



DURHAM WOMEN FC – The Graham Sports Centre, Maiden Castle, Durham, DH1 3SE

Safeguarding Policy 2026-2027

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This Safeguarding Policy is in place to protect all players and service users involved with Durham Women FC, Durham Women Professional Games Academy (PGA), Durham Cestria and Durham ETC

For the purpose of this document the phrase “Durham Women FC” will include both PGA and Cestria

Organisation Safeguarding Contact Details:

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***If you have serious concerns about the immediate safety of a Vulnerable Person, contact the Police (101 or 999)
Record the name of the person you spoke to and an incident number and inform the relevant CHOS/DSO of the
report and any actions.***

1.0 Policy Aims

The aim of our Safeguarding Policy is to promote good practice and to enable Organisation Personnel to:

- Provide Young / Vulnerable Persons with appropriate safety and protection whilst involved with Durham Women FC
- Be educated in relation to Safeguarding and Safeguarding processes
- Make informed and confident responses relating to specific safeguarding issues
- Through education and communication, raise awareness amongst Young Persons and their parents/guardians/carers to understand their role in safeguarding.

2.0 Scope

This policy applies to all activities run or managed by Durham WFC, Durham Women PGA and Durham Cestria whether they are undertaken within the Stadium, Training Facilities or at any external venue.



3.0 Statement of commitment

Durham Women Football Club and all its staff, players and volunteers are fully committed to the safeguarding and welfare of children, young people, young players, vulnerable adults and vulnerable groups. The Safeguarding and welfare of those associated with the club is of paramount importance to the management team and staff.

- ✓ All children, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to safety and protection from abuse and harm.
- ✓ Processes are in place for the protection of vulnerable groups from radicalisation.
- ✓ All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- ✓ All staff, players and volunteers working for Durham Women Football Club have a responsibility to report concerns to the Club Head of Safeguarding and Designated Safeguarding Officers.
- ✓ Safeguarding is everyone's responsibility

4.0 Definitions

Child An individual under the age of 18.

Adult at Risk A person aged 18 or over, who has care or support needs (whether or not the local authority is meeting any of those needs) and

- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisational Personnel Any member of the workforce for the organisations, in a paid or unpaid capacity including volunteers.

Vulnerable Persons Children, young people, and Adults at Risk collectively.

5.0 Policy

DURHAM WOMEN FC acknowledges its responsibility to safeguard the welfare of every child, young person or vulnerable person who has been entrusted to its care and is committed to working to provide a safe environment for all members. A child or young person is anyone under the age of 18 engaged in any football club activity. We subscribe to The Football Association's Safeguarding Children - Policy and Procedures and endorse and adopt the Policy Statement contained in that document.

5.1 The key principles of The FA Safeguarding Children Policy are that:

- The child's welfare is, and must always be, the paramount consideration
- All Children and Young People (CYP) have a right to be protected from abuse regardless of their age, gender, gender reassignment, sexual orientation, marital status or civil partnership, racial origin, faith, ability or disability, pregnancy and maternity
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately



- Working in partnership with other organisations, CYP and their parents and carers is essential

We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.

DURHAM WOMEN FC recognises that this is the responsibility of everybody involved at our club.

5.2 DURHAM WOMEN FC has a pivotal role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The Football Association's Child Protection Regulation (see The FA Handbook) applies to everyone in football whether in a paid or voluntary capacity. This means whether you are a volunteer, match official, helper on club tours, football coach, club official or medical staff.

5.3 We endorse and adopt The FA's Responsible Recruitment guidelines for recruiting volunteers and we will:

- Develop a role profile
- Request identification documents
- As a minimum meet and chat with the applicant(s) and where possible conduct interviews before appointing
- Request and follow up with two references before appointing
- Require an FA DBS (Enhanced Disclosure) where appropriate in line with FA guidelines. All our current members who are regularly caring for, supervising, training or being in sole charge of children and young people will be required to have an in date DBS (Enhanced Disclosure) in line with Durham Women FC DBS procedure. If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of our club, guidance will be sought from The Football Association.

It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct harm to children and to minimise the risk of 'grooming' within football. Please note: The policy on DBS Enhanced Disclosures will be subject to change, in light of the Protection of Freedoms Act 2012. Further information will be provided on this via TheFA.com and via the County FA Welfare Officers.

5.4 DURHAM WOMEN FC supports The FA's Whistle blowing Policy. Any adult or young person with concerns about a colleague can 'whistle blow' by contacting The FA Safeguarding Team on 0800 169 1863 or via email on Safeguarding@TheFA.com. Alternatively you can go direct the Police or Children's Social Care and report your concerns there, or to the Child Protection in Sport Unit via cpsu@nspcc.org.uk or the NSPCC Helpline via **0808 800 5000** or by emailing help@nspcc.org.uk. Our club encourages everyone to know about this information and utilise it if necessary. DURHAM Women FC also have a Whistleblowing policy which can be viewed on our website www.durhamwfc.co.uk.

5.5 DURHAM WOMEN FC has appointed a Head of Safeguarding (HOS) in line with The FA's role profile and required completion of the Safeguarding Children and Welfare Officers Workshop. The post holder will be involved with Welfare Officer Training provided by The FA and/or CFA. The HOS is the first point of contact for all Club committee members regarding concerns about the welfare of any child or young person. The HOS will liaise directly with the



Designated Safeguarding Officer and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing awareness of Respect, poor practice and abuse amongst their Club members.

5.6 Codes of Conduct for Players, Parents/Spectators, Officials and Coaches have been implemented by our club. In order to validate these Respect codes of conduct the Club has clear actions it will take regarding repeated or serious misconduct at Club level and acknowledges the possibility of potential sanctions which may be implemented by the FA in more serious circumstances. All registering members will be required to adopt the Respect codes.

6.0 Player Welfare

Commitment to Player Welfare

Durham Women FC recognises that the welfare of all players is fundamental to creating a safe, inclusive and high-performing environment. Whilst safeguarding legislation provides specific protection for children and adults at risk, the Club is committed to promoting the welfare and wellbeing of every player, regardless of age, role or personal circumstances.

We recognise that player welfare extends beyond physical safety and includes psychological, emotional and social wellbeing. By embedding a player-centred approach across all areas of the Club, we aim to create an environment where every player feels safe, respected, valued and able to perform to the best of their ability.

Player welfare is everyone's responsibility. All staff, volunteers, contractors and players have a role in creating a culture based on respect, professionalism, inclusion and accountability.

6.1 Our Player Welfare Principles

Durham Women FC is committed to ensuring that every player has the right to:

- Participate in football within an environment that is safe, inclusive and free from abuse, bullying, harassment, discrimination and victimisation.
- Be treated with dignity, respect and fairness at all times.
- Have their physical, emotional and psychological wellbeing considered alongside performance.
- Raise concerns without fear of retaliation or disadvantage.
- Receive appropriate support when experiencing difficulties either within or outside football.
- Be listened to and involved in decisions affecting their welfare wherever appropriate.
- Access clear reporting pathways and confidential support.
- Have concerns managed fairly, sensitively and in a timely manner.

6.2 What We Mean by Player Welfare

Player welfare encompasses any issue that may affect a player's wellbeing, whether or not it meets the threshold for a safeguarding concern.

This may include, but is not limited to:

- Mental health and emotional wellbeing.
- Stress, anxiety or burnout.
- Bullying, harassment or inappropriate behaviour.
- Relationship difficulties.



- Online abuse or cyberbullying.
- Discrimination or exclusion.
- Financial pressures.
- Education, employment or career transition concerns.
- Housing or welfare issues.
- Domestic abuse.
- Gambling-related concerns.
- Substance misuse.
- Social isolation.
- Concerns regarding coaching practice or training environments.
- Concerns about behaviour from teammates, staff, supporters or third parties.

Where welfare concerns identify actual or potential harm to a child or adult at risk, they will immediately be managed under the Club's Safeguarding Procedures.

6.3 Person-Centred Approach

Durham Women FC adopts a person-centred and trauma-informed approach when responding to welfare concerns.

This means we will:

- Listen without judgement.
- Treat everyone with dignity and respect.
- Consider the wishes, views and feelings of the individual.
- Work collaboratively to identify appropriate support.
- Maintain confidentiality wherever possible.
- Share information only where necessary to protect individuals or others from harm.
- Empower individuals to make informed decisions wherever appropriate.

We recognise that every person's experience is unique and there is no single approach that is appropriate in every situation.

6.4 Creating a Positive Welfare Culture

The Club is committed to promoting an environment where positive behaviours are expected and supported.

This includes:

- promoting healthy relationships;
- encouraging respectful communication;
- maintaining professional boundaries;
- challenging inappropriate behaviour;
- promoting equality, diversity and inclusion;
- supporting positive mental health;
- encouraging players to seek help early;
- ensuring everyone understands how to report concerns.

Creating safer environments requires everyone associated with Durham Women FC to model behaviours consistent with the Club's values and Codes of Conduct.



6.5 Raising Welfare Concerns

Any player, member of staff, volunteer or parent/carer who has concerns about the welfare of a player is encouraged to report these concerns as early as possible.

Concerns may be raised with:

- The Designated Safeguarding Officer;
- Head of Safeguarding
- Via the online Safeguarding system Toottoot (Players and Staff)
- A member of the coaching staff;
- The Head of Women's Football;
- The Chief Executive Officer;
- Human Resources (where applicable);
- Another trusted member of staff.

Concerns will always be taken seriously and handled sensitively, fairly and confidentially.

Where appropriate, individuals may also seek advice or support from external organisations including:

- The Football Association (FA)
- Women's Super League Football Safeguarding & Welfare Team
- Professional Footballers' Association (PFA)
- Sporting Chance
- Kyniska Advocacy
- Emergency Services where there is an immediate risk of harm.

6.6 Responding to Welfare Concerns

The Club recognises that not every welfare concern requires formal investigation. Wherever appropriate, concerns will be managed proportionately through supportive interventions, signposting or wellbeing support.

However, where concerns indicate:

- abuse;
- neglect;
- misconduct;
- criminal behaviour;
- discrimination;
- harassment;
- breaches of Club Codes of Conduct; or
- risks to children or adults at risk,

they will be managed under the appropriate safeguarding, disciplinary or reporting procedures



6.7 Protection from Retaliation

Durham Women FC is committed to ensuring that no individual suffers disadvantage for raising a genuine welfare concern.

Retaliation, intimidation, victimisation or any attempt to discourage reporting will be treated as a serious breach of Club policy and may result in disciplinary action.

Reporting your concerns about the welfare of a child or young person - Safeguarding is everyone's responsibility. If you are worried about a child it is important that you report your concerns - no action is not an option.

- If you are worried about a child then you need to report your concerns to the Designated Safeguarding Contacts:

Dawn Hepple – Board Level Safeguarding Champion 07792164781 dawn.hepple@durhamwfc.co.uk

Marc McPhillips (DSO) – Head of Safeguarding 07528 552582 marc.mcphillips@durhamwfc.co.uk

Katy Hawkins – Foundation Phase and PGA Designated Safeguarding Officer 07753599892
katy.hawkins@durhamwfc.co.uk

- If the issue is one of poor practice they will either:

- a. Deal with the matter themselves or
- b. Seek advice from the county FA Safeguarding Team

- If the concern is more serious - possible child abuse - they will, where possible, contact the club safeguarding team first, then immediately contact the Police or Children's Services.

- If the child needs immediate medical treatment take them to a hospital or call an ambulance and tell them this is a child protection concern. Let the safeguarding team know what action you have taken.

- If at any time you are not able to contact your Safeguarding Team or the matter is clearly serious then you can either:

- a. contact your County FA Welfare Officer directly
- b. contact the Police or Children's Social Care - If you have a concern about a child or young person's welfare who lives in County Durham, call First Contact on 03000 267 979. First Contact is open from 8.30am until 5.00pm, Monday to Thursday and from 8.30am until 4.30pm on a Friday.

What to do in an emergency

In an emergency situation, call on the number above – There is a duty officer working outside of opening hours who will take your call.

- c. call the NSPCC 24 hour Helpline for advice on 0808 800 5000 or text 88858 or email help@nspcc.org.uk



Please note: The FA's Safeguarding Children Policy and Procedures is available via www.TheFA.com/Footballsafes. Click on the 'downloads' under Policy and Procedures. It outlines in detail what to do if you are concerned about the welfare of a child and includes flow diagrams to describe this process. This is also covered within the Safeguarding Children workshop, where participants are given the opportunity to discuss how this feels and how best they can prepare themselves to deal with such a situation.

Contingency planning

Should any members of the Safeguarding Team be unavailable at any point during the season or the off-season, updated reporting procedures and alternative contact details will be communicated promptly to staff, players, parents, and carers.

7.0 Dealing with a disclosure

7.1 Having Conversations about Safeguarding Concerns and Disclosures

Durham Women FC recognises that individuals may disclose safeguarding or welfare concerns in different ways and at different times. A person's first experience of reporting a concern can have a significant impact on their willingness to continue seeking support.

All staff and volunteers should therefore respond to disclosures in a calm, supportive, person-centred and trauma-informed manner.

When Someone Tells You about a Concern

If an individual chooses to share a concern, you should:

- remain calm and listen carefully;
- give the individual your full attention;
- allow them to speak at their own pace;
- reassure them that they have done the right thing by speaking up;
- take what they say seriously;
- acknowledge how difficult it may have been to tell someone;
- use open, non-leading questions only where clarification is necessary;
- explain honestly what will happen next and who may need to be informed;
- make an accurate factual record of what has been shared as soon as possible; and
- report the concern immediately in accordance with the Club's safeguarding procedures.

Good Practice during Conversations

When responding to a safeguarding or welfare concern, staff and volunteers should:

- listen more than they speak;
- avoid interrupting unless clarification is required;
- use clear, age-appropriate and accessible language;
- respect the individual's wishes wherever possible;
- recognise that each person's experience and response may be different;
- avoid making assumptions or expressing judgement;
- maintain appropriate professional boundaries;
- remain compassionate while avoiding promises they cannot keep; and
- ensure the individual knows how they can access ongoing support.



The Club recognises that safeguarding conversations may involve distress, fear, embarrassment or uncertainty. Individuals should therefore be treated with dignity, empathy and respect throughout the process.

Avoid

When responding to a disclosure you should **not**:

- promise to keep information secret;
- investigate the concern yourself;
- ask leading or suggestive questions;
- challenge or confront the individual;
- express disbelief or minimise what has been shared;
- make assumptions about what has happened;
- discuss the concern with anyone who does not need to know; or
- delay reporting because you are unsure whether the concern meets the safeguarding threshold.

If there is any doubt, advice should be sought from the Designated Safeguarding and Player Welfare Officer without delay.

Validation and Reassurance

The Club recognises that many individuals worry about whether they will be believed, whether they are overreacting or whether they will face negative consequences after raising a concern.

Staff and volunteers should therefore seek to validate the individual's experience by:

- thanking them for speaking up;
- acknowledging that reporting concerns can be difficult;
- reassuring them that their concerns will be taken seriously;
- explaining that they are not expected to deal with the situation alone; and
- outlining the support available to them throughout the process.

Where appropriate, the individual should be involved in decisions affecting them and kept informed of the progress of safeguarding processes, recognising that confidentiality and legal requirements may limit the information that can be shared.

8.0 Safeguarding Adults at Risk

The Club is dedicated to providing opportunities for Adults at Risk and those with additional vulnerabilities to take part in a wide range of activities within the club. At the same time, they are committed to fostering a culture of safety and inclusion for all participants. Adults may be involved in various capacities, including as players, coaches, employees, volunteers, officials, administrators, visitors, customers, spectators, or participants.

The Club recognises its moral, legal, and social responsibility to ensure that all individuals can engage in these activities within a safe and enjoyable environment, and are also committed to effectively managing and monitoring any allegations of discrimination, harassment, abuse, or bullying.

The Safeguarding Adults at Risk Section provides further guidance on protecting Adults at Risk. It also outlines procedures for responding to incidents where preventative measures have not been sufficient and harm has occurred, whether through action or inaction, and where the Adult at Risk was unable to protect themselves.



The policy's purpose is to ensure that appropriate safeguards are implemented to protect Adults at Risk, prevent future harm, and promote a culture of ongoing safety and wellbeing.

8.1 Key principles of adult safeguarding

Although some adults may not meet the legal definition of 'Adults at Risk,' the Club recognises that individuals may be vulnerable at some times and not others. Even if an adult does not meet the legal definition of an Adult at Risk they may have or present with additional vulnerabilities.

Safeguarding adults can be complex. Adults have a right to self-determination and may choose not to act to protect themselves. They also may not wish to have others intervene to safeguard them. As a principle, safeguarding concerns should be discussed with the adult to establish their views and involve them in the safeguarding process. Occasionally however this may not be possible or safe. If in doubt seek advice from the appropriate DSO.

When safeguarding adults, the six principles of the Care Act 2014 apply. The principles work together to ensure safeguarding is made personal.

The six principles are:

- Empowerment: People being supported and encouraged to make their own decisions and informed consent.
- Prevention: It is better to take action before harm occurs.
- Proportionality: The least intrusive response appropriate to the risk presented.
- Protection: Support and representation for those in greatest need.
- Partnership: Local solution through services working with their communities.
- Accountability: Accountability and transparency in delivering safeguarding.

In Adult Safeguarding there are ten main categories of abuse as set out below:

- Physical (including hitting, slapping, pushing, kicking, misuse of medications, restraint, or inappropriate sanctions)
- Psychological (including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, verbal abuse, isolation, or withdrawal from supportive networks)
- Sexual (including rape and sexual assault or sexual acts to which the person has not, or could not consent and/or was pressured into consenting)
- Financial (including theft, fraud, exploitation - wills, property, inheritance, possessions, or benefits)
- Organisational
- Neglect (including ignoring medical and/or physical care needs, failure to provide access to health, social care, or educational services, withholding necessities of life, e.g., medication, adequate nutrition, and heating)
- Self-Neglect
- Discriminatory (based on a protected characteristic)
- Modern Slavery
- Domestic Abuse



Sometimes there will be obvious signs and symptoms of abuse, but in most circumstances the indicators may be very difficult to detect. Combinations of factors which individually might not give cause for concern could be much more worrying when considered together. The abuse may be committed by one individual against another or be institutional in that the whole organisation colludes in abusive practices either through ignorance or choice. Should you have any concern that abuse is occurring you should contact the DSO immediately as well as recording the concern on the Electronic Case Management System (Tootoot Sport).

8.2 Capacity

It is not for Club personnel to make a decision about whether an Adult at Risk lacks Capacity, but it is useful for all to have an understanding of the notion of capacity.

8.1 DEFINING AND ASSESSING CAPACITY

A person's capacity must be assessed specifically in terms of their capacity to make a particular decision at the time it needs to be made. Anyone assessing someone's capacity to make a decision for themselves should use the two-stage test of capacity:

- Does the person have an impairment of the mind or brain, or is there some sort of disturbance affecting the way their mind or brain works? (It does not matter whether the impairment/disturbance is temporary or permanent)
- If so, does that impairment or disturbance mean that the person is unable to make the decision in question at the time it needs to be made?

Assessing ability to make a decision:

- Does the person have a general understanding of what decision they need to make and why they need to make it?
- Does the person have a general understanding of the likely consequences of making, or not making, this decision?
- Is the person able to understand, retain, use, and weigh up the information relevant to this decision?
- Can the person communicate their decision (by talking, using sign language or any other means)? Would the services of a professional (such as a speech and language therapist) be helpful?

In most instances a doctor or other professional expert will assess an Adult at Risk's capacity. Where background information such as this is available for Adults at Risk in our care, for example from a partner agency, the information should be stored confidentially.

In most localities an Independent Mental Health Capacity Advocate (IMCA) is appointed to assist a person who is judged to lack capacity.

STATUTORY PRINCIPLES

The Mental Capacity Act 2005 sets out five statutory principles:

- A person must be assumed to have capacity unless it is established that they lack capacity.
- A person is not to be treated as unable to make a decision unless all practical steps to help them to do so have been taken without success.
- A person is not being treated as unable to make a decision merely because they make an unwise decision.
- An action taken or decision made, for or on behalf of a person who lacks capacity must be done, or made, in their best interests.
- Before the action is taken, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedoms.



SUPPORTING AND RESPONDING TO CONCERNS AND DISCLOSURES – Adults at Risk

Should you have any concern that abuse is occurring you should contact the DSO immediately as well as recording the concern on the Electronic Case Management System (Tootoot Sport).

The coordinator of each activity involving Adults at Risk at the Club, will ensure that the participants know how to get help, how they can report abuse, who to report it to and what response they can expect.

Some people who have been abused are able to speak to someone about it and wish action to be taken. Others are very reluctant to talk about the experience. There may be several reasons for this, for example:

- It may just be too painful emotionally, to talk about what happened. Feelings of shame and embarrassment often inhibit people reporting concerns.
- There may not be an opportunity to see someone who is trusted, privately.
- There may be anxiety about repercussions from the perpetrator or others if the abuse is reported.
- There may be a worry about “where it will all end,” for example if the police are told, or perhaps a fear of going to court.
- The abused person may just be prepared to put up with it.
- Communication and language may be an inhibitor.
- The person may not recognise an experience to be abusive if their previous life experiences have been confusing.

People with poor mental health and mental ill health are often under-represented in safeguarding referrals. In addition to the concerns listed above, inhibitors could include:

- Not being believed.
- Effects of stigma.
- Powerlessness, lack of choice, power differences.
- Fear of a continuing oppressive regime.
- The perceived victim could have confused feelings towards the abuser.

If abuse is suspected, it is very important to try and create the opportunity for the person to disclose what is happening. It is crucial to give adults confidence to know that they will be listened to. In some situations, the worst thing to do might be to keep asking if everything is alright. In others, a few encouraging prompts might be just what the person was waiting for.

The following might help to create the right atmosphere:

- Identifying a named person responsible for safeguarding for activity or event, who is a familiar face to the adult(s). This measure is intended to be empowering. Where abuse is suspected, identify the member organisation personnel the person appears to trust the most and create an opportunity for the person to share their concern with this person. Where there is factual evidence available, it may be useful to let the person know it has been observed so that the person does not feel they are telling about something that is a complete surprise. As the person might be worried about losing control of the situation if they tell, it might be helpful to give assurances that after disclosing abuse, the person is always asked what they wish to do about it. Respect will be given to their wishes, but there are various circumstances where it will be necessary to report a concern against a person's wishes, particularly when others would be left at risk. Do not guarantee that you will keep to yourself, what they want to tell you.



Key points to remember about disclosure

- Many incidents of abuse or crimes only come to light because the abused person themselves tells someone.
- Club Personnel must be aware that the person may not appreciate the significance of what they are sharing. They may not realise or accept they are being abused.
- Disclosure may take place many years after the actual event or when the person has left the setting in which they were afraid.
- Even if there is a delay between the actual event and the disclosure, Club Personnel should demonstrate to the person that they are taking what the person is saying seriously, unless it is clear and provable that the events they are describing could not have happened.

If someone discloses abuse to a member of Club Personnel, they must:

- Stay calm and try not to show shock.
- Listen carefully rather than question directly.
- Be empathetic and offer reassurance.
- Be aware of the possibility that medical evidence might be needed.

Club Personnel should tell the person that:

- They did right to tell.
- The information is being taken seriously.
- It was not their fault.

Club Personnel must make sure they write everything down as soon as possible including any observations made before, during or after a disclosure. This will then need to be reported to the DSO immediately as well as recording the concern on the Electronic Case Management System (Tootoot Sport).

****Please see Appendix 2 for additional information and contacts****

9.0 Low level concerns

It has been recognised Durham Women FC that there is a need to manage issues that fall under the umbrella of safeguarding, yet which are of a minor nature. These matters are classified as 'Low Level Concerns'. Handling such concerns appropriately and proportionately will strengthen confidence of staff and volunteers in the organisation.

Any concern regarding low level concerns should be reported to a member of the safeguarding team and should be recorded on a Safeguarding Report Form in line with the normal process for managing Safeguarding issues.

9.1 What is a Low-Level Concern?

A low-level concern for this purpose is any concern, no matter how small and even if no more than a 'nagging doubt', that a person may have acted in a manner inconsistent with the clubs' Codes of Conduct or simply – even if not linked to a particular act or omission – a sense of unease as to their behaviour.

Low Level Concerns where no emergency actions are required, should be managed internally and recorded on the internal Safeguarding log and entitled 'Low Level Concern' in the 'Brief Description' section. Low Level Concerns do not in any way override or replace the Organisations' 'Whistle Blowing Policy' but compliment and work alongside that process.



Examples of Low-level Concerns

Physical – Staff error causing no/little harm, e.g., skin friction mark due to ill-fitting bib during football/PE session.

Psychological – This could be an isolated incident where an adult, adult at risk or child is spoken to in a rude or inappropriate way – respect is undermined but little or no distress caused. This list is not exhaustive, and many other examples would fall under the definition of low-level concern. Any uncertainty should be discussed with the Club Designated Safeguarding Lead.

10.0 Online safety

Durham Women FC will support all players to ensure they are protected from online harms and are equipped to navigate digital environments safely and responsibly.

We recognise that children may be exposed to a range of online risks, including but not limited to:

- **Content Risks:** Exposure to harmful material such as:
 - Pornography
 - Violence or extremist content
 - Disinformation, misinformation, and conspiracy theories
 - Self-harm or suicide-related content
 - Content promoting discrimination or hate
- **Contact Risks:** Interaction with individuals who may:
 - Groom or exploit children
 - Engage in cyberbullying or harassment
 - Encourage risky or illegal behaviour
- **Conduct Risks:** Children may:
 - Share personal information unsafely
 - Engage in harmful online behaviour
 - Create or distribute inappropriate content
- **Commerce Risks:** Exposure to:
 - Online scams and fraud
 - Inappropriate advertising or marketing
 - Pressure to make purchases or share financial data

Responsibilities

- **Staff** will receive regular training on online safety, including emerging risks such as AI-generated content and digital manipulation.
- **Players** will be taught digital literacy and critical thinking skills to help them identify and respond to misleading or harmful content.
- **Parents and carers** will be supported through guidance and workshops to understand online risks and promote safe digital habits at home.

Reporting and Response

- All online safety concerns must be reported to the Designated Safeguarding Lead (DSO).
- Incidents will be logged, investigated, and addressed in line with the clubs safeguarding procedures.
- Support will be provided to affected players, including counselling or referral to external agencies if needed.



11.0 GOOD PRACTICE GUIDELINES

(Also see Appendix 1)

All personnel must demonstrate exemplary behaviour in order to safeguard Young People and Vulnerable Persons and report any concern about the welfare of a Vulnerable Person both in the best interest of the Vulnerable Person and to protect themselves from allegations. The following are examples of how to create a positive culture within the Organisations:

Good practice means always:

- Promptly respond to any request to complete or update your DBS Criminal Records Check
- Promptly inform the HR Department in respect of any investigation, allegation or arrest which may impact your role in working with Young People or Vulnerable Adults.
- Work in an open environment, for example, avoid private or unobserved situations and encourage transparency in communication
- Treat all people equally and with respect and dignity
- Put the welfare of the individual first in all instances
- Maintain a professional relationship with Vulnerable Persons, for example, never have an intimate relationship with a Child U18 (even if they are over 16 years old) or an Adult at Risk (even if they are over 18 years old)
- Never take advantage of a position of trust, control or responsibility for those in your supervision, care, support or coaching environment
- Make football fun, enjoyable and promote fair play

11.1 Coaching Contact:

- If any form of manual/physical contact is required, it should be provided openly and according to coaching guidelines provided by the National Governing Body (NGB) of the sport and in line with Child Protection Guidance. Care is needed as contact may be difficult to maintain when a child is constantly moving. Young people/young players should always be consulted and their agreement gained. Some parents are becoming increasingly sensitive about manual support and their views should be carefully considered.
- All Organisation Personnel with direct contact with Young People / Vulnerable Persons must pass an enhanced DBS check
- Keeping up to date with the technical skills and qualifications in football to the appropriate level.
- Always ensure that coaches and Organisation Personnel work in pairs, particularly if there is a requirement to be in dressing rooms or undertake any personal care.
- All Organisation Personnel should be vigilant and ensure adults around Young People / Vulnerable Persons act in accordance with the standards set by the Organisation. Organisation Personnel are also responsible to monitor those who enter changing rooms, etc.
- Ensure that if teams are taken away, they should always be accompanied by Organisation Personnel and that appropriate Organisation Personnel ratios are planned and maintained.
- Ensure that at tournaments or residential events, adults should not enter Young Person / Vulnerable Persons rooms or invite Vulnerable Persons into their rooms.



- Being an excellent role model – this includes not smoking, not drinking excessive amounts of alcohol, not using drugs or not using bad language in the company of Young People / Vulnerable Persons.
- When coaching, give enthusiastic and constructive feedback recognising the development needs.
- Secure parental/guardian/carer consent in writing to act, if the need arises, in emergency circumstances to give permission for the administration of medication or emergency treatment in line with the information advised on the current 'Parental Consent Form' as amended from time to time.
- Obtain parental/guardian/carer consent in writing for taking photographs and/or video of any Young Person / Vulnerable Person and provide information on how such footage is to be used.
- Keep a written record of any injury or incident that occurs, along with the details of any treatment given and/or action taken, and advise parents/guardians/carers and the CHOS/DSO on any issue in relation to any treatment of Vulnerable Persons and to log such details on an incident/accident report form.
- Request written parental consent if Organisation Personnel are required to transport Young Persons / Vulnerable Persons in Organisation vehicles. Transporting Vulnerable Persons in Organisation Personal vehicles should be avoided unless absolutely necessary.

11.2 Practices to be avoided:

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable, they should only occur with the full knowledge and consent of either the Young Persons parent/guardian/carer or someone in a position of authority with the Organisation. For example, a child sustains an injury and needs to go to hospital, or a parent/guardian fails to arrive to pick a child up at the end of a training session/match.

- Avoid taking Vulnerable Persons to their own home where they will be alone.
- Avoid taking Vulnerable Persons to your home where they will be alone with you.

Practices never to be sanctioned:

The following should never be sanctioned. You should never:

- Share a room with any Child (under 18).
- Engage in rough, physical or sexual provocative games, including horseplay.
- Allow or engage in any form of inappropriate touching or language.
- Allow Vulnerable Persons to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Reduce a Vulnerable Person to tears as a form of control.
- Allow allegations made by a child to go unacknowledged, unchallenged, unrecorded or not acted upon.

If any of the following occur you should report this immediately to the DSO or your Line Manager who will advise what to do next. You should make a record of the incident.

- If a child or young person is injured during an activity other than as a reasonably foreseeable injury resulting from the activity.
- If you accidentally hurt a child or young person or you observe another adult hurting a child.
- If they young person seems excessively distressed in any manner.



- If a child or young person misunderstands or misinterprets something you have done.
- If there is a sudden change in behaviour, ie the child or young person's behaviour becomes bad or they become withdrawn.

12.0 Positions of Trust/Influence

In accepting a role that involves working with Vulnerable Persons in any capacity within the Organisations, it is essential Organisation Personnel understand and acknowledge the responsibilities and trust inherent to the role.

As a result of their knowledge, position and the authority, all Organisation Personnel working directly with Vulnerable Persons are in positions of trust in relation to the Vulnerable Persons in their care. A position of trust is when one party has power and influence over the other by the virtue of their work or nature of the activity or role. It is vital for all those in such positions of trust to understand the power they are perceived to or may have over those in their care, and the responsibility they must exercise as a consequence. For further guidance please refer to the attached link:

[Preventing abuse of positions of trust in sport and activity](#)

Organisation Personnel have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification. Appropriate professional boundaries must be maintained at all times. Any incident giving rise to concern should be reported in accordance with this Policy.

Any allegation or reported concern about the conduct of a member of Organisation Personnel will be managed by the relevant Organisation, and, if considered necessary, referred to the relevant Safeguarding Children's Board using their policy for dealing with allegations against a person who works with children. Allegations and concerns will be referred to the Local Authority Designated Officer (LADO) within 24 hours the allegation being made.

The organisations will notify WSL and The FA immediately.

13.0 Staffing ratios

The Organisations follow guidance from the FA and NCPCC in relation to Safer Working Practice which includes operating procedures and minimum delivery ratios.

13.1 Children and young people

Any activity undertaken by the Organisations will be done so with the correct ratio of Organisation Personnel to children and young people based on the age of the children, the degree of risk the activity involves, and whether there are any additional needs for the group of participants.

There will always be a minimum of two Organisation Personnel or service provider personnel to supervise an activity.

Please note If Organisational personnel who are under 18 are helping to supervise younger children only people aged 18 or over should be included as adults when calculating adult to child ratios.



- 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 Children over 8 the recommended ratio is 1:10 but can vary depending on the activity

14.0 Definition of abuse

Abuse includes any form of physical, emotional, or sexual mistreatment or lack of care that leads to injury or harm.

Abuse and neglect are generic terms encompassing all ill-treatment of Vulnerable Persons as well as cases where the standard of care does not adequately support the person's health or development.

Vulnerable Persons may be abused or suffer neglect through the infliction of harm, or through the failure to act to prevent harm. Abuse can occur in a family or an institutional or community setting. The perpetrator may or may not be known to the person.

Abuse can happen to a Vulnerable Person regardless of their age, gender, race or ability. Abusers can be adults (male or female) and other young people and are usually known to and trusted by the child and family.

15.0 Types of abuse

In the context of safeguarding children, there are four main forms of abuse as set out below. Should you have any concern that abuse is occurring you should contact the HOS or appropriate DSO immediately.

Physical Abuse

Where adults or other young people physically hurt or injure Vulnerable Persons, including by hitting, shaking, throwing, poisoning, burning, biting, scalding, drowning, suffocating, or otherwise causing physical harm to the Vulnerable Person. This category of abuse can also include when a parent/guardian or carer reports non-existent symptoms of illness or deliberately causes ill health in a child they are looking after known as fabricated or induced illness. Examples of physical abuse in sport may be when a Vulnerable Person is forced into training and competition that exceeds the capacity of his/her immature and growing body; or where the Vulnerable Person is given drugs to enhance performance or delay puberty.

Sexual Abuse

When adults (male or female) or other young people use Vulnerable Persons to meet their own sexual needs.

Emotional Abuse

The persistent emotional ill treatment of a Vulnerable Persons likely to cause severe and persistent adverse effects on their emotional development. It may involve communicating to a Vulnerable Person they are worthless, unloved, inadequate, or valued only in terms of meeting the needs of another person. It may feature expectations of the Vulnerable Person that are not appropriate to their age or development. It may involve causing the Vulnerable Person to feel frightened or in danger by being constantly shouted at, threatened, or taunted which may make the child very nervous and withdrawn. Ill-treatment of a Vulnerable Person, whatever form it takes, will always feature a degree of emotional abuse.



Examples of emotional abuse in sport include subjecting children to constant criticism, name-calling, sarcasm or bullying. Putting a Vulnerable Person under consistent pressure to perform to unrealistically high standard's is also a form of emotional abuse.

Neglect

When adults fail to meet a Vulnerable Person's basic physical and/or psychological needs, to an extent that is likely to result in the serious impairment of the Vulnerable Person's health or development. For example, failing to provide adequate food, shelter, and clothing, failing to protect a Vulnerable Person from physical harm or danger, or failing to ensure access to appropriate medical care or treatment. Refusal to give a Vulnerable Person love, affection and attention can also be a form of neglect. Examples of neglect in sport could include not ensuring Vulnerable Persons are safe, exposing them too undue cold or heat, or exposing them to unnecessary risk of injury.

15.1 Other forms of abuse include but are not limited to:

Child on Child Abuse

Child on Child abuse is any form of physical, sexual, emotional and financial abuse, and coercive control exercised between and within Vulnerable Person's relationships (both intimate and non-intimate). It can take many various forms including serious bullying (including cyber bullying), physical abuse, teenage relationship abuse, domestic violence, sexting, child sexual exploitation, youth and serious youth violence, harmful sexual behaviour and/or gender-based violence.

Child criminal exploitation (CCE) and child sexual exploitation (CSE)

Both CCE and CSE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in criminal or sexual activity. It may involve an exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CCE and CSE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.

Child criminal exploitation (CCE)

Some specific forms of CCE can include children being forced or manipulated into transporting drugs or money through county lines, working in cannabis factories, shoplifting or pickpocketing. They can also be forced or manipulated into committing vehicle crime or threatening/committing serious violence to others. Children can become trapped by this type of exploitation, as perpetrators can threaten victims (and their families) with violence or entrap and coerce them into debt. They may be coerced into carrying weapons such as knives or begin to carry a knife for a sense of protection from harm from others. As children involved in criminal exploitation often commit crimes themselves, their vulnerability as victims is not always recognised by adults and professionals, (particularly older children), and they are not treated as victims despite the harm they have experienced. They may still have been criminally exploited even if the activity appears to be something they have agreed or consented to. It is important to note that the experience of girls who are criminally exploited can be very different to that of boys. The indicators may not be the same, however professionals should be aware that girls are at risk of criminal exploitation too. It is also important to note that both boys and girls being criminally exploited may be at higher risk of sexual exploitation.

Child sexual exploitation (CSE)

CSE is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing,



and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse including via the internet. CSE can occur over time or be a one-off occurrence and may happen without the child's immediate knowledge for example through others sharing videos or images of them on social media. 10 CSE can affect any child who has been coerced into engaging in sexual activities. This includes 16 and 17 year-olds who can legally consent to have sex. Some children do not realise they are being exploited and may believe they are in a genuine romantic relationship

Bullying

Bullying is not always easy to define and can take many forms including social media bullying, causing Vulnerable Persons to feel frightened or in danger, or the exploitation or corruption of children. Examples of bullying in sport could include constantly pointing out the weaknesses of a Vulnerable Person in front of other children and not giving praise.

Sexual Harassment

Sexual harassment is any unwanted physical, verbal or non-verbal conduct of a sexual nature that has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to sexual harassment. It can be sexual harassment if the behaviour has one of these effects even if it was not intended, or if it was intended to have one of these effects even if it did not have that effect.

Sexual harassment may include:

- Unwanted physical contact ranging from unwelcome touching or sexual advances to serious assault.
- The offer of rewards for going along with sexual advances, e.g. promotion, access to training.
- Continued suggestions for sexual activity or sexual innuendo after it has been made clear that such suggestions are unwelcome.
- Threats for rejecting sexual advances, e.g. suggestions that refusing advances will adversely affect the employee's employment, pay or promotion opportunities.
- Sending or displaying material that is pornographic or that some people may find offensive (including emails, text messages, video clips and images sent by mobile phone or posted on the internet).
- Unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless).
- Offensive emails, text messages or social media content.
- Questions or comments about a person's sex life.

Female Genital Mutilation (FGM)

FGM involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The Female Genital Mutilation Act 2003 makes it illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country. It also makes it illegal to aid, abet, counsel or procure the carrying out of FGM abroad. There are no health benefits to FGM, and it is likely to cause severe immediate medical effects (such as bleeding, shock, wound infections, severe pain) as well as longer term medical consequences (such as abnormal periods, damage to the reproductive system including infertility, complications in pregnancy and newborn deaths). Longer term consequences also include psychological damage such as low libido depression and anxiety. FGM is a very complex issue and should be dealt with sensitively. Issues will likely involve a 11 number of agencies working together including specialist police officers, health and social care and education.



Forced Marriage

A forced marriage is a marriage in which one or both of the parties are married without their consent or against their will. It is recognised as a form of violence against women, men or children and is a serious abuse of human rights. A forced marriage differs from an arranged marriage where family members take the lead in choosing the partner but both parties are free to choose whether they marry the chosen partner or not. Forced marriage is illegal in England and Wales. The Anti-Social Behaviour, Crime and Policing Act 2014 made it a criminal offence from June 2014 to force someone to marry. In a situation where there is concern that an adult is being forced into marriage they do not or cannot consent to, there will be an overlap between action taken under the forced marriage provisions and the adult safeguarding process. In this case action will be co-ordinated with the police and other relevant organisations. The police must always be contacted in such cases as it involves a criminal offence and urgent action may need to be taken.

So Called Honour Based Violence

Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community. It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour-based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion.
- want to get out of an arranged marriage.
- want to get out of a forced marriage.
- wear clothes or take part in activities that might not be considered traditional within a particular culture.

Women and girls are the most common victims of honour-based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include domestic abuse, threats of violence, sexual or psychological abuse, forced marriage, assault and/or being held against your will or taken somewhere you don't want to go.

Modern Slavery

Modern Slavery is a crime and a violation of fundamental human rights. Modern Slavery can take many forms including slavery, servitude, forced or compulsory labour and human trafficking. The underlying principle is the exploitation of a person or the coercion of a person to work against their will for the benefit of another. Although human trafficking often involves an international cross-border element, it is also possible to be a victim of modern slavery within your own country. It is possible to be a victim even if consent has been given to be moved. Children cannot give consent to being exploited therefore the element of coercion or deception does not need to be present to prove an offence.

Radicalisation and Extremism

Radicalisation is the process by which a person comes to support terrorism and extremist ideologies that may lead them to commit acts of violence or reject the values of a democratic society, including tolerance and the rule of law. Extremism refers to the vocal or active opposition to fundamental British values, such as democracy, the rule of law, individual liberty, and mutual respect and tolerance for different faiths and beliefs



16.0 Common signs of abuse

Every Person is unique, so behavioural signs of abuse will vary from persons to person. In addition, the impact of abuse is likely to be influenced by the person's age, the nature and extent of the abuse, and the help and support the person receives. However, there are some behaviours that are commonly seen in Vulnerable Persons who have been abused:

- The person appears distrustful of a particular adult, or a parent or a coach with whom you would expect there to be a close relationship.
- The person has unexplained injuries such as bruising, bites or burns, particularly if these are on a part of the body where you would not expect them.
- The person has an injury which is not explained satisfactorily or properly treated.
- A deterioration in the person's physical appearance or a rapid weight gain or loss.
- Pains, itching, bruising or bleeding in or near the genital area.
- A change in the person's general behaviour. For example, they may become unusually quiet and withdrawn or unexpectedly aggressive. Such changes can be sudden or gradual.
- If the person refuses to remove clothing for normal activities or wants to keep covered up in warm weather.

17.0 Allegations of non-recent abuse

Allegations of harm or abuse may be made some time after the event, e.g., by an adult who was abused as a child or by a member of Organisation Personnel who is still currently working with Vulnerable Persons. Where such an allegation is made, the Organisation will follow the procedures as detailed in this Policy and report the matter directly to the Police or Social Services. Non recent abuse is the term used to refer to disclosures of abuse that were perpetrated in the past. It can also be about a disclosure of neglect, physical, sexual, or emotional abuse from someone who is now 18 years or over, relating to an incident that took place when the alleged victim was under 18 years old.

18.0 Responding to bullying

18.1 Organisation approach

The Organisations have a zero-tolerance approach to bullying and takes all complaints of bullying seriously in line with the Anti-Bullying and Harassment Policy and FA Anti Bullying Policy. Serious and prolonged bullying may lead to isolation. There have been some well publicised examples of Vulnerable Persons that as a result of bullying have developed suicidal thoughts or behaviour. Therefore, if there is a suicide concern, seek advice from the HOS and DSO who may discuss the matter with the organisations Mental Health First Aid Team or the Club Doctor.

All settings in which Vulnerable Persons are provided with services or are living away from home should have rigorously enforced anti-bullying strategies in place. We must consider why those who bully do so. Sometimes this kind of behaviour can be a symptom of something else. We must consider what life is like for them and whether things might not be good for them. We need to think about whether imposing a sanction will be enough to change behaviour. Do they need support. Encourage staff to be curious, think about what is going on for the bully, which may explain their behaviour, they may need someone safe to speak to, they may have a disclosure to make about their own experiences that needs support.



18.2 Action to help victims and to prevent bullying

- Take all signs and complaints of bullying seriously.
- Encourage all Vulnerable Persons to speak and share their concerns.
- Help the victim to speak out and tell the person in charge of the activity.
- Create an open environment.
- Investigate all allegations and take action to ensure the victim is safe.
- Speak with the victim(s) and the bully(ies) separately.
- Reassure the victim(s) that you can be trusted and will help them, although you cannot promise to not tell anyone else.
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to the HOS or appropriate DSO, who may take further action such as informing schools or other agencies.

18.3 Response to those responsible for bullying

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour. If bullying is found to have occurred seek a resolution which satisfies the victim. This may include an apology to the victim(s).
- Inform the bully(ies) parents/guardian.
- Provide support for the coach or staff member working with the victim(s).
- Impose sanctions if necessary.
- Encourage and support the bully(ies) to change behaviour.
- Hold regular meetings with families (if appropriate) to report on progress of action taken.
- Inform all organisation members of action taken.
- Keep a written record of action taken.
- Remain vigilant following the disclosure/investigation.
- Record the outcome of the complaint.
- Ensure relevant staff are aware of the outcome and that they monitor the situation to reduce the chances of a re-occurrence.



Further advice on Safeguarding Children matters can be obtained from: Durham Women FC Head of Safeguarding Marc McPhillips on T: 07528 552582 E: marc.mcphillips@durhamwfc.co.uk

County Football Association's Welfare Officer – Neil Churcher on T:0191 3872928 (Opt1)
E:neil.churcher@durhamfa.com

- www.TheFA.com/Footballsafes
- Footballsafes@TheFA.com

Appendix 1





Appendix 2

Safeguarding Adults at Risk Reporting Toolkit (info to be collected):

Name of adult:

Date of Birth:

Gender:

Ethnicity:

Home address:

Phone numbers:

NB: if information is unknown, it is still crucial that you share the information that you do have.

Adult's supports in the community, e.g., key-carer, agency, family member, etc:

GP name, address, and phone number:

What are the person's views about a referral being made?

Who is alleging/suspecting abuse?

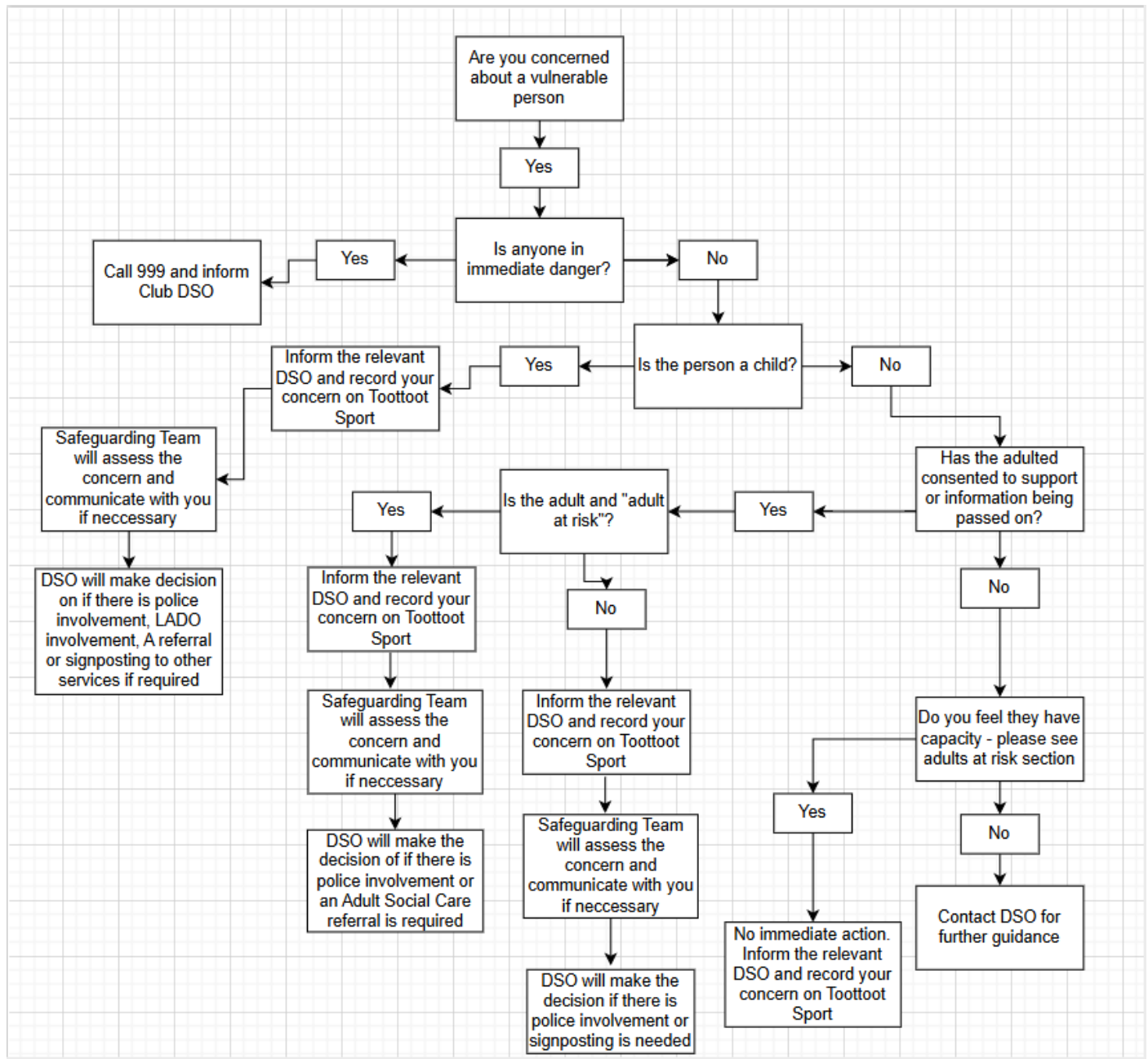
Vulnerability of person & alleged perpetrator if known. Include communication, understanding, capacity, physical disability, Learning Disability, any mental Health problems & relevant medical information:

Description of what has given cause for concern, including dates, time's events and location:

Brief statement outlining any emergency action taken:



Procedure Flow Chart



USEFUL CONTACTS

Safeguarding Adults Partnership

Durham Social Care Direct email scd@durham.gov.uk

Telephone 03000 267 979

Durham's Multi-Agency Safeguarding Hub (MASH) Safeguarding Children Partnership

Tel: 03000 265 770

Email: dscpsecure@durham.gov.uk

LADO Contact Number – 03000 268835



Basic referral information will be obtained from you, and where advice or guidance is required from the LADO, your call will be transferred to the LADO on duty. If there is a more appropriate course of action for your referral, you will be advised by the customer service team at the time.

Durham Police Emergency: 999 Non-Emergency: 101

Football Durham FA: www.durhamfa.com/about/rules-and-regulations/safeguarding-and-welfare

NEIL CHURCHER

T: 0191 3872928 (Option 1)

M: 07396681103

E: Neil.Churcher@DurhamFA.com

Safeguarding Team: safeguarding@thefa.com 0800 169 1863

The Samaritans <https://www.samaritans.org/how-we-can-help/contact-samaritan/> 116 123

Papyrus Prevention of Young Suicide <https://www.papyrus-uk.org/> pat@papyrus-uk.org 0800 0644141

Shout – UK 24/7 Crisis Text Service <https://giveusashout.org/> text 'shout' to 85258

Stonewall – Standing for lesbian, gay, bi, trans, queer and questioning (LGBTQ+) people everywhere.
<https://www.stonewall.org.uk/>