

LONDON CITY LIONESSES

Safeguarding Guide





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Foreword



Safeguarding is embedded in all aspects of London City Lionesses (the “Club”). It is everyone’s responsibility, and we expect all those involved at the Club to share our commitment to safeguarding; ensuring it is part of their approach in everything they do from on the pitch, off the pitch, behind the scenes or in the wider community.

Safeguarding is stronger when we work in collaboration and through listening to children, adults at risk, players, staff and stakeholders.

This guide provides clear safeguarding standards for everyone involved at London City Lionesses.

Thank you for your continued commitment to safeguarding. Together we can ensure a safe, positive and inclusive environment for all.

Jeff O’Brien
Board Safeguarding Champion

Safeguarding at London City Lionesses



Safeguarding at London City Lionesses



The Club aims to create and sustain a safe, inclusive and empowering environment for all involved with the Club by embedding safeguarding into the Club's culture, governance and operations.

Safeguarding is everyone's responsibility.





Safeguarding at London City Lionesses

What is Safeguarding?

In respect of children/young people under the age of 18 (children), safeguarding incorporates: (1) protecting children from maltreatment, (2) preventing impairment of children's mental health and physical health or development, (3) ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and (4) taking action to enable all children and young people to have the best outcomes.

In respect of adults, safeguarding is working with adults with care and support needs (adults at risk) to keep them safe from abuse and neglect.

Please see our Safeguarding Concerns Guide, which sets out various forms of safeguarding concerns to be aware of and report.

Safeguarding at London City Lionesses



Safeguarding Strategy

Our Safeguarding Strategy enables us to continuously strengthen our safeguarding culture by:

- Creating a safe environment across the Club;
- Protecting Children and Adults at Risk from abuse or harm;
- Ensuring all involved with the Club have the opportunity to develop and grow;
- Ensuring all involved with the Club comply with relevant laws, regulations, and best practices;
- Establishing clear reporting processes for safeguarding concerns;
- Implementing policies, procedures, and strategies to uphold our safeguarding commitments;
- Embedding safeguarding in all aspects of the Club.

Safeguarding at London City Lionesses



Equality, Diversity and Inclusion

The Club is dedicated to ensuring that everyone - regardless of age, disability, gender, pregnancy and maternity, marriage and civil partnership, race, religion, or sexual orientation - has the right to equal protection from all forms of harm.



Creating a Healthy Environment



Creating a Healthy Environment



The Club aims to create a safe, inclusive and empowering environment by embedding safeguarding at the heart of the Club's culture, governance and operations.





Creating a Healthy Environment

Governance

- Clear Codes of Conduct for those involved with the Club.
- Transparent safeguarding and escalation processes.
- Clear role definitions and limitations.

Operations

- Recognising wellbeing, welfare and safeguarding concerns.
- Signposting to internal and external support.
- Avoiding negativity and shame.

Culture

- Understand the trust and responsibility of safeguarding, welfare and wellbeing.
- Modelling respectful interactions and boundaries.
- Inclusive practices throughout.

Safeguarding Categorisation and Concern Levels





Safeguarding Categorisation and Concern Levels

A safeguarding concern will be categorised as **High, Medium** or **Low** and will in each case receive the appropriate response from the Safeguarding Team.

Each concern will be fact and context-specific, but categorisation will be guided by the following considerations.





Safeguarding Categorisation and Concern Levels

High

A safeguarding concern where there is or has been:

- Significant harm or risk of significant harm to a Child or Adult at Risk.
- Abuse or harm reportedly perpetrated by a staff member, player, or other individual associated with the Club.
- A police referral (where criminal activity is likely to have occurred).
- Regulatory breaches.

Medium

A safeguarding concern where there is or has been:

- Harm or risk of harm to a Child or Adult at Risk.
- Concern may be criminal or a regulatory breach.
- Incidents linked to one or more categories of abuse.



Safeguarding Categorisation and Concern Levels

Low

A safeguarding concern where there is or has been:

- Minimal risk of harm to a Child or Adult at Risk.
- A Low Level Concern.
- Poor Practice.

Very Low

A safeguarding concern where there is or has been:

- No identifiable risk of harm.
- Considerations that do not result in High, Medium or Low concerns, but involve a Child or Adult at Risk.

Referral and Escalation Process





Referral and Escalation Process

Concerns may at any time be reviewed and re-categorised up or down (for example, where a Low risk is investigated, and information of a more serious nature is discovered, that may lead to the concern being re-categorised as Medium or High). The process to be followed in respect of each level of concern is as follows:





Referral and Escalation Process

High

- Safeguarding Team contacted.
- Concern recorded on our internal case management system.
- Support and actions required completed by the Safeguarding Team with support from Player Care Manager, Performance Wellbeing Lead, Club Chaplain, Club Doctor and/or Head of Psychology (as required).
- Internal escalation:
 - Inform Head of People and Culture and Raising Concerns Officer
 - Concern raised at Wellbeing MDT
 - Inform Head of Legal (if required)
- External escalation:
 - Inform The FA (if required)
 - Inform Local Authority Designated Officer (if required)
 - Inform the Police (if required)
 - Referrals to external services for support (if any necessary consent is obtained)



Referral and Escalation Process

Medium

- Safeguarding Team contacted.
- Concern recorded on our internal case management system.
- Support and actions required completed by Safeguarding Team with support from Player Care Manager, Performance Wellbeing Lead, Club Chaplain, Club Doctor and/or Head of Psychology (as required).
- Internal escalation:
 - Concern raised at Wellbeing MDT
 - Inform Head of People and Culture (if required)
 - Inform Raising Concerns Officer (if required)
- External escalation:
 - Inform The FA (if required)
 - Inform Local Authority Designated Officer (if required)
 - Referrals to external services for support (if necessary consent is obtained)



Referral and Escalation Process

Low

- Safeguarding Team contacted.
- Concern recorded on our internal case management system.
- Safeguarding Team liaises with Player Care Manager, Performance Wellbeing Lead and/or Club Chaplain (as required) to ensure support in place and actions completed.

Very Low

- Safeguarding Team contacted.
- Concern recorded on our internal case management system.

Safeguarding Concerns:
Abuse
Appearance, Behaviour &
Communication
Low Level Concerns



Safeguarding Concerns: Abuse



Abuse

Abuse is violation of an individual's human and civil rights by any other person or persons and, for the purposes of safeguarding, shall include physical abuse, emotional abuse, sexual abuse, neglect, bullying and hazing.

Abuse may be a single act of omissions or a series of acts and omissions.



Safeguarding Concerns: ABC



Possible signs and indicators of abuse include:

Appearance

- Unexplained bruises or injuries
- Sudden weight gain or loss
- unkempt appearance
- Deterioration of hygiene
- Evidence of self-harm
- Dirty kit and equipment
- Ongoing tiredness and lethargy





Safeguarding Concerns: ABC

Behaviour

- No longer attending or enjoying a session
- Missing belongings or money
- Sudden change in behaviour or confidence; becoming quiet and withdrawn
- Giving away possessions without explanation
- Lack of medical attention or treatment to injuries

Communication

- Failing to respond to communications
- Using sexualised language
- Showing fear of a particular individual or group
- A parent/carer always speaking on the person's behalf
- Seeking attention from others, potentially older individuals
- Exhibiting anger and aggression



Safeguarding Concerns: ABC

In the event a Child or Adult at Risk displays one or more of these indicators, it should not lead to an automatic conclusion that they are suffering from abuse. However, the display of one or more of these indicators and/or sudden changes in behaviour might - in the context of the circumstances relating to the individual - prompt concern that warrants further attention.

The above list is not intended to be exhaustive.

If you recognise any of these signs and indicators in Children or Adults at Risk and you are concerned or worried, you should report your concerns to the Safeguarding Team:

Safeguarding and Welfare Officer

Keely Nash
Keely.nash@londoncitylionesses.com
07752 061505

Academy Safeguarding and Welfare Officer

Emily Reece
Emily.reece@londoncitylionesses.com
07752 061686

Safeguarding Enquiries

safeguarding@londoncitylionesses.com

Safeguarding Concerns: Low Level Concerns



Low Level Concerns includes any behaviour that contravenes existing codes of conduct (including the Club's Safeguarding Code of Conduct), infringes an individual's rights and/or reflects a failure to fulfil the expected standards of care.

Failure to challenge Low Level Concerns can lead to an environment where abuse is more likely to occur or continue.



Responding to Disclosures, Allegations and Concerns





Responding to Disclosures, Allegations and Concerns

There may be times when a Child or Adult at Risk makes an allegation or disclosure regarding abuse, inappropriate behaviour, Low Level Concern, or another safeguarding concern. It is crucial to respond appropriately.

Listen

- Give the disclosing person your full attention.
- Do not interrupt and respect any pauses they make.
- Limit questioning; if necessary, ask clarifying questions using similar language to the person disclosing. Use open-ended questions to encourage their disclosure.
- Be prepared to hear difficult language and situations.

Reassure

- Show the disclosing person that their allegation/concern is being taken seriously.
- Remind them that this is a safe space for them to talk.
- Assure them that they are not to blame.



Responding to Disclosures, Allegations and Concerns

Views and Wishes

- Discuss with the disclosing person what action they would like taken (or not taken) in relation to their allegation or concern. However, make no promises as to whether this can (or cannot) occur.
- The Safeguarding Team, where appropriate, seek consent from the disclosing person before sharing information, in line with their views and wishes, with external agencies.
- In some circumstances, consent may be overridden due to legal and compliance obligations.

Take Action

- Always act in the best interests of Children and Adults at Risk.
- Explain that you have a duty of care to share this information with the Safeguarding Team. If the concern regards a member of staff, please report to the Head of People and Culture.
- Report the incident within 24 hours of being made aware. If there is an immediate concern, please contact the emergency services.

If you have listened to a disclosure and need support, please speak to the Safeguarding Team.

Reporting a Safeguarding Concern





Reporting a Safeguarding Concern

If you become aware of a safeguarding concern or someone discloses to you, you must report it using one of the following methods:

- Scan our Safeguarding Reporting Form QR code
- Email safeguarding@londoncitylionesses.com (visible to the Safeguarding Team only)
- Contact the Club's Safeguarding Team (see Key Contacts)
- Contact the Club's Raising Concerns Officer (see Key Contacts)
- Contact the emergency services if there is an emergency or immediate risk of harm
- Report via external agencies (see External Contacts for Support)

All safeguarding concerns should be reported within 24 hours of disclosure, and in any event as soon as possible. If there is an emergency or immediate risk of harm, please contact the emergency services immediately.

The Safeguarding Team will triage reported concerns, investigate and respond as appropriate.

Allegations Against Staff





Allegations Against Staff

Any allegations against staff must be reported immediately to the Head of People and Culture. All allegations against staff will be initially classified as high until further investigation and will be subject to investigation and disciplinary procedures relating to staff.

The Head of People and Culture will refer cases to the Local Authority Designated Officer (LADO) and The FA when necessary. If an external investigation is not required, an internal investigation will commence; this will be led by the Head of People and Culture.

Staff will receive appropriate support throughout any investigation.

When an allegation is made, every effort will be made to maintain confidentiality. However, in certain circumstances information may be shared with external agencies to meet compliance and legal requirements.



Allegations Against Staff

If a staff member feels unable or it is inappropriate to report their concerns to the Head of People and Culture, they should contact the Raising Concerns Officer.

If an allegation is reported to the Safeguarding Team, they will immediately inform the Head of People and Culture. This includes reports made in person, via email or through our online reporting form.

Where appropriate, referrals will be made to external support services with the consent of the individuals involved.



Safer Recruitment





Safer Recruitment

The Club has a safe recruitment process; we take all reasonable steps to create a safe environment for Children and Adults at Risk.

If any pre-employment checks identify an issue, a robust risk assessment will be conducted in light of all the relevant circumstances.

An offer of employment may be withdrawn if pre-employment checks and/or a risk assessment fail to reassure the organisation of the candidate's suitability for working with Children and Adults at Risk.

Development and Training

In addition to mandatory safeguarding training, hiring managers undergo Safer Recruitment Training to ensure best practices and policies are followed.



Safer Recruitment

When recruiting for a position, the Club ensures that every candidate is suitable and safe for the organisation. We achieve this by:

- Asking safeguarding related questions during interviews.
- Requiring candidates to self-declare any unspent or relevant spent convictions and/or investigations.
- Verifying candidates' identity and their eligibility to work in the UK.
- Conducting a Disclosure and Barring Service (DBS) and/or Overseas Check.
- Obtaining two references, including details of any previous work with Children and/or Adults at Risk.
- Confirming candidates' qualifications, training or experience relevant to the role.
- Providing all staff with an induction that includes:
 - Familiarisation with safeguarding policies and procedures.
 - A probation period for all employees.
 - Completion of mandatory safeguarding training.
 - Who the Safeguarding Team are and how to conduct them.

Matchday / Events





Matchday / Events

The Club is committed to fostering a culture of safeguarding. This includes providing a safe, positive, inclusive experience for everyone attending a matchday. Please see the Club's Matchday and Events FAQs and Guidance.

If you have a safeguarding concern while at a match, please notify a Steward, Matchday Safeguarding Officer, Safety Officer or the Control Room. Alternatively, you can report a concern via email: safeguarding@londoncitylionesses.com or by using our Safeguarding Reporting Form QR code:



For away matches, please refer to the host club's stadium policies, as they may differ from the Club's.

Information Sharing





Information Sharing

The Club recognises that information sharing is vital to safeguarding and promoting the welfare of Children and Adults at Risk.

The Club also recognises that decisions about how much information to share, with whom and when, can have a profound impact on individuals' lives.

The Club will process safeguarding information in accordance with applicable data protection law and in accordance with the principles set out in the Club's Safeguarding Policy.



Supporting Policies, Procedures & Standards



Supporting Policies, Procedures and Standards



Safeguarding

- [Safeguarding Policy](#)
- [Academy Safeguarding Policy](#)
- [Raising Concerns Policy](#)
- [Safeguarding Code of Conduct](#)
- [Safeguarding Concerns Guide](#)
- [Mental Health and Wellbeing Policy](#)
- [Unacceptable Behaviour Policy](#)
- [Equal Opportunities Policy](#)

Matchday

- [Matchday / Event FAQs and Guidance](#)



Key Contacts



Key Contacts



Safeguarding and Welfare Officer

Keely Nash
Keely.nash@londoncitylionesses.com
07752 061505

Academy Safeguarding and Welfare Officer

Emily Reece
Emily.reece@londoncitylionesses.com
07752 061686

Safeguarding Enquiries

safeguarding@londoncitylionesses.com

Head of People and Culture

Sam Meakin
Sam.meakin@londoncitylionesses.com

Raising Concerns Officer

Jeff O'Brien
Raisingconcerns@londoncitylionesses.com

Safeguarding Reporting Form



External Agencies for Support



External Agencies



visit site



visit site

0808 800 5000



visit site

0808 2000 247



visit site

0800 1111



visit site



visit site



visit site

116 123



visit site

External Agencies



visit site



visit site
0808 801 0677



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85258



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08 08 16 89 111



visit site
0800 011 3764