.uk](mailto:LADO.Admin@lancashire.gov.uk)

## Lincolnshire Children's Safeguarding

01522 782111

01522 782333 (Out of hours)

LADO: 01522 554674

## Liverpool Safeguarding Children Partnership

0151 233 3700

LADO: 0771 670 2034

LADO: [lado@liverpool.gov.uk](mailto:lado@liverpool.gov.uk)

## Luton Safeguarding Children

01582 547653

[mash@luton.gov.uk](mailto:mash@luton.gov.uk)

LADO: 01582 548069

## Manchester Safeguarding Board

0161 234 5001

[mcsreply@manchester.gov.uk](mailto:mcsreply@manchester.gov.uk)

LADO: 0161 234 1214

## Merton Safeguarding Children Partnership

020 8545 4226

[candfhub@merton.gov.uk](mailto:candfhub@merton.gov.uk)

LADO: 0208 545 3187

LADO: [lado@merton.gov.uk](mailto:lado@merton.gov.uk)

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



Middlesbrough Children Matter  
01642 726004  
LADO: [adultaccessteam@middlesbrough.gov.uk](mailto:adultaccessteam@middlesbrough.gov.uk)

Milton Keynes:  
01908 253169 or 253170  
[children@milton-keynes.gov.uk](mailto:children@milton-keynes.gov.uk)  
LADO: 01908 254307  
LADO: [LADO@milton-keynes.gov.uk](mailto:LADO@milton-keynes.gov.uk)

Newcastle Safeguarding Children Partnership  
0191 277 2500  
0191 278 7878 (Out of office)  
LADO: 0191 277 4636  
LADO: [lado@newcastle.gov.uk](mailto:lado@newcastle.gov.uk)

Norfolk Safeguarding Children Partnership  
0344 800 8020  
LADO: 0344 800 8020 (Inform them of the situation and that you need to speak to the LADO)  
LADO: [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)

Northamptonshire  
0300 126 1000  
[mash@northamptonshire.gov.uk](mailto:mash@northamptonshire.gov.uk)  
LADO: 01604 362993  
LADO: [ladoreferral@nctrust.co.uk](mailto:ladoreferral@nctrust.co.uk)

North Somerset Safeguarding Children Partnership  
01275 888 801  
[care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)  
LADO: 01275 888 211  
LADO: [lado@n-somerset.gov.uk](mailto:lado@n-somerset.gov.uk)

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



Nottinghamshire Safeguarding Children's Partnership  
0115 977 3935  
info.nscp@nottscc.gov.uk  
LADO: 0115 977 3921

Oldham Council  
0161 770 7777  
child.mash@oldham.gov.uk  
LADO: 0161 770 8870  
LADO: Colette.morris@oldham.gov.uk

Sheffield Children Safeguarding Partnership  
0114 273 4855 (24 hours)  
LADO: (0114) 273 4855 (select option 3)  
LADO: sheffieldsafeguardinghub@sheffield.gov.uk

Slough Safeguarding Partnership  
01753 875362  
sloughchildren.referrals@sloughchildrenfirst.co.uk  
01344 351999 (Out of hours)  
edt@bracknell-forest.gov.uk (Out of hours)  
LADO: 07927 681858  
LADO: LADO@sloughchildrenfirst.co.uk

Somerset West and Taunton  
0300 123 2224

South Ayrshire Council - Child Protection  
01292 267675  
0800 328 7758 (out of hours)

Southend-On-Sea - Safeguarding and Child Protection  
01702 215007  
0845 606 1212 (Out of hours)  
safeguardingforchildren@southend.gov.uk  
LADO: 01702 534539  
LADO: allisonfrancis@southend.gov.uk

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



## St Helens Safeguarding Children Team

01744 676767

0345 050 0148 (Out of hours)

LADO: sthelenslado@sthelens.gov.uk, 01744 671262

## Staffordshire Children's Advice and Support (SCAS)

0300 111 8007

0345 604 2886 (Out of hours)

eds.team.manager@staffordshire.gov.uk

LADO: 0300 111 8007

## Stockton-On-Tees Children's Hub

01429 284284

01642 130080 (Out of hours)

LADO: 01429 401844

LADO@hartlepool.gcsx.gov.uk

## Suffolk Children's and Adults Social Care Services

0808 800 4005

LADO: 0300 123 2044

LADO: LADO@suffolk.gov.uk

## Sunderland Safeguarding Children Partnership

0191 5205560

0191 520 5552 (out of hours)

LADO: 0191 561 3901

LADO: designatedofficer@togetherforchildren.org.uk

## Surrey Safeguarding Children Partnership

0300 470 9100

cspa@surreycc.gov.uk

LADO: 0300 123 1650 (option 3)

LADO: LADO@surreycc.gov.uk

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



## Sutton Local Safeguarding Children Partnership

020 8770 6001

020 8770 5000 (Out of hours)

cfcs@sutton.gov.uk

LADO: 020 8770 4776

LADO: lado@sutton.gov.uk

## Swansea Single Point of Contact (SPOC)

01792 635700

01792 775501 (Out of hours)

singlepointofcontact@swansea.gov.uk

## Swindon Safeguarding Partnership

01793 464646

01793 436699 (Out of hours)

contactchildrenandfamilies@swindon.gov.uk

LADO: (01793) 463854

LADO: LADO@swindon.gov.uk

## Tameside MASH

0161 342 4101

0161 342 2222 (Out of hours)

<https://secure.tameside.gov.uk/forms/mars/f1312mars.asp>

LADO: ladoreferrals@tameside.gov.uk

## Telford and Wrekin Safeguarding Partnership

01952 385385 option 1

01952 676500 (out of hours)

LADO: 01952 385385

## Walsall Safeguarding Partnership

0300 555 2866

0300 555 2922 (Out of hours)

LADO: 07432422205

LADO: Tina.Cooper@walsall.gov.uk

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



Waltham Forest  
020 8496 2310  
MASHrequests@walthamforest.gov.uk  
LADO: 020 8496 3646  
LADO: [lado@walthamforest.gov.uk](mailto:lado@walthamforest.gov.uk)

Warrington Safeguarding Partnership  
01925 443322, press one and either say MASH  
01925 444400 (Out of hours)  
LADO: 01925 442079  
LADO: [LADO@warrington.gov.uk](mailto:LADO@warrington.gov.uk)

Warwickshire County Council  
01926 414144  
LADO: [lado@warwickshire.gov.uk](mailto:lado@warwickshire.gov.uk)

West Berkshire Council  
01635 503090  
[child@westberks.gov.uk](mailto:child@westberks.gov.uk)  
LADO: 01635 503153  
LADO: [LADO@westberks.gov.uk](mailto:LADO@westberks.gov.uk)

West Sussex Safeguarding Children Partnership - Integrated Front Door  
01403 229900  
[WSChildrenServices@westsussex.gov.uk](mailto:WSChildrenServices@westsussex.gov.uk)  
LADO: 0330 222 6450  
LADO: [LADO@westsussex.gov.uk](mailto:LADO@westsussex.gov.uk)

Wiltshire Safeguarding Vulnerable People Partnership)  
0300 4560108, 8.45am-5pm, Monday-Thursday  
0300 456 0100 (Out of Hours)  
Designated Officer for Allegations (DOFA): 0300 456 0108  
DOFA: [dofaservice@wiltshire.gov.uk](mailto:dofaservice@wiltshire.gov.uk)

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



## Wolverhampton Safeguarding Together

01902 555392

01902 552999 (out of hours)

LADO: 01902 550477

LADO: LADO@wolverhampton.gov.uk

## Worcestershire

01905 822666

01905 768020 (Out of hours)

LADO: 01905 846221

## York – Safer Children York

01904 551900 and select option 5

mash@york.gov.uk

LADO: 01904 551783

LADO: lado@york.gov.uk

## Other numbers you can call:

- NSPCC 24 hour Helpline: 0800 800 5000 (free from a landline)
- NSPCC Asian Languages Helpline: 0808 800 5000 (free from a landline)
- NSPCC Text helpline: 88858 (service is free and anonymous)
- Police: 101 (non-emergency calls)



## Appendix 1: Duty Of Care

The Football Fun Factory needs to take such measures as are reasonable in the circumstances to ensure that individuals will be safe to participate in an activity to which they are invited to or which is permitted.

When children participate in organised sporting activities and are to any extent under the care and/or control of one or more adults, the adult(s) have a duty to take reasonable care to ensure their safety and welfare.

In many sports activities, given the health and safety considerations, it is recognised that the organisation owes a duty of care to its participants. However, it is also understood and recognised that accidents can and do happen, and that it is not possible to predict every eventuality.

Liability for the legal duty of care would only arise when an incident occurs, and it can be demonstrated that the risk was foreseeable, but no action had been taken to remedy it.

### Children and Young People:

Head Coaches will take all reasonable care for their safety. When delivering to children they will consider what steps under the “Legal Duty of Care” that may be needed to take in order to demonstrate a high standard of care. Examples of this could include:

- Keeping up-to-date registers of attendance
- Keeping up-to-date records of contact details of a guardian/parent
- Maintaining appropriate supervision ratios
- Maintaining up-to-date information on specific medical conditions – allergies, asthma, epilepsy
- Ensuring that first aid provision is always available
- Ensuring those responsible for supervising the children have been subject to appropriate recruitment and selection processes.

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



The “Moral Duty of Care” is more correctly a responsibility for safety and welfare.

Head Coaches have a responsibility for those children and other staff, who are under their control. Coaches have a duty of care for all those taking part irrespective of their age or position. In addition to this, those in charge of children have an additional charge and that is to act “in loco parentis.”

This ensures that parents/guardians can stay but are not required to attend sessions with their children and includes the following procedures that they will follow:

- Securing parental consent via registration form completion to act in loco parentis, if the need arises to administer emergency first aid and/or other medical treatment
- Keeping a written record of any incident that occurs, along with the details of any treatment given.

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



**\*Appendix 2 - Reporting Safeguarding Concerns in Norfolk to The Children's Advice and Duty Service - CADS \*This Appendix is solely for Head Coaches who operate in Norfolk**

- **If we are concerned that a child or children is experiencing or likely to suffer significant harm we will telephone (CADS) immediately on 0344 800 8021**
- **When considering whether to contact CADS we will consult the CADS Flowchart in Appendix 2 and the Norfolk Continuum of Needs Guidance 2023 produced by the Norfolk Safeguarding Children Partnership (NSCP)**
- **We will gain consent from the parent to contact CADS, unless to do so would place the child at further risk of harm or undermine a criminal investigation.**
- **CADS will advise us of the action required to resolve the concerns either directly or with the support of partner agencies, not necessarily Children's Services. Or a formal referral, recording the level of need. Depending on the level, the referral will be processed into either a Family Support Team or Social Work Team.**
- **A consultation feedback letter will be provided as a record of all conversations and provide a clear audit trail of the outcome agreed.**
- **We will not investigate and will be led by the Local Authority and/or the Police.**
- **We will keep written dated records of all conversations with CADS.**
- **We understand if we are unhappy about a decision made by CADS we can use the Resolving Professional Disagreements policy on <https://norfolkiscp.org.uk/>**
- **Parents or members of the public can contact CADS on 0344 800 8020**

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



**\*Appendix 3 - The Prevent Duty in Norfolk - \*This Appendix is solely for Head Coaches who operate in Norfolk**

**PREVENT - Prevent is part of the UK's Counter-terrorism strategy CONTEST.**

**The aim of Prevent is to stop people from becoming terrorists or supporting terrorism. The key terms to be aware of are as follows:**

**Extremism - the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.**

**Radicalisation - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.**

**Terrorism - action that endangers / causes serious violence to a person/people; causes serious damage to property; or seriously interferes with / disrupts an electronic system.**

**Responding to a Concern-Notice – Check – Share**

**Notice - A staff member or volunteer working with a child or young person could be the person to notice that there has been a change in the individual's behaviour that may suggest they are vulnerable to radicalisation. Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. There are some common signs that may mean someone is being radicalised.**

- **Expressing an obsessive or angry sense of injustice about a situation and blaming this on others**
- **Expressing anger or extreme views towards a particular group such as a different race or religion**
- **Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.**

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



**Check** - The next step is for the staff member or volunteer to speak to the manager or safeguarding lead to better understand the concerns raised by the behaviours observed to decide whether intervention and support is needed.

In many cases, there will be an explanation for the behaviours that either requires no further action or a referral not related to radicalisation or extremism.

**Share** - Where the staff member or volunteer still has concerns that the individual may be vulnerable to radicalisation, then the organisation's safeguarding procedures will be followed, and this safeguarding concern will be reported to the Children's Advice and Duty Service (CADS).

Following this, the Prevent referral form should be completed, which can be downloaded from [here](#) referral form and sent to: [preventreferralsNC@Norfolk.police.uk](mailto:preventreferralsNC@Norfolk.police.uk)

An initial assessment of the referral will be carried out prior to any further information gathering on the individual.

For urgent radicalisation concerns contact Norfolk police on 101 or, in an emergency, 999.

Additional information and guidance on Prevent is available on the Norfolk County Council website.

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



**\*Appendix 4 - Managing Allegations Procedure for staff/volunteers in Norfolk. \*This Appendix is solely for Head Coaches who operate in Norfolk**

**Our aim is to provide a safe and supportive environment which secures the well-being and very best outcomes for the children who attend our setting. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.**

**Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children.**

**We work to the thresholds for harm as set out in 'Working Together to Safeguard Children' (2023).**

**An allegation may relate to a person who works / volunteers with children who has:**

- behaved in a way that has harmed a child, or may have harmed a child and/or;**
- possibly committed a criminal offence against or related to a child and/or;**
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; and/or**
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.**

**The 4th bullet point above recognises circumstances where a member of staff (including locum or supply staff) or volunteer is involved in an incident outside of setting/agency/work place which did not involve children but could have an impact on their suitability to work with children; this is known as transferrable risk.**

**At FFF we recognise our responsibility to report / refer allegations or behaviours of concern and / or harm to children by adults in positions of trust known to us, but who are not employed by our organisation to the LADO service directly at [lado@norfolk.gov.uk](mailto:lado@norfolk.gov.uk)**

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



We will take all possible steps to safeguard our children and to ensure that the adults at fff are safe to work with children. When concerns arise, we will always ensure that the safeguarding actions outlined in the local protocol and procedures NSCP Protocol 8.3 Allegations Against Persons who work/volunteer with children and The Management of Allegations Against People Working with Children Procedure are adhered to and will seek appropriate advice.

If an allegation is made or information is received about any adult who works/ volunteer in our setting which indicates that they may be unsuitable to work / volunteer with children, the member of staff receiving the information will inform The FFF DSL immediately.

This includes concerns relating to agency, supply and specialist staff, students and volunteers.

Should an allegation be made against the DSL, this will be reported to the Franchise Operations Manager.

In the event that FOM is not contactable on that day, the information must be passed to and dealt with by The FFF Directors. \*\*This section to be completed with the details of the organisation's management and governance structure.

The Designated Safeguarding lead, should within 1 working day, report the allegation to the LADO in accordance with this procedure, by completing a LADO referral form.

The LADO referral form can be downloaded here under the LADO tab, along with more information:

<https://norfolkscp.org.uk/people-working-with-children/how-to-raise-a-concern>

For further information on the role/remit of Norfolk LADO Service, please see NSCP Protocol 8.3 Allegations Against Persons who work/volunteer with children and The Management of Allegations Against People Working with Children Procedure.

# SAFEGUARDING POLICY

— FOOTBALL FUN FACTORY



\*Appendix 5 - The Children's Advice and Duty Service Flowchart for reporting safeguarding concerns in Norfolk \*This Appendix is solely for Head Coaches who operate in Norfolk

