

PROUD  
TO BE  
TOWN



### Safeguarding Reporting Guidance for Matchdays/Events

Where you attend or are requested to attend a scene involving a lone child or an adult at risk, please ensure that you have read and understood the following guidelines / instructions:

Remember that children under the age of 12 should be always accompanied by a responsible adult when inside the Stadium.

There is a Designated Safeguarding Officer on duty at all games, this is normally Dave Riley

#### For information

A **child or young person** is anyone who has not reached their 18th birthday.

A person is defined as an “**adult at risk**” if they are:

- 18 years or older
- In need of care and support (whether they get any) because of their age, disability, illness, mental health needs, drug or alcohol misuse
- As a result of their care and support needs are unable to protect themselves from harm.

The most common incidents are those where a child has become separated from a parent/guardian or their responsible adult, in which case Match Control should be informed immediately.

## Reporting Safeguarding Concerns – Stewards Flow Chart

Steward made aware of concerns about a child's or adult at risk's welfare or safety

*(e.g. separated from parent/responsible adult, suspicions of bullying, illness, injury, allegation of abuse)*



If the individual is hurt or appears ill, seek immediate medical attention –  
Inform Match Control immediately –  
Match Control will inform and send the medical team to your location.



Match Control will log the call and contact the Designated Safeguarding Officer on duty for that match.



When Match day control has been informed another member of the stewarding team (SIA) will be sent to your location to assist and then a handover to the Safety Officer and Designated Safeguarding officer



In all cases, whilst assistance is on the way, and unless the individual is in immediate danger from a volatile crowd or is found to be in an isolated location (such as toilets or areas that are out of CCTV view) do not attempt to move from that location.

If you feel that you need to move the individual for their own protection, request permission from Match Control and for CCTV cover to be arranged.



Always always treat any allegations extremely seriously and act towards the individual to show that you are taking them seriously –

**LISTEN**



Tell them that they are right to tell you  
Reassure them that they are not to blame  
Be honest about your own position, who you must tell and why.  
Tell them what you are doing and when and keep them up to date with what is happening.



REMEMBER - 3R's

Respond, Record, Refer (Report on to the appropriate person)



Write down everything said and what was done as soon as you can - Use their words –  
not your own opinion or what you think they said

Use the following open questions tell, explain, describe

Once the Designated Safeguarding Officer has arrived, hand over all written material.

In the event of a disclosure

**DON'T**

- Make promises you cannot keep
- Interrogate them or ask leading questions – it is not your job to carry out an investigation/interview – this will be up to those who have experience and are trained specifically to sensitively manage the disclosure.
- Cast doubt on what they have told you, don't interrupt or change the subject
- Say anything that makes them feel responsible for what has happened
- Promise to keep secrets or keep the information confidential

Do not discuss / share information of the incident with anyone else (Stewards / public). The details are confidential and their sharing with others could potentially harm any future investigation by Police or by the Club / Stadium.

**INACTION IS NOT AN OPTION – Safeguarding is Everyone's responsibility**

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Dave Riley DSO / Operations Director