



Safeguarding Children and Young People

POLICY & PROCEDURES

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1.0 Principles

Reading Football Club (“the club”) is committed to safeguarding and protecting children and young people and fully accepts its responsibility for the safety and welfare of all children and young people who engage with the club. Simple flowcharts on how to respond to a safeguarding concern and what constitutes abuse and neglect can be found in Appendices 1, 2, 3 and 4.

The welfare of children and young people is of paramount importance and all children and young people have a right to be protected from abuse regardless of their gender, race, disability, sexual orientation, religion, belief or age. Through the application of policy, procedures and best practice, the club promotes the safety, welfare and well-being of all children and young people enabling them to participate in any club activity in an enjoyable, safe, inclusive and child-centred environment. This equally applies to the safety and security of those working with and who are responsible for the activities involving children and young people.

Employees, workers, consultants, agency staff and volunteers who come into contact with children and young people in club related activities should be positive role models and display high moral and ethical standards in line with the club’s vision and values.

This Policy and Procedures is compliant with legislation including but not limited to the Children Acts 1989 and 2004, statutory guidance such as Working Together to Safeguard Children 2018 and governing body rules and regulations including the FA Premier League Rules, EFL safeguarding standards and FA Regulations.

1.1 Scope

This Policy is for use across the club and is to be observed by all those working and coming into contact with children and young people to ensure best practice in safeguarding is promoted and adhered to.

Activities undertaken at the following locations/departments are under the remit of this policy including:

- Reading FC Community Trust
- Reading FC Community Trust Women’s Team
- Reading FC First Team and Academy
- Bearwood Park Training Ground
- Select Car Leasing Stadium
- South Reading Leisure Centre
- Forest Academy Air Dome
- Stadium tours, Stewarding and all other activities on matchdays and roles that come into contact with children and young people
- Travel, Events and Supporter Liaison
- Youth Development Centres; and
- Other club related entities/activities undertaken outside of the UK
- All employees and workers are made aware of the Policy and Procedures through induction and where appropriate their work with children and young people will be supported by a comprehensive on-going safeguarding training programme

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2.0 Definition of a Child

A child or young person is defined as anyone up to their 18th birthday.

Children Act 1989

2.1 Definition of Safeguarding

Safeguarding children and young people is defined as:

- Protecting children and young people from maltreatment.
- Preventing impairment of children or young people's health or development.
- Ensuring that children and young people are growing up in circumstances consistent with the provision of safe and effective care; and
- Acting to enable all children and young people to have the best life chances.

Working Together to Safeguard Children 2018

2.3 Definition of Bullying

Bullying- a behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere- at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally. (NSPCC 2021).

3.0 Recruitment and Disclosure

As part of the club's recruitment and selection process, offers of work for positions which come into contact with children and young people are subject to a satisfactory self-declaration and a Disclosure Barring Service check (DBS) as relevant, completed application form, appropriate references, right to work in the UK checks and a qualification check, if applicable. All offers of work are subject to a satisfactory outcome to the rigorous screening process and until such time that all background checks are deemed as acceptable by the club, the person concerned is not permitted to commence work.

All employees, workers, consultants, agency staff and volunteers in a position of trust are required to undergo regular DBS clearances, normally every three years or earlier if required. Should any person's DBS reveal any cautions, convictions, community resolutions, reprimands and final warnings the club will consider whether the nature of the offence/offences renders the person concerned unsuitable for working with children and young people. In such circumstances, when the nature of any disclosure must be considered, a risk assessment is carried out to evaluate the information contained within the disclosure certificate. The person may also be required to attend a risk assessment meeting with a Designated Safeguarding Officer (DSO) and/or a member of the club's Safeguarding Team prior to a recruitment decision being made.

The club only discloses the name, date of birth, photo, disclosure and issue numbers of the employees, workers, consultants, agency staff or volunteers DBS checks.

Further information can be found in the club's Recruitment Policy and Safer Recruitment Policy available in the club's employee handbook.

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All new employees, workers, consultants, agency staff and volunteers working with children and young people at the club are required to complete a self-declaration on commencement of duties.

When the club uses suppliers or agencies to undertake its work, they are to be subject to rigorous vetting and safeguarding checks and required to adhere to the club's policy and procedures as set out in their contracts or service level agreements where relevant.

When the club engages with schools and organisations about child or young people related activities, where appropriate the club writes to the school or organisation to state the club's policy and procedures in relation to DBS checks and safer recruitment. The club only discloses the name, date of birth, disclosure and issue numbers of the employees, workers, consultants, agency staff or volunteers criminal record checks. Disclosure information in relation to checks will not be divulged. Schools and organisations are required to comply with the club's safeguarding arrangements as set out in contracts and/or service level agreements.

3.1 Induction and training

During the induction process, employees who work with or come into contact with children and young people are required to attend the club's training (FA Safeguarding training where appropriate). Employees also receive a copy of this Policy and Procedures as well as other club policies and are required to sign an acknowledgement that they have read and agree to abide by them.

Staff, consultants, agency staff and volunteers who have roles that work with or come into contact with children and young people undertake both club and Premier League/ EFL training. They also receive copies of the club's Safeguarding Policies and Procedures and are expected to read and abide by them as set out in their Agreements. Refresher safeguarding training is provided every three years or earlier as required.

Prior to starting employment with the club staff members must complete the Home Office eLearning Training on Prevent. Staff members will complete the training annually.

All education-based staff will acknowledge that they have read Keeping Children Safe in Education Part 1, by returning a read receipt form to the HR department.

3.2 Equality and Diversity

The Club are committed to equality and comply with the Equality Act 2010. We oppose all forms of unlawful discrimination in all our activities and the Equality Policy must be considered alongside this policy at all times to ensure the needs of the individual is met, whatever the race, culture, nationality, age, disability, gender reassignment, marriage, civil partnership, national origin, sex, sexual orientation, pregnancy, maternity, ethnicity and trade union.

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4.0 Roles & Responsibilities

The club has a comprehensive safeguarding structure which ensures the safety and welfare of all children and young people who engage with the club. For the purpose of this Policy and Procedures the Safeguarding Team consists of; the Chief Executive, Director of Operations/HR (Senior Manager for Safeguarding), Head of Academy Operations/Safeguarding, Human Resource Department, Match Day Safeguarding Officer, Community Trust Safeguarding Officer

Director of Operations & HR/Senior Safeguarding Manager

The Senior Safeguarding Manager (SSM) has overall responsibility for the safeguarding of children at the Club. The SSM will.

- Report to the Board
- Provide club-wide strategic leadership that assists the club to deliver the safeguarding strategy, vision, values, priorities and policy.
- Undertake regular monitoring and risk assessments of activities involving children (or will designate this task to a trained activity lead, the Safety Officer, Head of Academy Operations/Safeguarding or an external assessor as appropriate).
- Ensure they undertake regular and appropriate training for the role.

Head of Academy Operations/Safeguarding

The Head of Academy Safeguarding is a Designated Safeguarding Officer (DSO) for the Club and has the responsibility for managing the Academy Safeguarding provision this includes reporting concerns putting into place and monitoring policies, procedures and daily practice to safeguard children at the club. The Head of Academy Operations/Safeguarding will.

- Ensure the clubs safeguarding standards are met and maintained.
- Ensure club safeguarding policy and procedures are consistent with current legislation.
- Address any immediate protection issues.
- Make the decision to refer to an appropriate statutory agency (Police or Social Services);
- Ensure staff, agency staff, consultants, volunteers and host families are trained on Club safeguarding procedures.
- Ensure staff, agency staff, consultants, volunteers and host families undertake regular and appropriate training for the role.

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Academy Safeguarding Officer

The Head of Academy Operations/Safeguarding is a Designated Safeguarding Officer (DSO) for the Academy and has the responsibility for reporting concerns putting into place and monitoring policies, procedures and daily practice to safeguard children at the Academy. The Academy Safeguarding Officer will.

- Ensure the clubs safeguarding standards are met and maintained.
- Ensure club safeguarding policy and procedures are consistent with current legislation.
- Address any immediate protection issues.
- Make the decision to refer to an appropriate statutory agency (Police or Social Services);
- Ensure staff, agency staff, consultants , volunteers and host families are trained on Club safeguarding procedures.
- Ensure staff, agency staff, consultants, volunteers and host families undertake regular and appropriate training for the role.

Match Day Safeguarding Officer

The Match Day Safeguarding Officer is the Designated Safeguarding Officer (DSO) for match days. The Match Day DSO will.

- Make the decision to investigate any allegations or concerns of abuse.
- Address any immediate protection issues.
- Make the decision to refer to an appropriate statutory agency (Police or Social Services).
- Liaise with local Safeguarding Boards.
- Ensure staff, agency staff, consultants and volunteers are trained on Club safeguarding procedures.
- Ensure that staff, agency staff, consultants and volunteers undertake regular and appropriate training for the role.

Community Trust Safeguarding Officer

The Community Trust Safeguarding Officer is the Designated Safeguarding Officer (DSO) for the Community Trust and has the responsibility for the safeguarding of children at the Trust. The DSO will.

- Make the decision to investigate any allegations or concerns of abuse.
- Address any immediate protection issues.
- Make the decision to refer to an appropriate statutory agency (Police or Social Services).
- Liaise with local Safeguarding Boards.
- Ensure Trust staff are trained on Club safeguarding procedures.
- Ensure Community Trust staff, agency staff, consultants, volunteers and trustees undertake regular and appropriate training for the role.

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- Source appropriate external training for safeguarding.
- Undertake regular monitoring and risk assessments of activities involving children.

Human Resource Department

The Human Resource Department are responsible for ensuring all vetting checks including criminal record checks adhere to the club's Safer Recruitment Policy as well as legislation and governing body rules.

Staff, agency staff, consultant's volunteers and host families are responsible for familiarising themselves with the club's Policy and Procedures, ensuring the safety and welfare of all children and young people as well as promoting best practice and creating a safe and inclusive environment to prevent harm occurring through awareness of what constitutes abuse and neglect.



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5.0 Abuse and neglect

Abuse is defined as 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. Children or young people may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g., via the internet). They may be abused by an adult or adults, or another child, children, young person or young people.

There are 4 recognised categories of abuse as defined in Working Together to Safeguard Children 2018:

1. Physical abuse.
2. Sexual abuse.
3. Emotional abuse (includes bullying); and
4. Neglect.

Full descriptions of each category of abuse and neglect and other forms of abuse can be found in Appendix 4.

Children and young people may be at additional risk of abuse and neglect through some of the additional vulnerabilities they may face.

5.1 Additional vulnerabilities

If children and young people have additional vulnerabilities when engaging with the club, further safeguards may need to be put in place to reduce the potential risk of abuse and neglect.

5.2 Prevent Duty

The 2011 Prevent strategy has three specific strategic objectives:

- respond to the ideological challenge of terrorism and the threat we face from those who promote it.
- prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.
- work with sectors and institutions where there are risks of radicalisation that we need to address.

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Radicalisation and extremism of children and young people is a form of emotional abuse. HM Government states that the aim of radicalisation is to attract children and young people to a particular extremist ideology. In many cases it is with a view to inspiring children and young people eventually to become involved with harmful or terrorist activities. Radicalisation can take place through direct personal contact, or indirectly through social media. Extremism is defined as vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

5.3 Looked after children and young people.

Looked after (such as those living in foster care) children and young people may be especially vulnerable to abuse and neglect for many reasons:

- Experienced abuse and neglect previously.
- Living with people who are not their immediate family or friends.
- Less support networks; and
- Stigma for being in care.

5.4 Online world

Although the online world provides many benefits to children and young people, there are also a number of potential associated risks:

- ☐ Inappropriate language or images.
- ☐ Online grooming.
- ☐ Cyberbullying; and
- ☐ Sexting.

Further information about the online risks is contained in the club's Safeguarding social media Policy and Procedures which can be accessed on the club's intranet.

5.5 Deaf and disabled children and young people

The Equality Act (2010) defines a person as disabled if they have a physical or mental impairment which has a substantial and long term (has lasted or is expected to last at least 12 months) adverse effect on one's ability to carry out normal day-to-day activities. This definition includes conditions such as cancer, HIV, mental illness and learning disabilities.

Deaf and disabled children and young people may be vulnerable to abuse for many reasons:

- Increased likelihood of social isolation.
- Dependency on others for practical assistance in daily living (including intimate care).
- Impaired capacity to resist, avoid or understand abuse.
- Speech and language communication needs may make it difficult to tell others what is happening.
- Limited access to someone to disclose to; and

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- Vulnerability to bullying.

Children and young people with disabilities may also feel less valued than his/her peers and poor care may be observed but tolerated by others. This might include such things as not speaking directly to the child or young person; not offering choices; not moving and handling them safely; not respecting his/her privacy and dignity; not treating them according to their age; allowing physical restraint to occur; or using derogatory language.

There is no single route to ensure that children and young people are protected, especially those with additional vulnerabilities. However, the safest environments are those that help children and young people to protect themselves by helping them to speak out and do their best to stop any abuse and neglect from happening and take responsibility for observing, challenging and reporting any poor practice and suspected abuse and neglect.

Safe environments for children and young people with additional vulnerabilities are also safer for all children and young people.

6.0 Use of photography and film

All images are taken by club photographers who have been briefed by a club Designated Safeguarding Officer (DSO) or by a member of the Communications and Marketing Department responsible for the activity being photographed or filmed in an appropriate way and manner., Parent/carer consent is sought in writing at the start of the season or prior to an event. The club adhere to the following principles when using photography or film:

- All children or young people featured in club publications are appropriately dressed.
- Where possible, the image will focus on the activity taking place and not a specific child or young person.
- Where appropriate, images represent the broad range of people participating safely in the event.
- Designated club photographers will, where applicable, undertake a DBS check and attend the club's and FA Safeguarding workshop and in any case, will be personally responsible for keeping up to date with the latest guidelines on the 'Use of Images' policies from the Premier League. Club identification is worn always.
- Children or young people who are the subject of a court order will not have his/her images published in any club document.
- No images of children or young people featured in club publications are accompanied by personal details such as his/her home address.
- Recordings of children and young people for the purposes of legitimate coaching aids are only filmed by club officials on club equipment and are stored safely and securely on club equipment.
- Any instances of inappropriate images in football should be reported to a DSO or the club's Safeguarding Team.
- The club does not put young players under the age of 16 profiles and personal information on its website.

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7.0 Good practice and code of conduct

To ensure all children and young people have the most positive and safe experience when engaging with the club, all employees, workers, consultants, agency staff and volunteers should adhere to the following principles and action (to ensure they role model positive behaviours and so reduce the risk of allegations, abuse and neglect occurring):

- Listen carefully to children and young people about their needs, wishes, ideas and concerns and take them seriously.
- Treat all children and young people equally not showing favouritism.
- Always work in an open environment (e.g., avoiding private or unobserved situations and encouraging open communication with no secrets).
- Make the experience of the activity fun and enjoyable.
- Promote fairness, confront and deal with bullying.
- Maintain a safe and appropriate distance with children and young people and avoid unnecessary physical contact.
- Where any form of manual/physical support is required, it should be provided openly and with the consent of the child or young person.
- If children and young people should be supervised in changing rooms always ensure coaches etc. work in pairs.
- Request written consent if the club are required to transport children and young people for any activities, events or significant travel arrangements e.g., overnight stays.
- Employees and workers should maintain their qualifications and professional development.
- A qualified first aider is in attendance or readily available.
- Maintain appropriate professional relationships with children and young people, including only engaging with them online with prior approval and through the club's social media channels.
- On trips, ensure that adults should not enter a child or young person's room unless there is a safety concern, in which case two adults should enter and should not invite children or young people into their rooms.
- Be a good role model, this includes not swearing, smoking or drinking alcohol in the company of children and young people.
- Always give enthusiastic and constructive feedback rather than negative criticism.
- Promote the club's vision and values and be an ambassador for those values. □
Ensure children and young people adhere to their relevant Code of Conduct.
- Secure written consent for the club to administer emergency first aid or other medical treatment if the need arises.
- Reward effort as well as performance.
- Challenge unacceptable or inappropriate behaviour.
- Encourage children and young people to take responsibility for his/her own behaviour and performance.
- Keep a written record of any incident or injury that occurs, along with details of any treatment given or action taken using the club's Accident and Incident Report Form (Appendix 7) and uploading to MyConcern (The Trust's safeguarding recording system) /CPOMS (RFC's Safeguarding recording system).
- Recording safeguarding concerns on the Safeguarding Concern Form/ My Concern (The

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Trust's safeguarding recording system) /CPOMS (RFC's Safeguarding recording system)
(Appendix 8).

This list is not exhaustive.

8.0 Unacceptable practice

The following are regarded as poor practice and all, staff, agency staff, consultants, and volunteers should not allow this to happen

- Unnecessarily spending excessive amounts of time individually with a child or young person away from others.
- Being alone in changing rooms, toilet facilities or showers used by children and young people.
- Taking children and young people alone in a car or journey unless a club pool car is used, and written consent is sought from the club's Safeguarding Team for emergency situations.
- Taking children and young people to your home or places where they will be alone with you.
- Sharing a room with children and young people.
- Engaging in rough, physical or sexually provocative games, including horseplay.
- Allowing or engaging in inappropriate touching of any form.
- Allowing children and young people to use inappropriate language unchallenged.
- Making sexually suggestive comments to children and young people.
- Reducing children and young people to tears as a form of control.
- Allowing allegations made by children and young people to go unchallenged, unrecorded or not acted upon.
- Doing things of a personal nature that children and young people can do for themselves.
- Sending inappropriate text messages or social media messages to children and young people.
- Having children or young people engaged with the club as 'friends' or 'followers' within social networking sites such as Facebook, Twitter and Instagram; and
- Engaging with children and young people on 'one to one' personal electronic communication.
- Not recording safeguarding concerns on the Safeguarding Concern Form (SCF) and not uploading the concern onto MyConcern (The Trust's safeguarding recording system) /CPOMS (RFC's Safeguarding recording system).

9.0 Searching children and young people.

To ensure the safety and security for all club activities all children and young people may be subject to the club's search process. Children and young people are asked to self-search as the preferred method; however, should the club suspect that the child or young person may

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be concealing a prohibited item, consent will be sought from their parent/carer before a Steward or Security member of the same sex who is being observed by a supervisor searches the child.

9.1 Lost or missing children and young people

During club activities, every effort is made to ensure children and young people remain with their parents/carers or the activity leaders. Should a child or young person become lost or go missing during a club activity every effort will be made to locate the child or young person as quickly as possible. Should a child or young person not be located within a reasonable timeframe, contact will be made with their parents/carers and the police to file a missing child/young person's report.

If a young person absconds from a club activity, staff will follow the procedures in the absconding flow chart. (Appendix 5)

9.2 Children and young people who are not picked up on time.

All parents and carers should collect their child or young person on time in line with the instructions given by the club. Should the child or young person not be collected on time a minimum of two appropriate adults will wait at the venue until the parent or carer arrives. Should the child or young person not be picked up at all, a club employee or worker will contact the DSO or the club's Safeguarding Team. Should sufficient time pass, the club may contact the police and/or children's services to take care of the child or young person until their parent or carer is contacted.

9.3 Restrictive physical intervention

Physical intervention is used as last resort if a child is at immediate risk to themselves, others or property and when de-escalation techniques have not been successful to mitigate the risk.

10.0 Risk assessments

For all club activities including, trips, tours, events and activities, thorough risk assessments are completed to identify and minimise potential risks. The club's Health and Safety Policy and the Trust's Risk Assessment Policy outlines the process to undertake when completing risk assessments as well as how to capture information regarding accidents and incidents and how the club learns from such matters.

Where a child or young person is involved in a trip, activity or event, a risk assessment must take account of their vulnerabilities whilst in the club's care. The risk assessment will set out what arrangements are in place for their care and supervision and how risks will be minimised.

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Activity leaders will be required to continually monitor and amend the controls within the risk assessments whilst leading such activities.

11.0 Supervision of children and young people

The club adheres to best practice guidance set out by the NSPCC in relation to the supervision of adults to children/young people. There should always be a minimum of two adults and an adult to child/young person ratio of:

- For 0 to 2 years – one adult to every 3 children (1:3)
- For 2 to 3 years – one adult to every 4 children (1:4)
- For 4 to 8 years – one adult to every 6 children (1:6)
- For 9 to 12 years - one adult to every 8 children (1:8)
- For 13 to 18 years – one adult to every 10 children (1:10)

Particular activities may require more or less adult to child/young person ratios due to:

- Age needs and ability of children and young people.
- Nature of the activity and environment.
- Risk assessments or intelligence information identifying potential behavioural or other issues.
- Expertise and experience of the staff involved.
- Mixed gender children and young people activities will require adults of both genders to supervise where possible.

Should the ratio not be suitable, the club's Safeguarding and Health and Safety Managers decide whether the activity or event takes place.

12.0 Working with external partners.

The club always ensures external partners and organisations we engage with promote the safety and welfare of children and young people and this is outlined in contracts and/or service level agreements. External partners and organisations are required to demonstrate competencies in safeguarding Where organisations do not have their own satisfactory safeguarding arrangements, they will be expected to comply with the club's standards.

13.0 Referrals

If the club has safeguarding concerns in relation to a child, young person or their parents/carers the club may refer these concerns to external agencies. External agencies include, but are not limited to children's social care, adult social care, the police, health agencies, the FA. (Appendices 1, 2 and 3).

14.0 Confidentiality

Every effort should be made to ensure that confidentiality of safeguarding cases is maintained for all concerned. Information should be handled and disseminated on a need-to-know basis only which would not normally include anyone other than the following:

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- The Safeguarding Team and Human Resource Manager.
- The child or young person or the person raising the concern; The employee, worker, consultant, agency staff or volunteer who received the concern or disclosure.
- The parents/carers of the child or young person who is alleged to have been abused, where appropriate.
- Local Authority and Police.
- Dependent on role, the National Governing Body.

Employees, workers, consultants, agency staff and volunteers may have access to confidential information about children and young people in order to undertake their responsibilities. In some circumstances, employees, workers, consultants, agency staff or volunteers may be given highly sensitive or private information. Confidential or personal information about a child or young person or his/her family should not be used for their own or others advantage.

Confidential information about a child or young person should never be used casually in conversation or shared with any person other than on a need-to-know basis. In circumstances where the child or young person's identity does not need to be disclosed, the information should be handled anonymously.

When a young person is referred to the Community Trust by a school then the school may be informed – where relevant.

There are some circumstances in which a member of staff, agency staff, consultant, volunteer or host family may be expected to share information about a child, for example when abuse is alleged or suspected. In such cases, staff, agency staff, consultants, and volunteers and host families have a duty to pass information on without delay, but only to those with designated safeguarding responsibilities (DSO and Safeguarding Team).

If a staff member, agency staff, consultant, , volunteer or host family is in any doubt about whether to share information or keep it confidential, guidance should be sought from the club's Safeguarding Team. The storing and processing of personal information about children and young people is governed by the Data Protection Act 2018.

15.0 Information sharing

The club abides by the 7 guiding principles as set out by HM Government on sharing information:

1. Remember that the General Data Protection Regulation (GDPR), Data Protection Act 2018 and human rights law are not barriers to justified information. sharing, but provide a framework to ensure that personal information about living. individuals is shared appropriately.
2. Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be. shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

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3. Seek advice from other practitioners, or your information governance lead, if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. Where possible, share information with consent, and where possible, respect the wishes of those who do not consent to having their information shared. Under the GDPR and Data Protection Act 2018 you may share information without consent if, in your judgement, there is a lawful basis to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be clear of the basis upon which you are doing so. Where you do not have consent, be mindful that an individual might not expect information to be shared.
5. Consider safety and well-being: base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
6. Necessary, proportionate, relevant, adequate, accurate, timely and secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely (see principles).
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose. Records of the club's decision to share information in relation to any reported concerns, with whom and the reasons are always recorded on the Safeguarding Concern Form (Appendix 8) and uploaded onto MyConcern or CPOMS.

16.0 Review

The club shall review this Policy and Procedures annually or whenever there is a change in legislation, guidance, governing body rules or learning from safeguarding cases.

17.0 Procedures

17.1 Consent

The priority in safeguarding should always be to ensure the safety and welfare of the child or young person. If concerns arise, it is best practice to always gain the consent of the child or young person before an external referral is made. There are many circumstances whereby an external referral can be made without consent, and these include:

- The child or young person is at risk of harm.
- Other people are, or may be, at risk, including other children or young people.
- Emergency or life-threatening situations may warrant the sharing of relevant information with the emergency services without consent.

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- Sharing the information could prevent a serious crime.
- The child or young person lacks the mental capacity to make that decision.
- A serious crime has been committed.
- There is a risk of significant harm and meets the threshold for a multi-agency strategy meeting.
- Employees, workers, consultants, agency staff or volunteers are implicated.

17.2 What to do if you suspect abuse or poor practice has occurred.

If you are concerned about the safety or welfare of a child or young person or you are concerned about an adult's behaviour towards a child or young person you must act. Do not assume that someone else will help the child or young person. Safeguarding children and young people is everyone's responsibility.

It is important that you report your concerns to one of the following and upload to MyConcern or CPOMS:

- Designated Safeguarding Officer.
- Safeguarding Team; or
- Community Trust Manager

Taking no action is not an option.

17.3 What to do if you receive a safeguarding disclosure from a child or young person.

Children or young people who may be vulnerable are likely to disclose abuse or neglect to those they trust and how one responds to a disclosure is crucial.

If a child or young person is at immediate risk of harm, CALL EMERGENCY SERVICES- 999

Stage 1

Deal with the disclosure as it happens and ensure that the child or young person's immediate needs are met and that they feel supported. When a disclosure is made, it is most important to understand that you must not investigate the disclosure yourself. The disclosure must always be taken seriously and dealt with according to the guidance in this Policy and Procedures, even if the validity of the disclosure is uncertain. You are not expected to act as a social worker, counsellor, judge, and jury or avenge the abuser; you are however expected to act in the best interest of the child or young person who may be at risk.

You must:

- Put your own feelings aside and listen as if the information is not sensational.
- Allow the child/young person to lead the discussion and to talk freely.
- Listen to what the child/young person is saying without investigating. Try not to interrupt them or ask lots of questions. Being asked a lot of questions can feel like being interrogated.

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- Allow the child or young person to tell you at their own pace.
- Don't worry if the child/young person stops talking for a while, silences are ok. You don't have to rush in to fill the gaps.
- Accept what the child/young person says without challenge.
- Allow the child/young person to talk but protect them from sharing the information with too many other people.
- Provide reassurance that you are taking them seriously and he/she have done the right thing by disclosing.
- Let the child/young person know it is recognised how hard it is for them to tell you. ☐ It is ok to let them know if you are unable to answer all their questions.
- Avoid asking leading questions, for example "Did the coach hit you?".
- Never ask questions that may make the child/young person feel guilty or inadequate.
- If physical abuse has taken place, you may observe visible bruises and marks but do not ask a child/young person to remove or adjust his/her clothing to observe them and do not take photographs of the injuries, you should make a note of the injuries on the Body Map in the Safeguarding Concern Form (Appendix 8).
- Tell the child/young person who you will be contacting e.g., club's Safeguarding Team or DSO and that you will support them through that process.
- If you establish that they have been harmed or is at risk of being harmed, do not pursue the conversation any further. This is important to ensure that questions cannot be raised later about possible manipulation of the disclosure; and
- Respect the confidentiality of the disclosure and do not share the information with anyone other than those who need to know. Those who need to know are those who have a role to play in protecting children/young people.

You must not:

- Panic or show that you are shocked. It is important to remain calm and in control of your feelings.
- Document the conversation while the child/young person is disclosing. This should be done as soon as possible after the child/young person has disclosed to you.
- After the child/young person has disclosed, the conversation must be documented remembering as accurately as you can, the words and phrases used by the child/young person to describe what happened to them.
- Investigate.
- Give the impression that you might blame the child/young person e.g., don't ask: "Why did you let them?", "What were you doing there anyway?" or "Why didn't you tell me before?"
- Press for details by asking questions such as "What did they do next?" ☐ Ask leading questions.
- Pass judgment on what is said.
- Make false promises and/or promise confidentiality – it should be explained that the child/young person has done the right thing, outline who will need to be told and why.
- Approach the alleged abuser yourself.

Do remember, when a child/young person discloses they may feel:

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- Guilt: they may blame themselves for the abuse and often feel guilt for telling.
- Ashamed: they may feel ashamed about the abuse itself.
- Confused: they may be confused about their feelings for the alleged abuser.
- Scared: they may be fearful of the repercussions of telling. They may fear the alleged abuser.
- Be careful about touching (e.g., hugging or cuddling) the child/young person if they have not initiated the contact. They may be upset by physical contact.

Stage 2

As soon as possible, once the immediate comfort and safety of the child or young person is secured, you must inform your

DSO, or the Safeguarding Team of the disclosure. You may make a referral yourself directly to a statutory agency if you are concerned about the child/young person's immediate safety and/or are having difficulty contacting the designated safeguarding person/s or if the designated safeguarding person is the alleged abuser. Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need-to-know basis only.

Stage 3

You should complete the club's Safeguarding Concern Form (SCF) and upload to MyConcern or CPOMS as soon as possible after the disclosure has been made and send/alert the Safeguarding Team within 24 hours of the disclosure. (Appendix 8)

Wherever possible, you must record information as it was relayed to you using the language of the child or young person rather than your own interpretation of it.

What happens next?

It is important that concerns are followed up and it is everyone's responsibility to ensure that they are. You should be informed by the club's Safeguarding Team what has happened following the report being made. If you do not receive this information, you should be proactive in seeking it out.

If you have concerns that the disclosure has not been acted upon appropriately, you should inform the club's Human Resource Manager and ultimately contact the relevant statutory agency.

A disclosure is not the only way that you may be made aware of an issue. Sometimes another adult or even a child or young person may say something about a possible abusive situation. On occasions, you may witness an incident that may cause concern or indeed you may pick up on things that cause concern or information may be passed to a coach or manager anonymously by a person or persons who do not want to be directly involved for whatever reason.

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17.4 Raising a concern.

You do not need to have firm evidence before raising a concern. But we do ask that you explain as fully as you can the information or circumstances that gave rise to your concern.

Step 1

If you have a concern of any form of safeguarding poor practice or abuse, raise it first with the Designated Safeguarding Officer, who will raise it with the club's Safeguarding Team.

Step 2

If you feel unable to raise the matter with the DSO for whatever reason, raise the matter with the club's Safeguarding Team.

Step 3

If you feel the Safeguarding Team has not handled the concern appropriately you should contact the club's CEO. If these channels have been followed and you still have concerns, or if you feel that the matter is so serious that you cannot discuss it with any of the above, you should contact the Head of Safeguarding at the FA on 0800023 264

For a flowchart of the process to follow, please see Appendices 1, 2 and 3.

17.5 Managing allegations against employees, workers, consultant's agency staff and volunteers.

Should a concern arise about an employee, worker, consultant, agency staff or volunteer's conduct in relation to a child or young person, this should be reported to the club's Safeguarding Team who will take such steps as considered necessary to ensure the safety of the child or young person in question and any other person who may be at risk. The person raising the concern should complete the club's Safeguarding Concern Form upload to MyConcern or CPOMS (Appendix 7). When managing an allegation against an employee, worker, consultant, agency staff or volunteer the Safeguarding Team will follow this process:

- The allegation will be referred to the Local Authority Designated Officer (LADO)/Designated Person at the Local Authority and/or the Police.
- The parent/carer of the child or young person will be contacted as soon as possible, following advice from statutory agencies.
- Senior Management will be notified and if applicable Premier League/EFL and the FA.
- If a member of the Safeguarding Team is the subject of an allegation, the report must be made to the Human Resource Manager who will refer the allegation to the appropriate statutory agencies.

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- If required, a full investigation and possible sanction in accordance with the club's Disciplinary Policy for employees will follow. Workers, consultants or agency workers may have their Agreements terminated.
- Referrals as appropriate will be made to the Disclosure and Barring Service (DBS).

For a flowchart of the process to follow, please see Appendix 3.

17.6 Managing concerns for a child or young person.

Any concern relating to the abuse of a child or young person by another child or young person must be dealt with through this Policy and Procedures. Any such concern should be reported immediately to the DSO who will inform the Safeguarding Team.

17.7 Making a referral.

All employees, workers, consultants, agency staff and volunteers should report via MyConcern/ CPOMS or complete the club's Safeguarding Concern Form (Appendix 7) after referring any case to the DSO and/or the Safeguarding Team. The Safeguarding Team will contact the relevant Local Authority Children's Services Team completing their Referral Form and update the Safeguarding Concern Form, MyConcern or CPOMS for the club's records.

17.8 What to do if a child or young person is in danger of immediate harm.

The priority is to ensure the child or young person is in a safe place away from the alleged perpetrator. Emergency services should be summoned whenever a situation is felt to be beyond the control of employees, casual workers, agency staff, consultants or volunteers. In addition, employees, workers, consultants, agency staff and volunteers should have, readily available, all the contact numbers of the club's Safeguarding Team, DSOs, colleagues, or other services which can assist in an emergency or urgent situation (Appendix 8). Report the matter to the Safeguarding Team at the earliest opportunity.

In the absence of the Safeguarding Team contact the following:

Wokingham Borough Council

In hours: [0118 908 8002](tel:01189088002), triage@wokingham.gov.uk

Out of hours: [01344 786 543](tel:01344786543) (after 5pm or on weekends and bank holidays, for safeguarding emergencies that can't wait until the next working day, contact the LADO)

LADO: 0118 974 6141, LADO@wokingham.gov.uk

Bracknell Forest Council

In hours: 01344 352005 (8:30am to 5pm, Monday to Friday),

BFSB@bracknellforest.gov.uk

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Out of hours: 01344 351999 (5pm to 8:30am, Monday to Friday, 24 hours a day at weekends and bank holidays)

LADO: 01344 351572, LADO@bracknell-forest.gov.uk

West Berkshire Council

In hours: 01635 503090, child@westberks.gov.uk

Out of hours: Emergency Duty Service on 01344 351999.

LADO: 01635 503153,

LADO@westberks.gov.uk Reading Borough

Council

Reading Children's Multi Agency Safeguarding Hub Phone: 0118 937 3641 (includes out of hours contact details)

LADO: 0118 9372684, lado@brighterfuturesforchildren.org

www.brighterfuturesforchildren.org/concerned-about-a-child

or

Police for help to ensure the correct procedures are followed call: 101.

All Staff must complete the FA safeguarding course. Their certificates will be held in their HR file. They must also be aware of the safeguarding forms and procedures.

RFC

All staff must have completed and signed off the staff safeguarding induction.

The Community Trust

All staff must have signed the Staff handbook with Coaches also signing for the Coaches pack.

The Community Trust as a registered Charity will also report to the Charity Commission (alongside the EFLT) all matters that are considered reportable under the Charity Commission guidelines and then keeping them apprised of the situation.

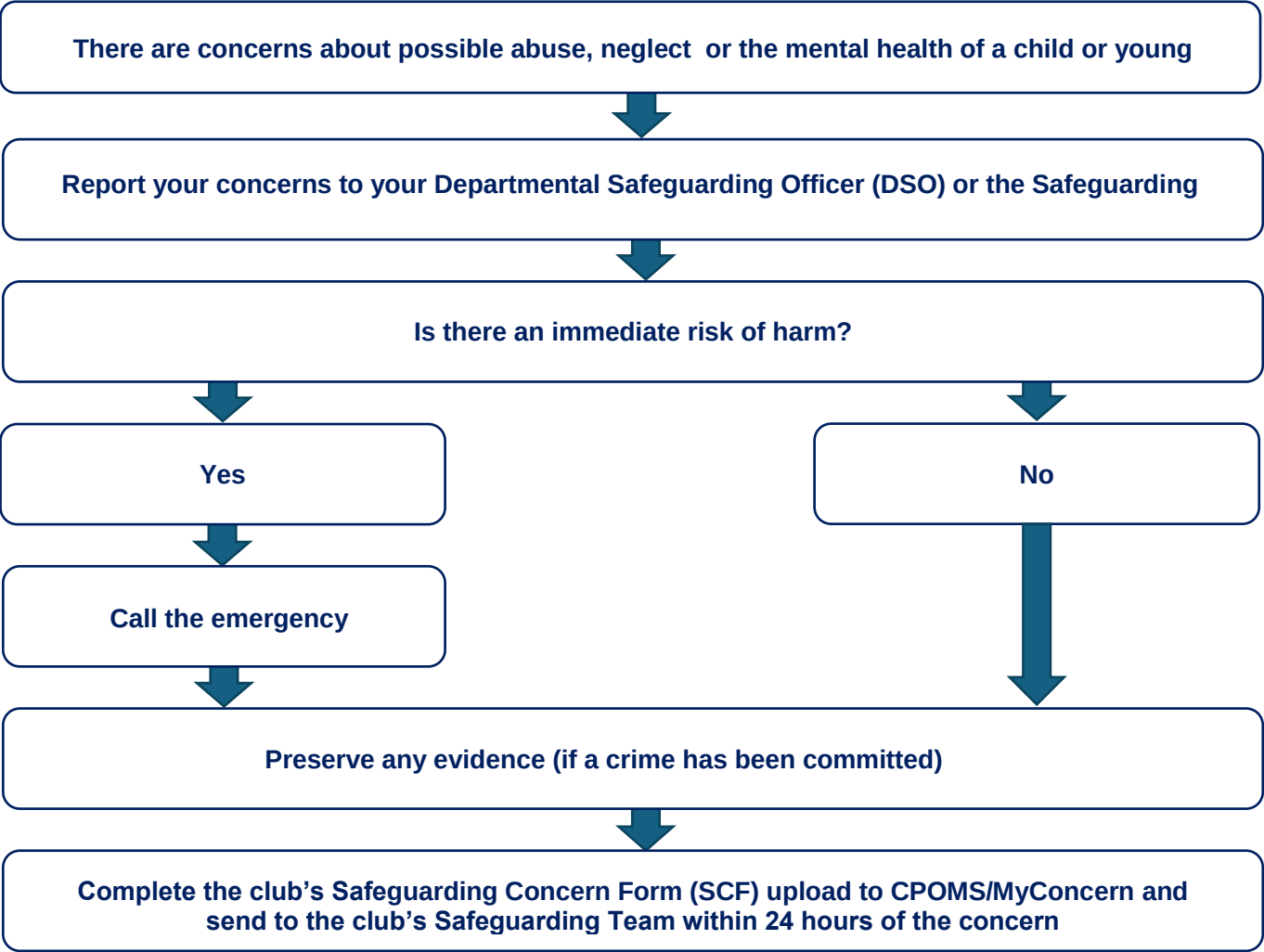
18.0 Match Day – Ejection of children and young people.

There may be occasions when a child is rendered unaccompanied. For example, where it is deemed necessary to eject a child or young person from the stadium or the child/ young person is subject to arrest or ejection. Where such circumstances are unavoidable the Match Day Safeguarding Officer should be notified in advance of the action so that the appropriate safeguarding concerns can be identified and addressed. (*EFL Guide to Safeguarding on Match Days 2023*)

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Appendix 1

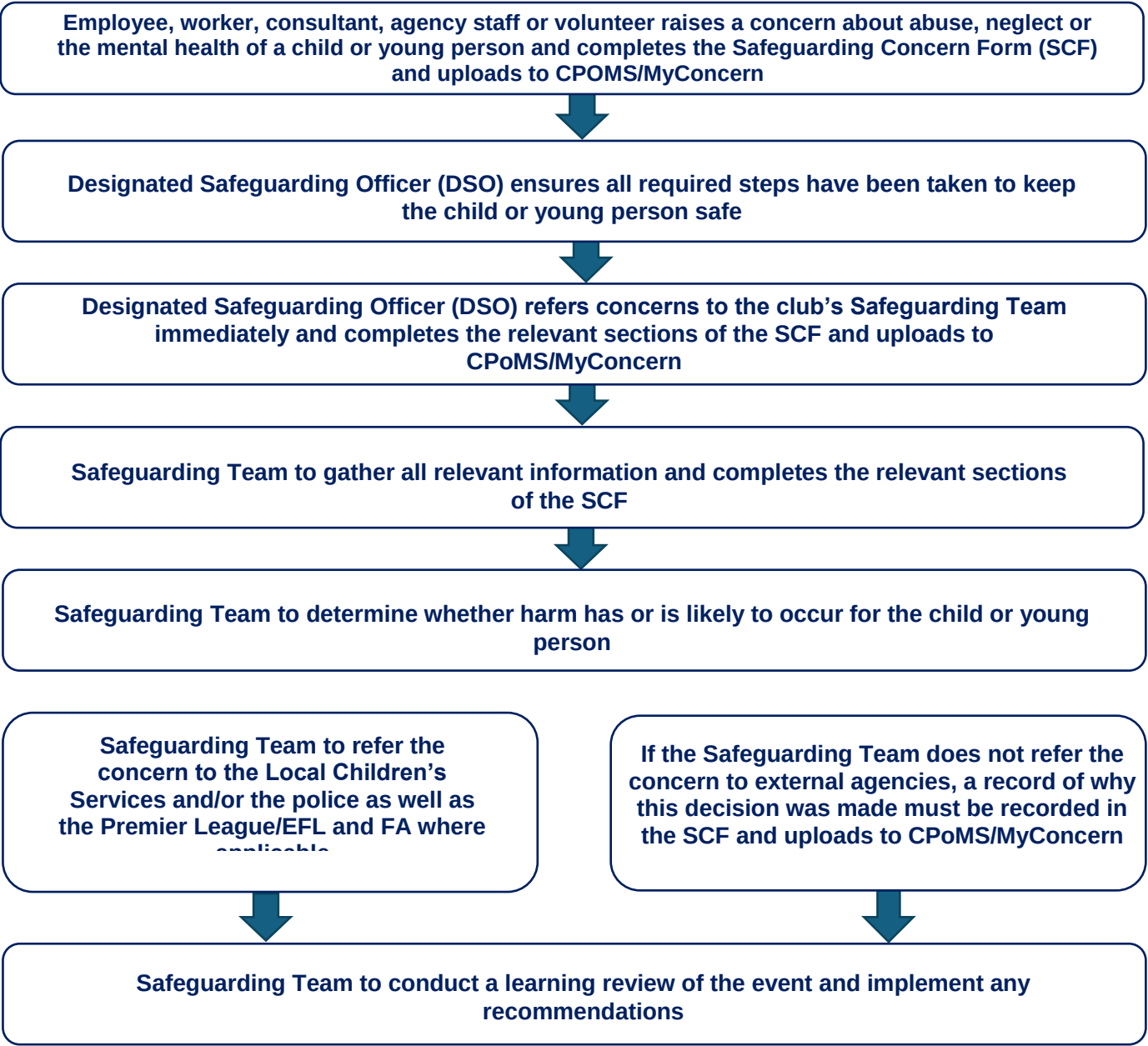
Flowchart for employees, workers, consultants, agency staff and volunteers who raise a concern about a child or young person



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Appendix 2

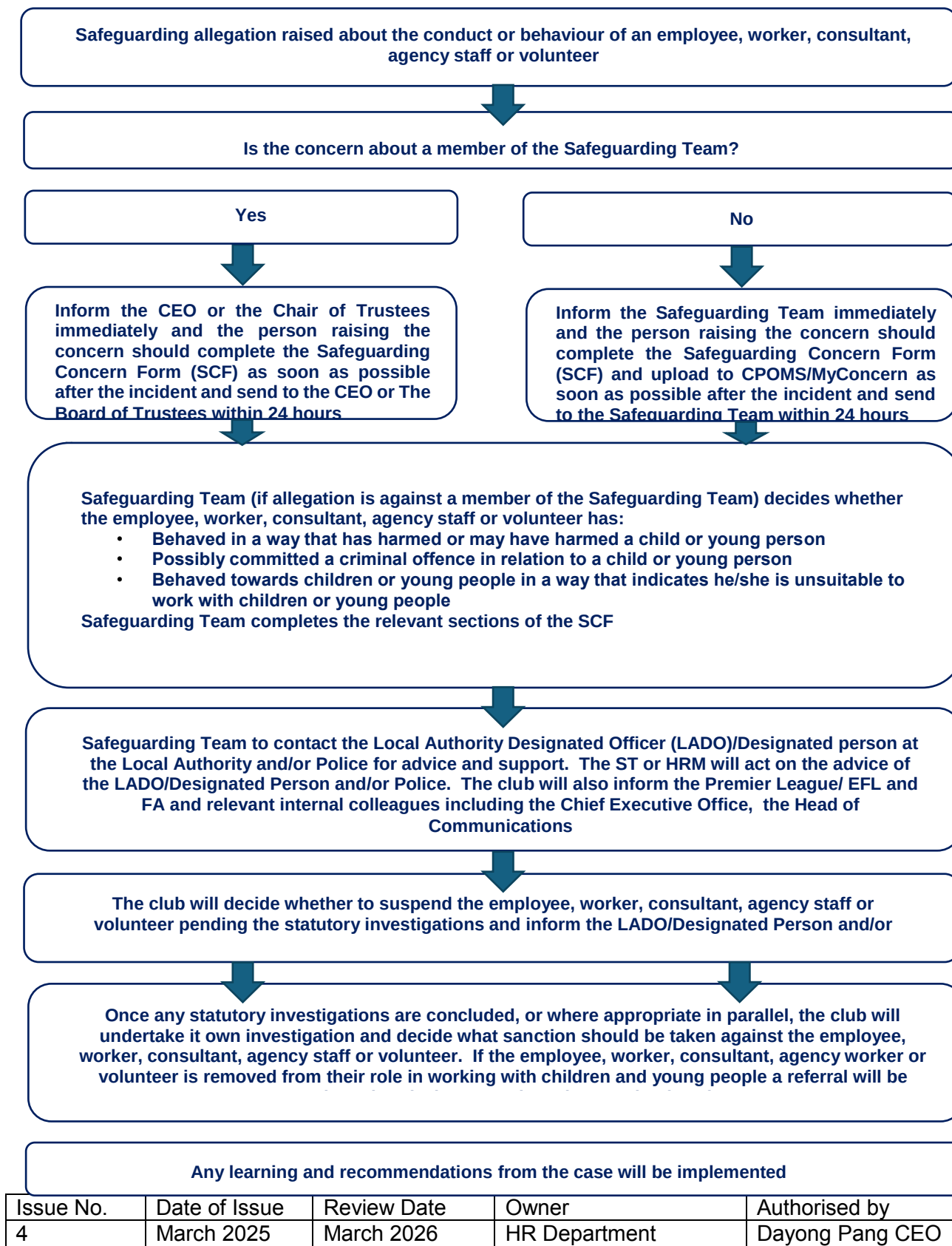
Flowchart for Safeguarding Team (ST) making a referral



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Appendix 3

Allegations against employees, workers, consultants, agency staff or volunteer flowchart



Appendix 4
Categories of abuse and neglect as defined in Working Together to safeguard Children 2018

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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 or young person. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or young person.
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 or young person 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 or young people in looking at, or in the production of, sexual images, watching sexual activities, encouraging children or young people to behave in sexually inappropriate ways, or grooming a child or young person in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children or young people.
Emotional abuse (including bullying)	The persistent emotional maltreatment of a child or young person such as to cause severe and persistent adverse effects on the child or young person's emotional development. It may involve conveying to a child or young person 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 or young person 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 or young people. These may include interactions that are beyond a child or young person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child or young person participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children or young people frequently to feel frightened or in danger, or the exploitation or corruption of children or young people. Some level of emotional abuse is involved in all types of maltreatment of a child or young person, though it may occur alone
Neglect	The persistent failure to meet a child or young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child or young person'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 or young person from physical and emotional harm or danger; • Ensure adequate supervision (including the use of inadequate care-givers); or • Ensure access to appropriate medical care or treatment.

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	It may also include neglect of, or unresponsiveness to a child or young person's basic emotional needs
--	--

Appendix 4 (Continued)

Physical and behavioural signs and indicators of abuse and neglect

Category of abuse and neglect	Physical Signs	Behavioural Signs
Physical abuse	Unexplained and unusual bruising, finger and strap marks, injuries, cigarette burns, bite marks, fractures, scalds, missing teeth	Fear of contact, aggression, temper, running away, fear of going home, reluctance to change or uncover body, depression, withdrawal, bullying or abuse of others
Sexual Abuse	Genital pain, itching, bleeding, bruising, discharge, stomach pains, discomfort, pregnancy, incontinence, urinary infections or STIs, thrush, anal pain on passing motions	Apparent fear of a person, nightmares, running away, sexually explicit knowledge or behaviour beyond their years, masturbation, bed-wetting, eating problems, substance abuse, unexplained money or gifts, acting out with toys, self-harm
Emotional Abuse	Weight change, lack of growth or development, unexplained speech disorders, self-harm, clothing inappropriate for child's age, gender or culture etc.	Unable to play, fear of mistakes, fear of telling parents, withdrawn, unexplained speech and language difficulties, few friends
Bullying	Weight change, unexplained injuries and bruising, stomach pains and headaches, bed-wetting, disturbed sleep, hair pulled out	Difficulty making friends, anxiety over school, truancy, withdrawn, anger, moodiness, suicide attempts, reduced performance, money and possessions reported as lost, stealing from within the family, distress and anxiety on reading texts or e-mails
Neglect	Constant hunger, ill-fitting or inappropriate clothes, weight change, untreated conditions, continual minor infections, failure to supply hearing aids, glasses and or inhalers (where appropriate)	Always being tired, early or late, absent, few friends, regularly left alone, stealing, no money, parent or carer not attending or supportive

Other types of abuse

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Child sexual exploitation

Child sexual exploitation (CSE) is a type of sexual abuse. Young people may be coerced or groomed into exploitative situations and relationships. They may be given things such as gifts, money, drugs, alcohol, status or affection in exchange for taking part in sexual activities. Young people may be tricked into believing they're in a loving, consensual relationship. They often trust their abuser and don't understand that they're being abused. They may depend on their abuser or be too scared to tell anyone what's happening. They might be invited to parties and given drugs and alcohol before being sexually exploited. They can also be groomed and exploited online. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs (Berelowitz et al, 2013). Child sexual exploitation can involve violent, humiliating and degrading sexual assaults and involve multiple perpetrators.

Harmful sexual behaviour

Harmful sexual behaviour (HSB) is developmentally inappropriate sexual behaviour which is displayed by children and young people and which may be harmful or abusive. It may also be referred to as sexually harmful behaviour or sexualised behaviour.

HSB encompasses a range of behaviour, which can be displayed towards younger children, peers, older children or adults. It is harmful to the children and young people who display it, as well as the people it is directed towards.

HSB can include:

- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- sexual activity with other children or adults.

Sexual behaviour between children is considered harmful if one of the children is much older – particularly if there is more than two years' difference in age or if one of the children is pre-pubescent and the other isn't (Davies, 2012). However, a younger child can abuse an older child, particularly if they have power over them – for example, if the older child is disabled (Rich, 2011).

Female genital mutilation

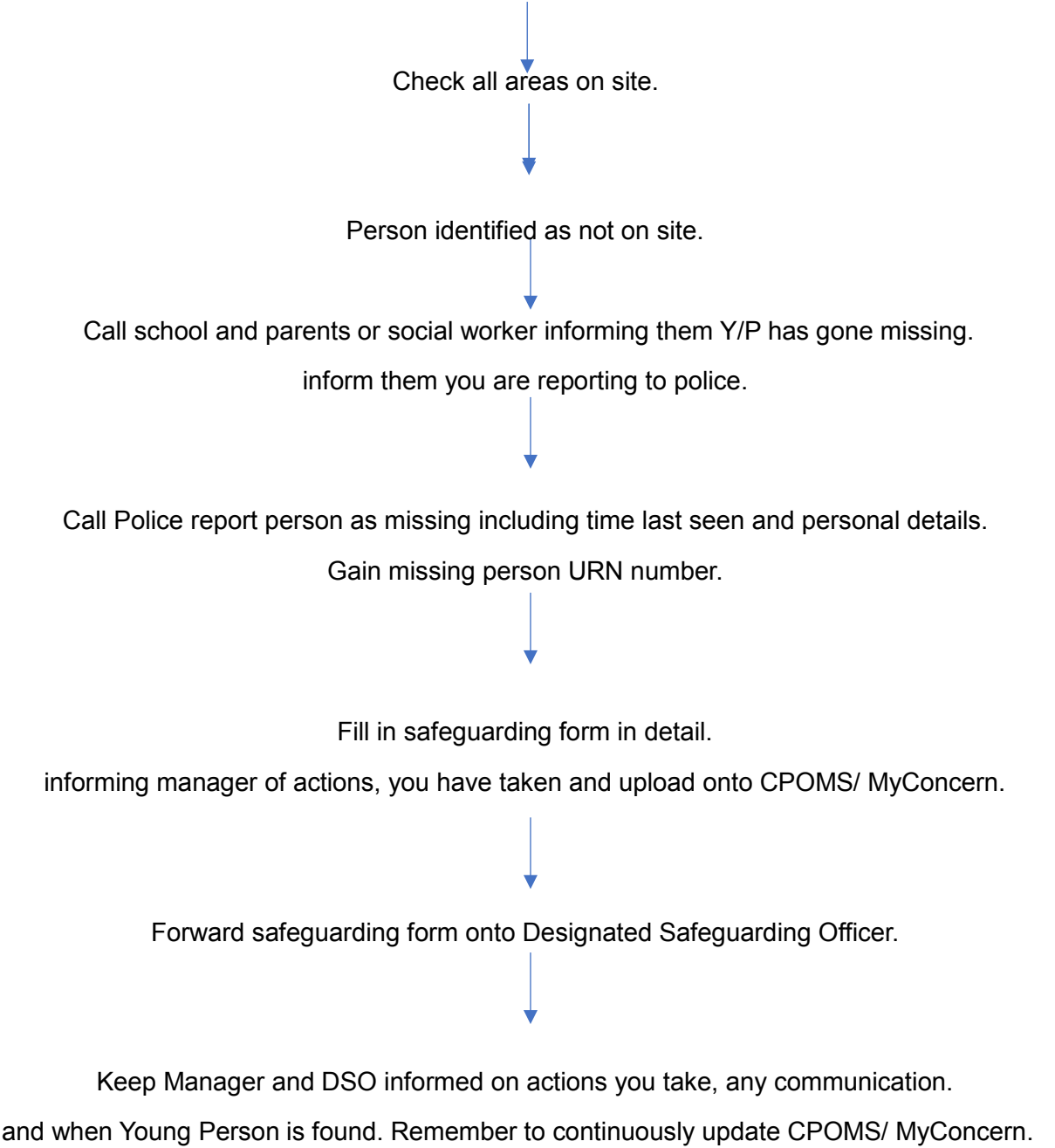
Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. The age at which FGM is carried out varies. It may be carried out when a child is new-born, during childhood or adolescence, just before marriage or during pregnancy (Home Office et al, 2016). FGM is child abuse. There are no medical reasons to carry out FGM. It's dangerous and a criminal offence.

Appendix 5

Absconding/ Missing Reporting Procedure

Unable to find person.

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Appendix 6

INCIDENT / ACCIDENT / INJURY REPORT

Private & confidential when complete

Please complete all sections of this form as full as you can and communicate within 24hours to:
Academy & Women’s Academy Safeguarding Officer or the Senior Manager lead for Safeguarding

Personal Details

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Surname	
Forename(s)	
Date of birth	
Gender M/F	
Address	
Date and time of incident	Date: Time:
Place of occurrence	
Type of incident (tick)	
Incident (No injury)	Accident (Injury)
Damage to Property	Illness
If the person is a child or young person (under 18) has the parent/carer been notified	Y/N
Name and contact details of person contacted and any discussion notes	
Describe any injuries or damage sustained	
How did the incident occur?	

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What caused the incident?	
What treatment was given?	
What first aid supplies were used?	
Witness 1 Full Name:	Witness 2 Full Name:
Address:	Address:
Phone Number:	Phone Number:
What (if any) actions were taken to prevent reoccurrence?	
Name of Person filing in form (Print)	
Signature	

Accident/Injury Report Form
Community Trust

(Person affected) Name:
Contact Details of the person affected:

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.....
.....

Age: Date of
Birth:.....

Date:..... Time:..... Place:.....

This person is: Student / Member of Staff / Other.....

Nature of the incident/accident: (Please Circle) Physical Harm / Social / Psychological Harm /
Environment or Other.....

Type of Injury: (Please Circle) Head / Leg / Ankle / Shoulder / Back / Arm / Hand / Face / Eye/ Other
.....

Seriousness: (Please Circle) Blood / Broken Bones / Graze / No Visible injury / Other
.....

Description of incident including all parties involved and all details of how injury occurred, you need to
include any action taken or treatment given:

.....
.....
.....
.....

If more information required please fill in over the page.

Person filling in the form:
.....

Position:
.....

Signature.....

Accident /Incident Report
Form.....

**Please note if head injury you must hand to parent’s advice sheet on monitoring head injury’s
situation. If blood injury maybe Riddor reportable to HSE.**

Parent/Guardian
Signature:.....Date.....
.....

Please complete all sections of this form as full as you can and upload it onto MyConcern within 24
hours of the incident/accident, or hand it to the Governance Lead or the Designated Safeguarding
Officer

Appendix 7

Safeguarding Concern Form
Private & confidential when complete

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Please complete sections A-H of this form as full as you can and as soon as possible after witnessing a safeguarding incident or if one has been reported to you. Where possible, you should always seek consent of the child, young person or adult at risk before sharing the information. If you are not sure whether you have consent, please contact the Safeguarding Team using the details below. If there is concern raised about a club employee, worker, consultant, agency staff or volunteer you should not inform them that a safeguarding allegation has been made until you have sought advice from the Safeguarding Team. If a person has literacy issues or additional needs and is unable to complete this form, you can complete this form on their behalf but must disclose this in Section F. Please complete the form within 24 hours, complete in black ink and return to Head of Safeguarding or the Community Trust Safeguarding Officer (Community Trust).

Further information and support can be gained from:

Safeguarding Senior Manager

Head of Safeguarding

Safeguarding Officer's

Section A – Your Details	
Full name	
Your role at the club (if applicable)	
Email address (if external)	
Contact number (if external)	
Date and time of safeguarding concern	Time:
Date and time of safeguarding concern form completed	Time:
Section B: Child, Young Person or Adult at Risk details (The child, young person or adult at risk who is potentially at risk of harm)	
Child, young person or adult at risk's name	
Age of child, young person or adult at risk	
Address	
	Postcode:
Telephone number	
Date of Birth	/ /
Section C: Alleged person to have caused concern	
Name of person alleged to have caused concern	
Address	
	Postcode:
Telephone number	
Age of person alleged to have caused concern	
Date of Birth	/ /
Section D - Confidentiality	
Has the child, young person or adult at risk given consent to share this information?	Yes No If no, please state why:

Appendix 7 (continued)

Section E – Your concerns

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Facts

(Please state facts. For example, the child said to me "I was scared to go home today" and/or the child/young person/adult at risk had a bruise on their right hand-please link any injuries to the body map attached- see Section G)

Professional Opinions

(Please state what is your opinion of the concern. For example, I believe in my position as the Strength and Conditioning Coach/ Steward that the Child(ren), young person or adult at risk being groomed online through social media)

Hearsay / witness

(Please state what has been said by others or overheard regarding the incident. For example, you overheard the Child(ren), young person or adult at risk talking to their friend saying they are scared about going home / school / football because of being bullied etc.)

Section F - Actions**What actions did you take?**

(What did you do i.e. who have you told, did you move the child / young person or adult at risk to a safe place etc?)

Have the parents / carers of the child or young person been informed of the concern?

(If you feel that informing the parents / carers about the concern will put the child, young person, adult at risk or yourself at risk, you should not inform the parent or carer but need to document here why you feel it would put them at risk.

Has the adult at risk been informed of your concern?
(Adults at risk need to be informed of your concerns)

☐ Yes ☐ No

If no, please state why:

☐ Yes ☐ No

Date and time parents / carers were informed of the concern.

Time:

Appendix 7 (continued)

Parents carers response:

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Have parents given consent to share the information	☐ Yes ☐ No
Parents/Carers address	
Parents/Carers telephone number:	Land line: Mob:
List the names and contact details of any witnesses to the concern.	Name: Contact details: Name: Contact details: Name: Contact Details: Name: Contact Details:
Section G: Acknowledgement All the information on the Safeguarding Concern Form is accurate to my knowledge.	
Signed	
If signed on behalf of another person, please ensure they sign above, and you provide your name and contact details.	

Appendix 7 (continued)

Section H: Body Map (if applicable)

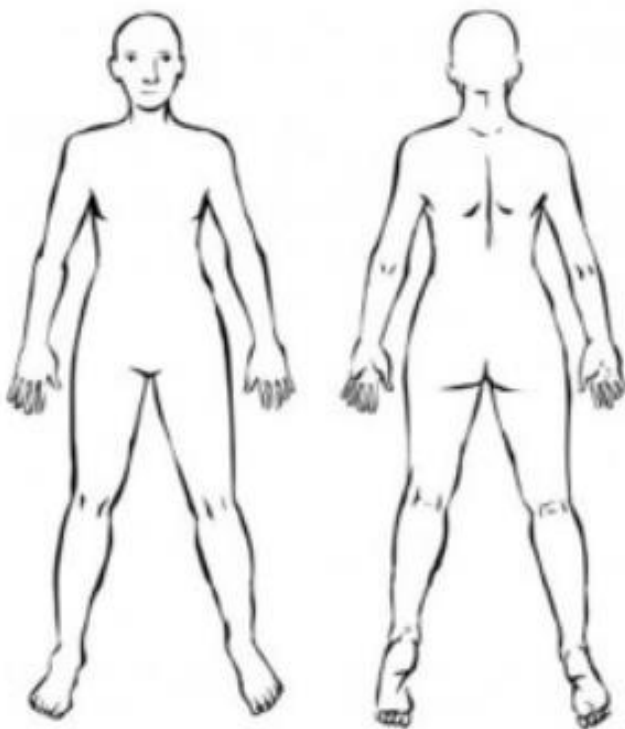
Issue No.	Date of Issue	Review Date	Owner	Authorised by
4	March 2025	March 2026	HR Department	Dayong Pang CEO

Record any physical marks or injuries you notice on the body map. Place a mark where the injury is and then a line out to written text describing the nature of the injury.

Care should be given to state:

- Specific location, e.g. right elbow
- Description of the injury, e.g. Colour of bruise, bleeding, scabbing etc.
- Approximate size of the injury by relating it to objects of standard size, such as British coins
- Sign your name and date injury recorded

Example: Open wound above right eyebrow which was bleeding. Approximately the size of a 10p coin. John Doe, 01/01/2015



Please return completed form to Head of Safeguarding within 24 hours of the concern being raised

Appendix 8

Key Safeguarding Contacts

Celeste Stevens
Head of Academy Operations/Safeguarding

Issue No.	Date of Issue	Review Date	Owner	Authorised by
4	March 2025	March 2026	HR Department	Dayong Pang CEO

Office: 0118 968 1104
 Mobile: 07513138444 Email:
cstevens@readingfc.co.uk
safeguarding@readingfc.co.uk

Jackie Evans
 Director of Operations/HR - Safeguarding Senior Manager (SSM)
 Office: 0118 968 1401
 Mobile: 07977518895 Email:
jevans@readingfc.co.uk
safeguarding@readingfc.co.uk

Paul Brown
 Community Trust Safeguarding Officer
 Office: 0118 907 2161
 Mobile: 07568493415
 Email: pbrown@readingfc.co.uk

David Evans
 Community Trust Manager
 Email: devans@readingfc.co.uk
 Number: 07976 761606

Marcus Gale
 Match day Safeguarding Officer
 Office: 0118 968 1115
 Email: supporterservices@readingfc.co.uk

Dayong Pang
 CEO
 Office: 0118 968 1211
supporterservices@readingfc.co.uk

Paul Collins
 Disability Liaison Officer
 Office: 0118 968 1208
 Email: pcollins@readingfc.co.uk

Laura Crook
 Supporter Liaison Officer (SLO)
 Office: 0118 907 2202
 Email: supporterservices@readingfc.co.uk

The EFL Safeguarding
 Alex Richards - Safeguarding Manager

Issue No.	Date of Issue	Review Date	Owner	Authorised by
4	March 2025	March 2026	HR Department	Dayong Pang CEO

07792 284740

01772 325940

arichards@efl.com

Darren Green – Regional Safeguarding Officer

Email: dgreen@efl.com

The FA

Helpline: 0800 023 264

Email: safeguarding@TheFA.com

The Premier League

Head of Safeguarding

Email: safeguarding@premierleague.com

BWSCP Referral:

Reading Borough Council

Reading Children's Multi Agency Safeguarding Hub Phone: 0118 937 3641 (includes out of hours contact details)

LADO: 0118 9372684, lado@brighterfuturesforchildren.org

www.brighterfuturesforchildren.org/concerned-about-a-child

Wokingham Borough Council

In hours: [0118 908 8002](tel:01189088002), triage@wokingham.gov.uk

Out of hours: [01344 786 543](tel:01344786543) (after 5pm or on weekends and bank holidays, for safeguarding emergencies that can't wait until the next working day, contact the LADO)

LADO: 0118 974 6141, LADO@wokingham.gov.uk

West Berkshire Council

In hours: 01635 503090, child@westberks.gov.uk

Out of hours: Emergency Duty Service on 01344 351999.

LADO: 01635 503153, LADO@westberks.gov.uk

POLICE 101 (or 999 in an emergency)

The FA helpline is also available 24 hours a day on 0800 023 264.

Other agencies

NSPCC Helpline	0808 800 5000
Childline	0800 1111
National Association for Children	0800 085 3330

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Abused in Childhood (NAPAC)
CEOP
Safer Internet Centre

www.napac.org.uk
www.ceop-police.uk
0844 381 4772

Appendix 9

Issue No.	Date of Issue	Review Date	Owner	Authorised by
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FA Actions on Historic Abuse

In order to support those who have come forward and disclosed sexual abuse in a football context, affiliated football authorities have:

- **Set up a dedicated helpline number for survivors via the NSPCC.** This provides survivors with initial advice and guidance, as well as ensuring referrals are made to the police. From 23 November 2016 to 19 October 2017 the football helpline received more than 2,500 calls. 941 calls were from people concerned about abuse in football and approximately 65% of these resulted in referrals to external agencies.
The remainder of the calls were enquiries and advice contacts.
- **Partnered with Sporting Chance:** This partnership is to provide nationwide opportunities for support to survivors of sexual abuse in football. Sporting Chance has increased the number of available phone lines, tailored the initial face-to face therapist assessment process for survivors, developed a set of criteria to select therapists with expertise in the field, and educated them about the Crown Prosecution Service pre-trial therapy guidance. This is important to ensure that survivors receive support that will not hinder the progress of any criminal or civil justice processes.
- **Offered direct support to all known survivors via the police:** Only the police know the details of the survivors who have come forward to pursue a criminal justice route. With this in mind, a letter signed by all the football authorities was sent by Operation Hydrant to all 43 police forces to distribute to everyone who had come forward. This offered survivors who chose to, free specialist therapeutic support for a sustained period of time. This offer from the football authorities was shared with and supported by survivors with whom we had an active dialogue.

Information on how survivors can access support and further guidance is available here:

<http://www.thefa.com/football-rules-governance/safeguarding/section-9-support-for-survivors>

Issue No.	Date of Issue	Review Date	Owner	Authorised by
4	March 2025	March 2026	HR Department	Dayong Pang CEO

Monitoring and review

This policy has been reviewed and agreed by:

Sue Darby
Independent Reviewing Officer/Child Protection Chair/LADO
Reviewing & Quality Assurance Service
Brighter Futures for Children Reading

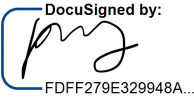
Reading FC will review this policy annually after implementation and annually thereafter.

Effectiveness of the policy will be assessed through.

- Feedback from relevant staff and management
- Review of the policy by management to determine if objectives have been met and to identify barriers and enablers to ongoing policy implementation.

Name: Dayong Pang - CEO

Date: 10/03/2025

Signature:  FDF279E329948A...

Issue No.	Date of Issue	Review Date	Owner	Authorised by
4	March 2025	March 2026	HR Department	Dayong Pang CEO