



Safeguarding Policy

QPR in the Community Trust Commitment to Safeguarding

Approved and endorsed by

Statement from the Trustees

QPR in the Community Trust (Trust) is committed to Safeguarding the welfare of children and young people.

The Trust recognises its moral and legal responsibility to promote and safeguard the welfare of children taking part in our sessions. The Trust will work alongside the football club (Club) to ensure the safety of all those who engage with and come into contact with the Trust. The Club and Trust expects all staff, players, volunteers, participants, contractors and guests to share this commitment.

Safeguarding is everyone's responsibility and children should feel safe at our activities.

The Board have appointed a Senior Safeguarding manager, Mohammed Khaliel (mkhaliel@gmail.com) who sits on the Board and champions Safeguarding at Board level . The Senior Safeguarding Manager will

- 1) Provide leadership at internal Safeguarding strategic meetings at least quarterly
- 2) Ensure the club has appropriate policies in place in respect of identifying / reporting concerns or disclosures
- 3) Attend SSM training delivered by EFL
- 4) Ensure footballing authorities, EFL / EFL Trust and FA safeguarding team are informed as appropriate

- 5) Together with DSOs and safeguarding manager ensure all staff / volunteers have appropriate level of DBS checks
- 6) Together with DSO and safeguarding manager identify safeguarding training needs and identify resource to support training

Policy Aims

To provide all Trust staff with information to enable them to child protection responsibilities

To demonstrate the Trusts commitment to safeguarding

POLICY PRINCIPLES

This policy is available on the Trust Website, the Trust principles for Safeguarding are reflected throughout this Policy and are;

Safeguarding is everyone's responsibility.

The Trust accept responsibility to safeguard and promote the welfare and wellbeing of children

This policy will be reviewed annually as a minimum.

SCOPE

The Trust believe that all staff, players, volunteers, participants, contractors and guests have a responsibility to report any concerns to the Trust should they be concerned about the welfare of any child or young person .

This policy is applicable to every employee of the Trust including staff, volunteers, parents, carers, work experience placements, participants and trustees. The policy will 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 are under the remit of this policy including;

QPR ladies /girls

QPR in the Community Trust soccer schools

Trust activities at schools, other venues etc.

Kicks projects, and all projects run by Trust coaches

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 ongoing Safeguarding Training program.

Safeguarding children and young people is defined as;

- 1) Protecting children and young people from maltreatment
- 2) Preventing impairment of children or young people's health or development

- 3) Ensuring that children or young people are growing up in circumstances consistent with the provision of safe and effective care
- 4) Taking action to enable all children and young people to have the best life chances

The Club and Trust are committed to ensuring that:

- The safety and welfare of Adults at Risk and Children under the care of the club and Trust is paramount.
- All children have the right to participate in Trust sporting activities in a safe environment free from bullying, abuse or exploitation
- All Adults at Risk and Children that engage with the club and Trust, regardless of age, culture, social background, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to safety and protection from abuse or harm.
- All suspicions, reports and/or allegations of abuse will be taken seriously & investigated thoroughly which may involve the appropriate local authority teams where necessary.

The club has employed a trained Club-wide Safeguarding Manager who works across the Club and Trust, and the Trust have a full time Designated Safeguarding Officer. The Club Safeguarding Manager has responsibility to oversee and direct the safe provision of all activities and associated training relating to children and young people. A strategic role providing leadership and guidance on all safeguarding matters and relevant legislation, along with implementing safeguarding awareness and best practice across the Club, Academy and Trust.

The Safeguarding Manager will;

Manage the implementation of the Trust and Club's strategy and action and implementation plan for safeguarding.

Ensure club compliance with statutory obligations under relevant legislation and the Affiliated Football Safeguarding Policy.

Work closely with HR and heads of departments to develop and implement safer recruitment and induction practices across the organisation.

Continuously work to maintain, embed and improve the Trust and Club's safeguarding provision ensuring the highest standards for safeguarding vulnerable groups.

Manage the development, implementation, promotion and review of the Trust and Club's safeguarding vulnerable groups' policies, practices and good practice guidelines.

Be the lead member of staff to manage safeguarding incidents, concerns and allegations.

Be the lead member of staff to work in partnership with statutory and football authorities, sharing information where appropriate to safeguard vulnerable groups.

Maintain accurate, confidential and up to date records on all safeguarding incidents, concerns and allegations.

Give direction and guidance to staff in respect of safeguarding incidents, concerns and allegations.

Support staff to respond appropriately to concerns about the welfare or safety of vulnerable groups.

Lead and provide direction to Safeguarding Officers.

Ensure that Safeguarding Officers are trained, supported and supervised.

Act as the Trust and Club's lead source of safeguarding support, advice and expertise.

Ensure staff understand their individual responsibilities to safeguard and promote the welfare of vulnerable groups.

Develop relationships with statutory and football authorities.

Attend regular safeguarding training and maintain an up to date knowledge base of relevant legislation, regulations and best practice.

Undertake the annual LSCB section 11 audit (Children Act 2004) and present the findings and take any relevant action

Work closely with Trust DSO s (details below) to promote safeguarding and deal with any safeguarding issues . There are information sharing protocols in place between the Trust and Club .

The Safeguarding manager is Janet Barr Janet.barr@qpr.co.uk 0208 740 2572

SAFEGUARDING OFFICER ROLE DESCRIPTION

- 1) Support club safeguarding manager to pro-actively promote and raise safeguarding awareness
- 2) Advise others working with children on the implementation of policies and procedures around safeguarding
- 3) Ensure staff understand their individual responsibilities to safeguard and promote welfare of children
- 4) Support colleagues to respond appropriately to concerns about children's welfare or safety

- 5) Assist Club Safeguarding Manager to maintain accurate and confidential information and to meet regularly to ensure safeguarding standards are upheld and work with the DSO s across the Club.
- 6) The DSO for the Trust are listed below together with their contact details

Club wide safeguarding meetings are held quarterly, these are mandatory for the DSO from the Trust and Academy, and the safeguarding manager.

The Trust safeguarding officer is Claire Priddle Claire.priddle@qpr.co.uk 0203 198 - 7124

This safeguarding policy is applicable to the season 2018/19 and will be subject of ongoing review, and a minimum of once a year.

Aims of this policy

- To safeguard all Children and young people who interact with the Club and Trust
- To demonstrate best practice in the area of safeguarding Children
- To increase awareness and understanding of safeguarding issues club wide , and within the Trust
- To provide guidance for parents and carers to understand reporting procedures
- To encourage a partnership between the Trust/ Club and parents/carers of children associated with the Club and Trust
- To ensure that coaches, parents, participants and other adults who come into contact with children and young people provide good role models of behaviour
- To promote high ethical standards throughout the Club and Trust

Key Safeguarding Terminology and Definitions:

The Club - refers to Queens Park Rangers Football Club (QPR), its staff and all activities it undertakes. In certain circumstances it may also refer to third parties with an entrusted responsibility for delivering club-supported activity.

The Trust - refers to Queens Park Rangers in the Community TRUST, its staff and all activities it undertakes. In certain circumstances it may also refer to third parties with an entrusted responsibility for delivering club-supported activity.

The Academy - refers to the Academy department within the club responsible for nurturing and developing the club's future generations of players. The Academy is based at an independent site external to the club's Loftus Road Stadium.

The Training Ground - The club's external training centre at which day to day training and administration of the Club's First & U23 teams takes place.

Staff - refers to persons employed by and receiving payment for services from the Club or Trust. This is irrespective of the length or nature of their contract.

Volunteers - Persons who freely offer their skills and expertise or take part in a task, event or enterprise with the Club or Trust at their own expense in terms of time and/or resources.

Child - a person who has not reached their 18th birthday and includes the term young person to denote someone who is 16 plus, but still under 18 years old, as per the C&YP Act 1989 & 2004 & working together to safeguard children 2015.

Adult at Risk - An adult (person aged 18 or over) who is, or may be in need of one of the following services: Health care; Relevant personal care; Social care work; Assistance in relation to general household matters by reason of age, illness or disability; Relevant assistance in the conduct of their own affairs (due to age, illness or disability in prescribed circumstances)

Safeguarding - Preventative and reactional measures taken by the Club and Trust to ensure; the risk of harm or mistreatment to the welfare of Vulnerable Groups is minimised; the health or wellbeing of vulnerable groups is not impaired when engaging in Club or Trust related activities; an environment exists that allows vulnerable groups to be cared for safely and allows for the best possible outcomes for them and provides them with the best life chances possible.

Welfare - The health, happiness and fortunes of an individual and the humanitarian aspects of their life including personal need and physical and mental development.

Significant Harm - The Children Act 1989 introduced the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children.

Section 47(1) of the Children Act 1989 states that:

Where a local authority... have reasonable cause to suspect that a child who lives, or is found, in the area and is suffering, or is likely to suffer, significant harm, the authority shall make, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child's welfare.

Child Protection - The process of protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect. It involves measures and structures designed to prevent and respond to abuse and neglect.

Child abuse - involves acts of commission and omission, which results in harm to the child. The four types of abuse are physical abuse, sexual abuse, emotional abuse and neglect.

Rules, Regulations and Guidance

The Club and Trust are governed by the legislation and rules/regulations set out by several key governing agencies including the Government, Football Association, Premier League and the NSPCC Child Protection in Sport Unit. The content of this document has been developed with reference to policies and procedures of Affiliated Football, and the Affiliated Football Safeguarding Policy, The FA, ELF Safeguarding Guidance and the NSPCC Standards for Safeguarding Children in Sport and is underpinned by the following legislative documents and policies.

- Working Together to Safeguard Children (2015)
- The Children Act (1989 and 2004)
- What to do if you're worried a child is being abused Advice for Practitioners (2015)
- Safeguarding Vulnerable Groups Act (2006)
- Protection of Freedoms Act (POFA) (2012)
- Female Genital Mutilation Act (2013)
- Keeping Children Safe in Education (2015) (Updated version effective September 2016)
- Sexual Offences Act (2003)
- UN Convention on the Rights of The child(1989)
- The Mental Capacity Act (2005)
- The Care Act (2014)
- Every Child Matters 2003
- Human Rights Act 1998
- No Secrets 2000
- Information sharing (advise for practitioners)
- Standards for Safeguarding and Protecting Children in Sport 2005 NSPSS and CPSU

The Trust and Club recognise their responsibilities to maintain regular communication with the Tri-Borough LSCB along with the LSCB of the neighbouring London boroughs, Local Authority children's services, Local Authority Designated Officer and the Police safeguarding teams. The communication of the Club with the Local Authorities is centred upon supporting the club with; reporting/monitoring of Safeguarding incidents, sharing of best practice, sharing information/ changes in legislation, sharing of important local area information and workforce best practice and training and development and any other relevant appropriate Safeguarding support.

The Trust will ensure that any partner agencies also have robust Safeguarding policies and Procedures in place and where appropriate there will be a Service Level Agreement.

Safeguarding training

Resources and Training

A safeguarding induction is provided to all staff. This will be delivered by the Club safeguarding manager or designated safeguarding officer. The SM holds a specific Safeguarding Induction with all new staff who will come into contact with children. Key elements of the Club safeguarding policy are discussed in more detail and specifically to the individuals' role.

In addition to this regular safeguarding workshops are held for all Community Trust staff.

The Safeguarding manager holds a regular drop in "safeguarding surgery" for all staff to discuss any concerns they may have in confidence.

All staff working in direct contact with Children are required to complete the FA's 3 hour Safeguarding Children Awareness workshop and undertake a refresher course, at least once every 3 years. Details of those satisfactorily completing this course are retained by the Human Resources Department.

Recruitment

QPR in the Community Trust have a specific Safer Recruitment and working with ex-offenders Policy which sets out in detail the process the Trust will undertake in ensuring staff are suitable to work with children and adults at risk. This policy outlines how the Trust will

manage the recruitment of ex-offenders, the management of any DBS content and the decision-making process. NACRO guidelines are used for this purpose.

This policy is attached for reference. available on the intranet or upon request from the safeguarding manager

All staff will undertake a specific safeguarding and safer working practices induction upon employment at the club. A briefing document and guidance for safer working practices will be provided and will also be available on the intranet, under the safeguarding page.

DBS

Staff in roles that require contact with adults at risk, young people and children will undergo enhanced DBS disclosure, which is an on-going procedure throughout the association with the club. Enhanced DBS checks will enable the club to undertake more thorough recruitment and selection procedures for positions which involve working with children.

The Safeguarding Manager will refer cases to DBS where a person has been engaged in regulated activity and the following apply;

Where a child or adult at risk was, or may have been harmed

Or

A Trust staff member received a caution or was convicted of a relevant offence.

RATIOS/ LONE WORKING POLICY

Any Activity undertaken by the Trust will always give full consideration to the appropriate number of staff members available depending on the age of the Children involved, the degree of risk the Activity involves, and whether there are any additional disability needs. The lower the age of the participants, the greater the need for supervision.

Regardless of these ratios a minimum of 2 members of staff or delivery partner will always be available to supervise an Activity. This ensures at least basic cover in the event of something impacting on the availability of one of the adults during the Activity (e.g. in the event of a participant requiring the attention of an adult during the Activity following an accident).

- For Children under 5 the recommended ratio should be no more than 1:6.
- For Children under 8 the recommended ratio should be no more than 1:8.

- For Childrenover8 the recommended ratio should be no more than 1:10, but this varies depending on the Activity. Advice should be sought from the Safeguarding manager if unsure.

LONE WORKING POLICY

The Trust has a specific Lone Working Policy, the principles of this are;

- All staff to ensure that another member of staff, preferably a line manager, is aware of anyone working alone , and of start and finish times
- Staff to ensure they have means of communication with someone in the event of an emergency, such as a mobile phone or two-way radio
- Staff to ensure access to first aid equipment
- Staff to be aware of nearest emergency exit is,& evacuation procedures .

IMAGE POLICY

The Trust and Club takes its guidance on the use of images from guidelines issued by the FA and Premier League. All Trust images are taken by Club officials who have been briefed by the member of staff (and where possible a Club Safeguarding Officer) responsible for the activity being photographed / filmed.

- Before taking images of Children, parental consent is sought in writing at the start of each football season or prior to the event. Parents/Legal Guardians are responsible for informing the Club of any change of circumstances within the season which may affect consent.
- Parents/Legal Guardians will be informed of how the image will be used. The Club will not allow an image to be used for something other than that for which it was initially agreed.
- All Children featured in Trust / Club publications will be appropriately dressed.
- Where possible, the image will focus on the activity taking place and not a specific Child.
- 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 a Safeguarding Children workshop and in any case will be personally responsible for keeping up to date with the latest guidelines on the Use of Images policies issued by the Trust/ Club and by the Premier League from time to time. Club Identification will be worn at all times.
- Children who are subject to family, care or legal proceedings, or who are under a court order will not have their images published in any Trust/ Club document.
- No images of Children featured in Club publications will be accompanied by personal details such as their school or home address.
- Recordings of Children for the purposes of legitimate coaching aids are only filmed by Club officials and are stored safely and securely at the Club's premises.
- The Trust/ Club does not put young player profiles with images and personal information on its website.

MATCH DAYS

Unaccompanied Children

In accordance with the Club's ticketing terms & conditions, the minimum age that a Child is permitted to attend a match at is 14 years old.

Mascots & Ball Persons

The Club /Trust will only allow Children to be match day mascots or ball persons once parental consent has been obtained. A signed image consent form is also required before any images are published in the Club's match day programme.

No photographs of mascots or ball persons featured in Club publications will be accompanied by personal information about the Child, such as their school, home address or local sports team.

This policy is one of many policies adhered to by the Trust, others include

Safer recruitment and managing the recruitment of ex - offenders

Managing Allegations against staff and volunteers

The Trust have a policy to deal with instances where there is an allegation against a volunteer or member of staff. If this is a concern made by a colleague this should be discussed with their line manager and Safeguarding Manager.

All allegations against staff must be made to the safeguarding manager, who will make a referral to the Local Authority Designated Officer.

Anti - bullying policy

The Trust have a specific anti bullying policy . This details the different types of bullying, and that this can happen both on and off-line.

Whistleblowing Policy

Whistleblowing refers to making a protected disclosure under the Public Interest Disclosure Act 1998. QPR have a whistle blowing policy

By encouraging a culture of openness QPR wants to encourage staff to raise issues, which concern them at work. Staff have a right and duty to raise matters of concern they may have about the services being offered by QPR or serious malpractice associated with them. Staff may be worried that by reporting such issues they will be opening themselves up to victimisation or detriment, or risking their job security. However, all staff are protected by law if they raise concerns in the right way. Provided they are acting in good faith, it does not

matter if they are mistaken. This policy is designed to ensure workers raise concerns properly and to ensure that mechanisms exist at QPR to address issues raised quickly and effectively.

In addition to the above, QPR have a specific Safeguarding whistleblowing hotline number for the reporting of any safeguarding concerns; 0203 198 7086.

Although this list is not exhaustive, examples of situations in which a disclosure may be made include;

The committing of a criminal offence

Concerns over discrimination of any kind

Concerns about bullying behaviour

Concerns about poor practice

COMPLAINTS PROCEDURE

QPR in the Community Trust have a complaints procedure which will be followed where a child or parent raises a concern about poor practice. This may be where the threshold is not met for raising child protection concerns. The definitions of poor practice and abuse are outlined below.

Formal complaints will be managed by senior staff, in consultation with HR and Safeguarding manager where appropriate.

Should any poor practice amount to a child protection issue the clubs child protection policies and procedures will be adhered to.

Activities for Disabled Persons:

All activities carried out for disabled persons are carried out under the guidelines of the Disability Discrimination Act.

Contractors

All external contractors engaged by QPR undergo a suitability test prior to commencing work. This will include evidencing the contractor's Safety Record, Safety Policy, Liability Insurance, Risk assessment and details of Competent Person. On arrival at the club the contractor will receive a site induction from a member of the Facilities team which covers safeguarding children and give details of the club's expected code of behaviour. Contractors are subject to regular inspection from club staff. In the event of a Contractor carrying out work on an area that is usually occupied by children this work, where possible, will be undertaken when children are not present.

Service Level Agreements

The club commitment to safeguarding is outlined in any partnership agreements, service level agreements or any other agreements that are in place with any service provider or for commissioned services insofar as those services relate to Children.

Where there is a contractual requirement to report to a particular funder the Trust will ensure that this is carried out in a timely manner .

SAFEGUARDING RECORD KEEPING

Records of all safeguarding incidents are recorded and stored in a secure log, only the Safeguarding team have access to these records, They are password protected and GDPR compliant.

Information should be shared whenever there are concerns for the safety and wellbeing of a child , both between the Trust and Club and partner agencies.

Definitions of Poor Practice and Abuse

Poor Practice is unacceptable and will be treated seriously with appropriate action. Any behaviour that contravenes existing Codes of Conduct, infringes an individual's rights and/or reflects a failure to fulfil the highest standards of care is an indication of Poor Practice. A child or young person may not be aware that poor practice or abuse is taking place, as they may deem the behaviour as acceptable.

What is abuse? - Abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It commonly occurs within a relationship of trust or responsibility and represents an abuse of power or a breach of trust. Abuse can happen to a child or a vulnerable adult regardless of their age, gender, race, ability, culture or sexual orientation.

Signs of abuse

There are four main forms of abuse identified as follows, should you have any concern that abuse is occurring you should contact the Safeguarding Manager or nominated safeguarding Officer for the relevant department for advice.

Physical Abuse:

Physical abuse 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.

Physical abuse can be caused through an act or omission.

Sexual Abuse:

Sexual abuse involves forcing or enticing a child or young person to engage in sexual activity, regardless of 'implied consent.' This includes penetrative (penetration of vagina, anus & mouth) and non-penetrative acts (touching - over or under clothing, any part of the body in a sexual way).

Sexual abuse includes involving children in the watching of sexual acts, and encouraging children to engage in over-sexualised behaviour, and also grooming offences which can also be committed via the internet.

Sexual abuse can be perpetrated by anyone, including a parent or guardian, caregiver, extended family, friend, neighbour, stranger or a person in a position of trust (includes 16/17 year olds).

Neglect:

Neglect is 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. This includes failing to provide adequate nutrition, clothing, shelter, health care and protection from harm. Emotional neglect is the failure to meet the child's ongoing emotional needs for affection and a sense of belonging.

Emotional Abuse:

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development, including verbal attacks on a child's sense of self, repeated humiliation or rejection. Exposure to violence, drugs, alcohol abuse or severe conflict in the home, forced isolation, restraint or causing a child to be afraid much of the time may also cause emotional harm. Emotional abuse rarely happens only once and it is usually part of a pattern of how the child is being treated over a significant period of time.

Bullying/ Cyberbullying (strand of emotional abuse)

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical, verbal and emotional, both face to face and via social media and other online forums. The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children to the extent that it affects their health and development or, at the extreme, cause them significant harm (including self-harm). All settings in which children are provided with services or are living away from home should have in place rigorously enforced anti-bullying strategies.

Cyberbullying; This is when a person uses technology i.e. mobile phones or the internet (social networking sites, chat rooms, instant messenger, tweets), to deliberately upset

someone. Bullies often feel anonymous from the incident when it takes place online and 'bystanders' can easily become bullies themselves by forwarding the information on.

Domestic Abuse is a significant indicator of risk of harm to children, whom may suffer directly or indirectly if they live in households where there is domestic abuse. Domestic abuse is likely to have a damaging effect on the health and development of children.

Concerns around radicalisation and extremism

The Counter terrorism and Security act places a duty on specified authorities, including sport in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism (the prevent duty) There is also a duty on local authorities to ensure there is a Channel Panel in place . This must include the local authority and senior police officers. The panel will assess to what extent identified individuals are vulnerable to being drawn into terrorism. The Act requires partners of the Chanel Panel to cooperate with the panel in the carrying out of its functions and the police in undertaking he initial assessment as to whether a referral is appropriate. There will be training rolled out in this area so that staff across the Trust are aware of signs to be aware of and referral pathways. Liaise with Safeguarding manager if there are any concerns about this.

Signs and Symptoms

The list below is not exhaustive and the presence of one or more of these indicators is not proof that abuse is taking place though they are indicators that abuse may have taken place:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if on a part of the body not normally prone to such injuries.
- An injury for which the explanation seems inconsistent.
- Disclosure of what appears to be an abusive act.
- Disclosure of unsatisfactory home circumstances i.e. Domestic abuse, drugs and alcohol misuse, mental health concerns of a parent or other person within the home.
- Someone expresses concern about the welfare of the child.
- Unexplained changes in behaviour (e.g. becoming quiet, withdrawn or sudden outbursts).
- Oversexualised behaviour.
- Displays variations in eating patterns including overeating or loss of appetite.
- Weight loss for no apparent reason.
- Becomes increasingly dirty or unkempt.
- Evasive parents/carers.

Remember that: It is not the responsibility of staff (permanent or casual) or volunteers to decide if abuse has taken place, but it is their responsibility to act on any concerns, in accordance with this procedure.

WHAT TO DO IF YOU SUSPECT POOR PRACTICE OR ABUSE HAS OCCURRED

All staff, volunteers and players have a responsibility to ensure the safety and welfare of children and to take appropriate steps to ensure that suspicions and allegations of abuse are taken seriously and responded to quickly and appropriately. It is not the responsibility of anyone within the club to decide whether or not child abuse has taken place.

The first priority in safeguarding should always be to ensure the safety and welfare of the child or young person. If concerns arise, best practice would be to gain the consent of child or young person before making a referral to another agency, however in the cases listed below referrals **MUST** be made without that consent:

- The child or young person is at risk of harm
- Other people are, or may be at risk of harm
- Emergency / life threatening situations may warrant information sharing with emergency services
- A serious crime has been committed
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If you are concerned about the safety or welfare of a child or young person or are concerned about an adults behaviour towards a child or young person **YOU MUST ACT**, doing nothing is not an option.

DO NOT ASSUME THAT SOMEONE ELSE WILL HELP THE CHILD OR YOUNG PERSON.

Safeguarding is everyone's responsibility. You must report your concerns to Safeguarding manager or one of the Trust DSOs.

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 someone they trust, so correct handling is crucial

- 1) Deal with it as it happens, ensure the child/ young person needs are met and that they feel supported
- 2) It is not your job to investigate what happened, put your feelings aside and listen carefully
- 3) Allow the child to talk freely, reassure them they have done nothing wrong
- 4) Ask open questions, don't lead the child

MANAGING ALLEGATIONS AGAINST EMPLOYEES, WORKERS, VOLUNTEERS OR STAFF

Should a concern arise about an employee, worker or volunteer conduct in relation to a child or young person, this should be reported to the Club Safeguarding Manager, who will take the necessary steps to ensure the safety of the child or young person. The reporting form (appendix 1) should be completed.

The safeguarding manager will then follow this process

- 1) The allegation will be referred to the Local Authority designated officer (LADO) and/or Police
- 2) The parent/carer of the child or young person will be contacted as soon as possible following advice from statutory agencies

Where there is a complaint against a member of QPR staff the one of the following may occur:

- A criminal investigation led by the Police.
- A child protection investigation led in a multi-agency approach by the Local Authority.
- A disciplinary or misconduct investigation led by the club, which may also involve The Football Association or Premier League.
- The club will delay an internal disciplinary or misconduct investigation while a criminal or local authority investigation takes place.

If a member of staff suspects abuse is taking place, or a report/allegation of abuse has been disclosed to them, where possible the Safeguarding Manager or the Designated Safeguarding Officer should be contacted as early as possible. However, it is recognised that an individual may need to respond to a situation immediately and prior to such contact if the nature of the suspicion or report is putting the child concerned in immediate danger. The Safeguarding manager will notify the LADO and consult with the police and local authority childrens social care as appropriate. Useful contact details are listed at the end of this policy.

On receipt of a referral it is the responsibility of the Safeguarding manager to ensure the relevant football authorities are notified ; the FA Case Management Safeguarding team , and the EFL Trust as well as the Local Authority Designated Officer and where applicable social services and Police .

The following guidelines offer help and support in responding to abuse or a suspicion of abuse:

Staff should:

- Listen carefully rather than question the child directly.
- Stay calm and not offer their personal opinions/thoughts.
- Be aware that medical or criminal evidence may be relevant.
- Tell the child that you are listening and taking what they say extremely seriously.
- Seek medical attention if necessary.
- Take further action - they may be the only person in a position to prevent future abuse.

- Inform a Safeguarding Officer and/or the Safeguarding Manager of the information or another senior member of staff if these are not available.
- Write down **everything** said (in their words as far as possible) and what was done - accuracy and detail is important. Keep this information stored in a secure place. Concerns can be recorded on the Safeguarding reporting form which will be stored on the safeguarding log .

COMPLAINTS PROCEDURE

QPR in the Community Trust have a complaints procedure which will be followed where a child or parent raises a concern about poor practice.

THERE IS A FLOW CHART AT THE END OF THIS POLICY OUTLINING EASY TO FOLLOW STEPS Appendix 2

- EMERGENCY CONTACT DETAILS listed below ;
- HAMMERSMITH & FULHAM CHILDRENS SERVICES 0208 753 5600
- EMERGENCY DUTY TEAM 0208 748 8588
- HAMMERSMITH & FULHAM ADULT SOCIAL SERVICES 0845 313 3935
- LADO Kate Goodridge kgoodridge@westminster.go.uk
- Should you require police assistance call 101 or 999 in an emergency

Should any further help or advise be required please contact

- FA CASE MANAGEMENT TEAM Stefania Sacco - Stefania.Sacco@thefa.com
- County welfare officer Phil.Rendell@londonfa.com
- Child protection advisor EFL - Claire Taylor
- OR EFL Trust 01772 325954 DSO for EFL Trust - Claire Taylor
- NSPCC 24 HOUR HELPLINE 0808 800 5000

QPR IN THE COMMUNITY TRUST HAS CODES OF CONDUCT FOR THE FOLLOWING;

- Parents and carers
- Staff & volunteers

These can be found at appendix 3

APPENDIX 1 (REPORTING FORM)



Safeguarding reporting form

Please complete within 24 hours and send to the Dedicated Safeguarding officer , or in her absence to the Safeguarding manager

Date of concern:	
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Details of the person who is raising the concern

Name	
Role	
Name of venue	
Telephone number	
Email	

Details of the person you are raising a concern about

Name	
Role (please circle)	Child x Adult at risk Member of staff Volunteer Other
Date of birth	
Home address	
Telephone number	
Email	

Details of the parents/carers (if applicable)

Name (s)	
Address	
Telephone number	
Email	

Nature of the concern

Circumstances (Include ALL of the information known to you)	
Details of any disclosures (Include ALL of the information known to you, including any verbatim comments)	
Injuries seen	
Witnesses (include full details, including name, role and contact details)	

Confidentiality

If the allegation is against a member of staff or volunteer, that person should not be informed of the concern until advice has been sought from the Safeguarding Manager.

<p>Have the parents/ carers been informed of the concern? (please circle)</p>	<p>Yes No</p>
<p>If not, please state why</p> <p>(If you feel sharing the information with the parent/carer will place the child at risk, you should not share this information. Advice should be sought from the Safeguarding Manager and reasons fully documented. Adults at risk need to be informed of the concern).</p>	
<p>When were the parents/carers informed of the concern?</p>	<p>Date/Time</p>
<p>Have the parents/ carers or adult at risk given consent to share information?</p>	<p>Yes No</p>
<p>If not, why?</p>	

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

Name	
Role (please circle)	Child Adult at risk Member of QPR staff - further detail required Volunteer Parent Other, please detail
Date of birth	
Address	
Telephone number	
Email	
Do they work/ volunteer anywhere else? (please circle)	Yes No
If yes, please detail	

Actions

What has been done about the concern?	
Who has been informed about the concern? (please circle)	Safeguarding Manager Safeguarding officer (please name) FA/Premier League Police Children's social services Local authority designated officer Other, please detail
When were they notified?	
What was the name of the person you spoke to?	
What did they say?	

What other actions have been taken?	
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If your concern relates to a sexual assault that has taken place within the last 7 days, you must notify the Safeguarding Manager and the Police at the time you are advised.

If your concern relates to immediate welfare of a child or adult at risk call the police on 999. The Safeguarding Manager should then be notified.

Safeguarding Manager

Janet Barr 07880 204 366