



COVENTRY CITY FOOTBALL CLUB LIMITED

Adults at Risk Policy

...LET'S ALL SING TOGETHER

#PUSB 

COVENTRY CITY FOOTBALL CLUB LIMITED (“**the Club**”) is committed to creating a culture where safeguarding responsibilities and procedures for raising concerns are widely understood and acknowledges its responsibility to ensure that all adults involved in Club programs and activities enjoy a positive and respectful environment where they are actively protected from harmful experiences.

The Club works to ensure that all adults at risk who attend events, are employed by, or are known to the Club are protected from abuse and radicalisation.

The Club’s Safeguarding Adults at Risk Policy:

The Club recognises its obligations and duty of care when working with adults at risk as set out in national legislation, statutory guidance and sector guidance including:

- Care Act 2014
- Care and Support Statutory Guidance 2014
- Sexual Offences Act 2003
- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Counter-Terrorism and Security Act 2015 (and the Government's Prevent Strategy)
- Achieving Best Evidence 2002 and 2006
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- Mental Capacity Act 2005
- Serious Crime Act 2015

Adult at Risk Definition

An adult at risk is a person aged 18 years or over “*who is or may be in need of Community Care Services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him, or herself, or unable to protect him or herself against significant harm or exploitation.*”

[\(Department of Health ‘No Secrets’ published Mar 2000, updated Jan 2015\)](#)

Anyone can be vulnerable to abuse at some time in their life. Below are some Examples of a vulnerable adult:

- Is elderly and frail
- Suffers from a mental disorder including dementia or a personality disorder
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Has HIV/AIDS
- Is a substance misuser
- Is a carer

- Is homeless

Types of Abuse

Abuse is a violation of another person's human or civil rights; many incidents of abuse are criminal acts. There are several types of abuse that adults at risk can be victims of –

- **Neglect and acts of omission:** Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Sexual abuse:** Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
- **Physical abuse:** Assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanction
- **Emotional abuse:** Threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- **Discriminatory abuse including hate crime:** Hate crime, forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion
- **Financial abuse:** Theft, fraud, internet scamming, coercion about an adult at risk's financial affairs or arrangements, including in connection with Wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- **Organisational abuse:** Neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or about care provided in one's own home. Examples may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organization.
- **Domestic violence:** Psychological, physical, sexual, financial, emotional abuse; so, called 'honour' based violence; female genital mutilation; stalking and forced marriage.
- **Modern slavery:** Slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Self-neglect:** Neglecting to care for one's hygiene, health or surroundings and includes behaviour such as hoarding.

Key Principles needed regarding Safeguarding Adults at Risk

The Care and Support Statutory Guidance 2015 (Section 14.13) sets out the following six key principles which underpin all adult safeguarding work:

- **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 solutions through services working with their communities.
- **Accountability** and transparency in Safeguarding practice.

Consent

Adults at risk are encouraged to make their own decisions and are provided with support and information to empower them to do so. This approach recognises that adults have a general right to independence, choice and self-determination including control over information about themselves.

Staff should ensure that the adult has accessible information so that they can make informed choices about safeguarding: what it means, risks and benefits and consequences.

The Club does not expect staff to support an adult who is felt to be vulnerable or at risk through the decision-making process. The Club expects staff to inform a Designated Safeguarding Officer (DSO) as soon as possible so that they can review the options available to ensure the adults safety and provide relevant information and sign-posting.

The Club has appointed a Head of Safeguarding (**HOS**) and an Academy Safeguarding Lead (**ASL**) in line with the EFL's role profile and required completion of the Safeguarding Children Workshop. The HOS will be the main contact for all safeguarding issues around vulnerable adults.

The HOS role includes, but is not limited to, the following:

- The HOS may take advice from the EFL/CPA if required before a decision is made.
- If the HOS and adult decide the allegation/issue needs to refer to a relevant authority, the HOS should empower the adult or contact Adult Services or the relevant authority by telephone themselves. The HOS will send relevant written back up within 24 hours of the initial disclosure/allegation, if requested. Remembering adults can now make unwise or eccentric decisions, that does not prove they lack capacity to make an informed decision.

- If the adult chooses not to refer the issue on to the appropriate authority and all options have been explored, the HOS will ensure the adult understands the information given to them, retains that information long enough to be able to make the decision, weighs up the information available to make the decision and can communicate their decision by whatever means. If all of this is in place the HOS will record the issues on a central record (MyConcern) which can also be accessed by the Senior Safeguarding Manager (**SSM**).
- If the HOS feels there is an emergency or life-threatening situation, other people are or may be, at risk, a serious crime has been committed or maybe prevented, the risk is unreasonably high, or staff are implicated they will make a referral without the consent of the adult at risk.
- The HOS will ensure details of all referrals are passed on to EFL/FA, SSM and the Football League case management team within 72 hours
- The HOS should ensure that all written records relating to the incident are kept indefinitely, in a secure location. All electronic records are stored in a restricted area on MyConcern.
- At any time, the HOS may refer the matter to the Senior Safeguarding Manager (**SSM**)

The Club's Senior Safeguarding Manager (**SSM**) is David Boddy, Chief Executive Officer.

The Club's Head of Safeguarding is Kirstie Patrick (**HOS**), Kirstie.patrick@ccfc.co.uk

The Academy Safeguarding Lead is to be confirmed.

They can also be contacted by in writing to: Coventry City Football Club, Sky Blue Lodge, Leamington Road, Ryton on Dunsmore, CV8 3FL.

Any allegation, disclosure or suspicion of abuse needs will be taken seriously and handled in a sensitive manner. Individual members of staff should wherever possible deal with safeguarding disclosures by reporting in the first instance on MyConcern this will be automatically dealt with the help of the HOS, or the SSM and should always refer to a designated person if available, who will undertake the interview. Information should be strictly limited to those who need to know.

If an adult at risk informs staff that they are concerned about another person's behaviour towards them, the following process should be followed:

- Take the adult at risk to a safe and quiet place
- Do not promise confidentiality
- React calmly so as not to frighten the adult at risk and let them know they have done the right thing by telling you
- Listen carefully to what is being said
- Keep questions to a minimum, just to clarify what is being said
- Avoid leading questions, prompting or making comments

- Suspend your own judgement – remember that you are not investigating the matter
- If emergency medical treatment or protection from a perpetrator is needed, telephone for an ambulance or police immediately
- Staff should make notes of the conversations and record these on MyConcern, which may be shared with the investigating agency (e.g. Social Services) including the below.
- If there is evidence of the abuse at the Club, take steps necessary to preserve evidence – e.g. CCTV, clothing, preserve anything that was used to comfort the abused adult at risk, for example, a blanket and report immediately

During or immediately after the disclosure record the following:

- Names of those present during the disclosure/allegation
- Address and contact of young person
- Date of birth
- Ethnic origin
- Other agencies already involved
- Date and time of the conversation
- Place where the alleged abuse happened
- Brief description of the allegation
- Any visible injuries
- Any alleged injuries
- The adults preferred action
- Means of contacting the adult
- Next steps and follow up agreed

Other relevant policies:

- Safeguarding Children Policy
- Whistleblowing Policy
- Safer Recruitment Policy
- Lone Working Policy
- Health & Safety Policy

We endorse and adopt the *EFL's Safeguarding Strategy & Guidelines* and this is applied throughout the Club's Safeguarding Policies.

Update Responsibility: HOS	Revision version: 7
	Date for Revision: May 2024

Review History

Number	Date	Review details	Authorised by:	Endorsed by Board
1	Feb 2019	Development and creation of document.	Sandra Garlick (HR)	Tim Fisher, Director
2	Aug 19	Review and update	Sandra Garlick (HR)	Tim Fisher, Director
3	Nov 20	Review and update	Sandra Garlick (HR)	Tim Fisher, Director
4	Jan 22	Review and update	Sandra Garlick (HR)	Tim Fisher, Director
5	Jul 22	Review and update	Sandra Garlick (HR)	Tim Fisher, Director
6	Aug 23	Review and update	Kirstie Patrick (HOS)	Doug King, Director
7	Jan 24	Review and update	Sandra Garlick (HR)	Doug King, Director