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Safeguarding Adults at Risk 2026-2027

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Key safeguarding terminology and definitions

Adult
Is anyone aged 18 or over.

Adult at risk
Is a person aged 16 or over who;

- Who is unable to Safeguard their own well-being, property, rights or other interests.
- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or is at risk of, abuse or neglect
- 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

Adult in need of care and support
This is determined by a range of factors including personal characteristics, factors associated with their situation or environment and social factors.
Naturally, a person's disability does not mean that they will inevitably experience harm or abuse.
In context of safeguarding adults, the likelihood of an adult in need of care and support experiencing harm or abuse should be determined by considering a range of one or more of the above descriptors.
In recent years there has been a marked shift away from using the term 'vulnerable' to describe adults potentially at risk from harm or abuse in accordance with the Care Act 2014 and will be referred to a Adults at risk of harm.

Abuse
Is a violation of an individual's human and civil rights by another person or persons.

Adult safeguarding
Is when we are protecting a person's right to live in safety, free from harm, abuse and neglect. Preventing and stopping abuse and neglect, Promoting well-being and respect their rights, working together with multiple agencies and supporting informed consent.

Capacity
This refers to an individual's ability to decide at a particular time, for example when they're under considerable stress. The starting assumptions must always be that a person has the capacity to make decision unless it can be established that they lack capacity (Mental Health Capacity Act 2005)

The Club
This is when the policy is referring to Peterborough United Football Club (PUFC), its staff and all activities it undertakes. In certain circumstance, it may also refer to third parties with an entrusted responsibility for delivering Club supported activities.

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Staff
The word staff is referring to any persons employed and receiving payment for services from the Club. This is irrespective of the length or nature of their contract.

Volunteers
The word volunteer is referring to a person who freely offers their time to take part in a task, event or enterprise with the Club and their own expense, in terms of time and or resources.

Child
This is defined in the children's act 1989 (amendment, 2004) as any person under the age of 18.

Safeguarding
Preventative and reactional measures taken by the Football Club to ensure the risk of harm or mistreatment to the welfare of vulnerable groups is minimised. The health or wellbeing of the Adults at risk groups is not impaired when engaging in Club activities. An environment exists that allows Adults at risk groups to be cared for safely and allows for the best possible outcomes for them and provides them with the best life chances possible.

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

Rules, Regulations and Guidance
The Football Club is governed by the legislation and rules/regulations set out by several key governing agencies including the Government (Care Act 2014), Local authority (LADO), Football Association (The FA) and the English Football League (EFL).

The Club recognises its responsibility to maintain regular communication with the Local Authorities of Peterborough. The communication of the Club with the Local Authorities is centred upon supporting the Club with; reporting and monitoring safeguarding incidents, sharing best practice, sharing information, changes in legislation, sharing important local area information and workforce best practice, training and development and any other relevant appropriate Safeguarding support.

Police
The Football Club is situated within the county of Cambridgeshire, therefore falling under the banner of Peterborough and Cambridgeshire Police Force. The force is responsible for the prevention and detection of crime and the maintenance of public order. The Club has a designated Football Police officer (Michael Price).

Match Day Key Staff
This is a team of staff who are employed by Peterborough United to organise and oversee the operations of a Match Day or event within the Weston Homes Stadium. These includes Football personnel such as

- The CEO
- The Safety Officer and their team
- The Football Club's Operations Manager/Senior Safeguarding Manager
- Mental Health First aiders
- Safeguarding Match Day DSO's
- Police Force
- Medical personnel

Introduction and Scope

The aims of this policy
This policy is in conjunction with all Club official policies and not in replace of them, it is to best enable the Club to be able to safeguard all adults at risk who interact within the Football Club. All Club policies and procedures can be found on the Club website - https://www.theposh.com/
This policy is to demonstrate best practice in safeguarding adults at risk, so we can provide protection for adults who require services from Peterborough United Football Club.
Providing staff and volunteers with guidance and clear instruction on procedures they should follow in the event that they should suspect an adult at risk may be experiencing or be at risk of harm.
Ensuring that staff, parents and any other adult that comes into contact with adults at risk understand their safeguarding responsibilities and provide and promote role model behaviour.
For the promotion of high and ethical standards throughout the Football Club.

The safety and welfare of adults at risk under the care of PUFC is paramount. All participants and visitors to the Club within all Club activities have a right to feel safe and be safe. All members of staff and volunteers have a duty to keep adults at risk safe and help protect them from abuse, exploitation and poor practice, and their welfare promoted.

All uncertainties, reports and or allegations of abuse will be taken seriously and immediately investigated thoroughly, which may involve the appropriate local authority teams, the English Football League and the County FA or The Football Association where necessary.

Peterborough United Football Club acknowledges its duty of care to safeguard and promote the welfare of adults at risk and is committed to ensuring safeguarding practice reflects statuary requirements and responsibilities, government guidance, recognised best practice and complies with The FA and English Football League ruling.

The Football Club expects all staff, players, volunteers, parents, contractors and guests to share this commitment. The Club commits to employing a Senior Safeguarding Manager and Head of Club Safeguarding Officer who implement, maintain and monitors best practice throughout the whole Football Club.

This safeguarding policy is applicable to the season of 2025/26 and will be monitored and reviewed a minimum of once a year, or whenever there is a change in legislation, organisational change or following any learning learnt outcomes or serious case reviews. Any review and changes in the policy will be conducted in consultation with the

Local safeguarding adults board, The Board of the Club, Senior Safeguarding Manager and Head of Club Safeguarding Officer.

The six principles of adult safeguarding

The care act 2014, sets out the following principles that should underpin safeguarding of adults.

One important difference between safeguarding adults and safeguarding children is an adult right to self-determination.

Adults may choose not to act at all to protect themselves, and it is only in extreme circumstances that the law will intervene, this can make the matter of safeguarding adults more complex.

Safeguarding adults is not solely focused on creating appropriate policy and process but it is about creating a culture that embraces the adult themselves, ensuring to inform and consult them with all decisions that could affect them.

Empowerment

This is for all personnel to be supported and encouraged into their own decisions making and maintaining informed consent.

Prevention

This is ensuring that where possible in all circumstances acting before harm occurs.

Proportionality

This is the least intrusive response appropriate to the risk presented.

Protection

This is supporting and representing those in the greatest of needs.

Partnership

This is the use of local solutions through services working within the community.

Accountability

This is ensuring the accountability and transparency in delivering safeguarding at all times.

Making safeguarding personal

'Making safeguarding personal' means that adult safeguarding should be person led and outcome focussed. It helps engage the person in conversation about how best to respond to their safeguarding situation in a way that enhances involvement, personnel choice and control.

This also helps promote the quality of life, wellbeing and safety.

Whenever possible, staff should discuss the safeguarding concern/s with the adult to get their view on what they would like to happen, ensure that they are being kept in the safeguarding process and seek their consent to share information outside of the Football Club where necessary.

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Wellbeing principle

The concept of wellbeing is embedded throughout the care act, and it is one that is relevant to adult safeguarding. Wellbeing is different for each of us; however, the care act sets out a broader category that contribute to our sense of wellbeing.

By keeping these principles in mind, all staff can ensure that adult participants can take part in/or support football fully.

- Personal dignity (including treatment and respect of the individual)
- Physical and mental health and their emotional wellbeing
- Protection from abuse and neglect
- Control by the individual over their day to day like
- Participant in work, education, training or recreation
- Social and economic wellbeing
- Domestic, family and personal domains
- Suitability of the individuals living accommodation
- The individuals contribution to society

Managing Club Behaviour

The Football Club takes a positive approach to behaviour management and, where necessary, develops policies that all its staff must apply.

Such policies will recognise the following general principles:

1. Every person is different and as such have their own individual needs
2. All participants should be encouraged to help develop their own codes of conduct or have clear and well communicated guidance on expectations
3. Behaviour is usually a reflection on how a person is feeling
4. Staff should recognise that many other factors can affect behaviour – weather, hunger, medical conditions and/or medication and account for these in any action taken
5. Challenging, aggressive or violent behaviour presents risks to the individual and others, and physical intervention with any individual displaying such behaviour is only ever a last resort in exceptional circumstances – any response must be reasonable and proportionate.
6. Training will be provided to members of staff who may experience challenging behaviour (Match day stewarding team)
7. Physical punishments will never be used by our staff, though diffusion and de-escalation techniques may when necessary, (Match Day Stewarding team).
8. All significant incidents should be recorded through the correct procures in place by the Football Club and passed to the Club Safeguarding Officer within 24 hours of the incident. All match day interventions must be notified through to the Safety Officer in the control room via means of radio communication or face to face as soon as possible.

Data Protection in Safeguarding

The Football Club takes the matter of data protection seriously in respect of adults at risk.

The Club will apply the principles set out in the General Data Protection Regulation (GDPR) and other current relevant data protection legislation including the Data Protection Act 2018 in respect of our data collection

activities. Further information is contained in the Club's Data Protection Policy & Privacy Notice. Where any form of data is collected relating to an adult at risk, we will endeavour to obtain agreement for the use of such data from the adult concerned.
We will seek the consent of the adult or parental consent in relation to a child if, the collection or use of information is likely to result in:
1. Disclosure of an adult at risk's name and address to a third party, for example as part of the terms and conditions of a competition entry or partnership activation
2. Use of an adult at risk's contact details for marketing purposes
3. Publication of an adult at risk's image on a website that the public can view (subject at all times to the Club's terms and conditions relating to access to Weston Homes Stadium on matchdays) or
4. The collection of personal data about third parties, for example where an adult at risk is asked to provide information about his or her family members or friends.

In the event a family member of an adult at risk or the adult at risk themselves asks for a photograph to be removed, this shall be done without delay.

Club Photography and Videos

Celebrating Activity with Photography and Video Images
The Football Club welcomes photographs and images that celebrate the sport, the values and objectives of the Club, and positive reflections of our Club operations. We understand however that photography and video imagery and its use can present difficulties, risk and sensitivity in a range of circumstances. During the course of our activities an adult at risk's image may be captured by official Club appointed Photographer/ Videographer in digital photographs and film. These images may then be used by Club staff in both internal and external news and marketing publications and online via websites and Club official forms of social media.

Data Protection Law and Photograph
Data protection law may apply to the photography of an adults at risk at Club activities. Where it applies and where practical, if images are captured by a member of staff or for Club purposes, informed and specific
consent from the adult at risk themselves should be obtained (see Consent for photography and video images below).
If in any doubt a picture should not be taken.

Video or Photographs
The recording of training and or match footage is obtained throughout the season via different source and media outlets.
No footage is taken for scouting purposes.
As such, all those responsible for the recording of this footage and images must:
1. Adhere to this policy
2.Take responsibility for the safe storage and distribution of the images
3. Give due consideration to the dignity and protection of those involved; and

4. Obtain specific additional consent from the adult at risk where there are changes to the planned use of the footage/photographs which will lead to a wider distribution of the images/videos than originally anticipated.
All video footage or photographs taken will only be captured and/or stored on Peterborough United Football Club IT devices.
No staff under any circumstance should use their own devices for this purpose.

Consent for Photography and Video Images
Where an activity may allow for the capture, and thus use, of a participant's image, the manager responsible must notify the Club Safeguarding Officer in order for them to issue the appropriate documentation (forms and guidance) and associated processes to allow for the management of parental consent for children, or participant consent in respect of an adult at risk.
The documentation and processes must ensure informed and specific consent is obtained for the use of any images, however captured, and that those individuals understand what they are consenting to and why.

Right to Choose Not to Consent
Other than on match/event day, all individuals have the right to not give consent, and it is their right to revoke their consent to being photographed/filmed at any point. Club staff will endeavour to make suitable arrangements to apply any restrictions required whilst also minimising the disruption to normal Club activities.

Match Day, Events, Incidental Image Capture and Implied Consent
Large crowds for match days and events do create further issues with consent and image use.
At events such as matches, concerts and special events, consent is assumed to be 'implied' in that any person attending should expect that their image may be captured or broadcast.
In any situations where an adult at risk may be subject to 'incidental image capture' (i.e. they are in the background behind a main subject) and they do not wish it to be used, then the Football Club will endeavour to remove it from circulation where it is practical to do so and where there are reasonable grounds to do so.

The Club recognises that in some circumstances parents, other family members and friends may wish to take photographs or relatives in Club activities.
Where a member of staff, child or parent or adult at risk has a concern about the capture and use of images, they should report it immediately to the activity organiser, Head of Club Safeguarding Officer, or a member of the Clubs Designated Safeguarding Team.

Legislation
The practices and procedures within this policy are based on the principles contained within the United Kingdom legislations and Government Guidance and have been developed to complement the safeguarding adults board policy and procedures.

They take the following into consideration
- The Care Act 2014
- The Protection of Freedom Act 2012
- Domestic Violence, Crime and Victims (Amendment) Act 2012

- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Sexual Offences Act 2003.
- The Human Rights Act 1998
- The Data Protection Act 2018
- Safeguarding Adult Board

Contact Information and Roles and Responsibilities

The Club Safeguarding Team are;

- Liz Elsom – Senior Safeguarding Manager
  (e) liz.elsom@theposh.com (l) 01733 865947

- Rachel Green – Head Club Safeguarding Officer
  (e) rachel.green@theposh.com –(m)07840768108– (dl) 01733 979131

Designated Safeguarding Team:

- Martyn Kelsey – Operations Manager/ Designated Safeguarding Officer
  (e) martyn.kelsey@theposh.com (l) 01733 865947

- Lewis Elsom – Player Care Manager and Senior Designated Safeguarding Officer
  (e) lewis.elsom@theposh.com (l) 01733 865947

- Dan Horton - Designated Safeguarding Officer
  (e) dan.horton@theposh.com (l) 01733 865947

- Ben Seymour.Shove Head of Education – Designated Safeguarding Officer
  (e) ben.seymour-shove@thposh.com (l) 01733 865947

- Ryan Semple - Designated Safeguarding Officer
  (e) ryan.semple@thposh.com (m) 078430 838686 (l) 01733 865947

- Paolo Di Fabrizio Designated Safeguarding Officer
  (e) paolo.difabrizio@thposh.com (m) 074633 3226 (l) 01733 865947

- Phil Adlham Designated Safeguarding Officer
  (e) phil.adlham@theposh.com

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- Tony Cook Designated Safeguarding Officer
  (e) tony.cook@theposh.com

- Ben Crawford Designated Safeguarding Officer
  (e) ben.crawford@theposh.com

- Christopher Abbott – Match Day Designated Safeguarding Officer/ Mental Health First Aider
  (e) fans@theposh.com (l) 01733 865947 (m) 077602 22487

- Luisa D'Angelo– DSO/Ticket Office Manager
- (e)luisa.dangelo@theposh.com (l) 01733 865947

Senior Safeguarding Manager (SSM) and Head of Club Safeguarding Officer (HCSO)
The Senior Safeguarding Manager and Head of Club Safeguarding Officer have the overall responsibility to oversee and direct the safe provisions of all activities and associated training relating to adults at risk. A strategic role providing leadership and guidance on all safeguarding matters and relevant legislation, along with implementing safeguarding awareness and best practice across the Club.
The Senior Safeguarding Manager and Head of
Club Safeguarding Officer attend regular safeguarding training and maintain an up to date knowledge base of relevant legislation, regulations and best practice.

Designated Safeguarding Officers (DSO)
The Designated Safeguarding Officers support the Head of Club Safeguarding Officer to pro-actively promote and raise safeguarding awareness, they assist with responding to safeguarding concerns and allegations and are therefore strategically based throughout all Club and Academy activities when required.
The HCSO will ensure that suitable policies and procedures are in place. Ensuring that all DSO's are appropriately and adequately trained to prevent or aid with the dealing of all safeguarding issues.
The DSO's will work with the HCSO and SSM to support the implementation of the Club's safeguarding policies and procedures.
DSO's will contribute to the maintaining and improving of safeguarding policies and procedures.
They will advise others working with children and adults at risk on the implementation of the Club's policies and procedures to safeguard and promote the welfare of vulnerable groups.
DSO's will support the SSM and HCSO in ensuring that all staff within any capacity understand their individual responsibilities to safeguard and promote the welfare of children and adults at risk.

Match Day Key Staff
The Match Day key staff support the Senior Safeguarding Manager and Safety Officer (SSO) to pro-actively oversee the operational side of a match day and to promote and raise safeguarding awareness. They assist where applicable with responding to safeguarding concerns and allegations.
The HCSO will ensure that suitable policies and procedures are in place.
The HCSO and SSO will support Human Resources with all relevant training is required to prevent or aid with the dealing of all safeguarding issues.

The Match Day Key staff will work with the HCSO and SSM to support the implementation of the Club's safeguarding policies and procedures.
The Match Day DSO will oversee the safeguarding and when required will liaise with the SSM or HCSO.
The Match Day DSO will feedback to the HCSO regarding any concerns.

Either the SSM or HCSO will be present at the matches to support the Match Day DSO. If game is a high-risk game the HCSO will attend to support the DSO.

Positions of Trust

Any position which a members of the Football Club's staffing team hold, is considered to be in a position of trust in relation to those in their care. Thus, carrying authority, status, power and responsibility.
If the staff involved are positive role models, displaying high moral and ethical standards the impact on adult at risks development can be significant. Thus, meaning that staff in a position of trust must not abuse their power for personal advantage or gratification or that of others. Any such abuse will be regarded as gross misconduct. All reports of abusing a position of trust must be reported through to any member of the safeguarding team or Match Day Key Staff.

Resources, Training and Recruitment

identified resources

The Football Club will ensure that there are qualified and designated individuals within the Club that will take the lead on ensuring that the Club does all it can to meet its statutory and moral obligations.

Safeguarding training and inductions

Before any staff member of volunteer is appointed a minimum of 2 references are required and all aspects of Safer recruitment are followed,
A safeguarding induction is provided to all staff within their first month of employment.
Staff will be expected to complete the EFL's safeguarding essentials online workshop, and where required complete the FA Safeguarding children course. The recertification must be completed every two years.
The Senior Safeguarding team are required to complete the FA Welfare officers course.
All Safeguarding policies and information will be issued out and or uploaded to the Clubs online portal MyConcern.
All staff and volunteers working within any department of the Football Club will be expected to read all safeguarding documents as part of their induction process and their individual continual professional development, this information will be uploaded onto the Clubs Safeguarding training matrix which is held by the Head of Club Safeguarding Officer.

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Peterborough United are registered with an online disclosure 'Knowyourpeople' to conduct DBS (Disclosure and barring service) checks. All staff within roles that involve continual close contact with children and adults at risk will be required to completed Peterborough United DBS. This will be undertaken upon appointment within their Club role and again every three years throughout the individuals association with the Football Club.

Safer Recruitment

Peterborough United have a safer recruitment policy which sets out in detail the processes that the Club will undertake in ensuring staff are suitable to work with children and or adults at risk.

New Appointments

All staff who work at Peterborough United will be required to complete the English Football League' self-declaration form at the start of each season.

All offers of work are subject to the outcome of the screening process which is in place by the Football Club's Human Resource (HR) department. Until such time that the outcome of the screening process is satisfactory to HR will not be permitted to work with children or adults at risk.

Peterborough United is committed to equal opportunities to staff and therefore a positive DBS will not necessarily result in a bar from working for the Club. Should a positive DBS check be received, a risk assessment will be carried out by the SSM or HCSO (DBS investigation panel) to assess the information contained within the check. The member of staff may also be asked to attend an interview prior to a recruitment
decision being made. The rehabilitation of offenders act and protection of freedom act will be considered in all cases before a final decision is made.

New Appointments who already hold an in date and clear DBS

If a new member of staff has been subject to a DBS check by their previous employer, the Club will still be required to complete one.

Work Placements

Peterborough United Football Occasionally offer work experience placements. This placement is overseen by the department lead, the HCSO will ensure that the individual on placement will receive the same induction training as staff and volunteers.

Equal Opportunities and Equality

Peterborough United Football Club is committed to providing equal opportunities for all staff, players, and supporters. (A copy of the Equal opportunities and equality policy can be obtained from the Club website)

Contractors

All external contractors engaged with Peterborough United Football Club are required to share safety records, safety policy, liability insurance, RAMS and details of the competent persons on site prior to commencing any work. All contractors are overseen by the Clubs Operations Team.

All contractors will be issued a copy of the Football Clubs safeguarding policies and procedures prior to arrival on site to work.

Service Level Agreements

The Club is commitment to safeguarding is outlined in all partnership agreements, services level agreements and any other agreement that are in place with any services provider.

Activities of a Disabled Person

All activities carried out for disabled persons are carried out under the guidelines of the equality act 2010. Where an adult that comes into contact with the Club additional needs (for example, they may have a learning difficulty) it is important that staff ensure that they have an appropriate adult, advocate or other person to support them. On a Match Day, the Match Day DSO/supporter liaison officer/Mental Health First Aider will be in attendance to all safeguarding matters to provide the service of an appropriate adult or advocate if required.

Consent and Best interest

If an adult who may be at risk of abuse has the capacity to consent, then they must have the opportunity to give consent before a decision is made that could affect them. All Club staff must assume that an adult has the capacity to consent unless it is established that they lack this capacity. (A seemingly unwise decisions should not be mistaken for lacking capacity).

The Football Club will always act swiftly (and on occasions without consent) where the individual is put in immediate and significant risk of harm, we will always act in their best interest and/or where other may be at risk. Best interest is any decisions taken on behalf of someone who is deemed, at a point where a decision must be made, to lack capacity or unable to give consent, will be taken in their best interest.

Whistleblowing Policy

Whistleblowing refers to making a protected disclosure under the public interest disclosure act 1998. By encouraging a culture of openness Peterborough United Football Club wants to encourage all staff, volunteers, players and supporters to raise issues, which concern them at work. All personnel involved with the Football Club have the right and duty to raise any matters of concern they may have about the services being offered by Peterborough United Football Club or serious malpractice associated with them.

Staff may be worried that by reporting such issues they will opening themselves up to victimisation or detriment or risking their job security. However, all staff are protected by law if they raise concerns in the right way. Providing that they are acting in good faith, it does not matter if they are mistaken.

Any issue or concern raised will be addressed quickly and effectively. This issue or concern will be dealt with by HR or HCSO and SSM if it is a Safeguarding issue or concern.
Further information can be found in the Clubs whistleblowing policy.

Alternatively, individuals can consult the FA/NSPCC Whistleblowing Helpline on 0800 028 0285 or the police/local authority

Referral Management
Where a concern is raised relating to the behaviour of towards an adult at risk by a member of Club staff there is a need to manage that referral in a swift, appropriate, and confidential manor with the direction and assistance from the Senior Safeguarding Manager and Head of Club Safeguarding Officer.

Allegations against staff and volunteers
The responsibility of responding to concerns, allegations or disclosures in respect of staff and volunteer's rests with the Senior Safeguarding Manager and Head of Club Safeguarding Officer who will pass this information onto the Football Clubs CEO and Human Resources.

A staff members knowledge of a concern, allegation or disclosure place responsibility on the individual member of staff whatever their role. To ensure the correct processes are followed the individual staff member must;

- Report the information to the Head of Club Safeguarding Officer who will report into the SSM or, to a designated Safeguarding Officer who will report it into the CSO who will then report in as above.
- Make a signed, dated and timed recorded of what has been noticed, said and done and hand over to the SSM or CSO.
- Ensure they maintain complete confidentiality.

What is abuse and how to respond

Definitions of poor practice and abuse
Poor practice is unacceptable and will be treated seriously with appropriate actions.

Any behaviour that breaches existing policies, procedures and codes of conducts, oversteps an individuals human rights and or reflects a failure to fulfil the highest standards of care is an indication of poor practice. An adult at risk may not be aware that poor practice or abuse is taking place, as they may deem the behaviour as acceptable.

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What is abuse
Abuse is a violation of an individuals human and civil rights by another person or persons. Abuse may consist of a single act or repeated act. It maybe physical, finical, verbal or psychological or an act of neglect or oversight to act. It may occur when an adult at risk is persuaded to enter into a finical or sexual transaction
to which they have not consented. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Types of abuse and neglect
There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

The care act 2014 identifies the following as an expressive guide and is not intended to be exhaustive list as to the sort of behaviour which could give rise to a safeguarding concern. A full copy of the Clubs abuse policy can be seen within the Clubs safeguarding policy.

Remember, it is not the responsibility of staff (permanent or casual) or volunteers to decide if abuse has taken place, but it is their responsibility to act on many concerns, in accordance with this procedure Always remember Safeguarding is EVERYONE's responsibility.

Signs and indicators of abuse and neglect
Abuse can take place in any context and by all manner of perpetrator.

There are many signs of abuse and indicators that may suggest someone is being abused or neglected, these can be found in the Peterborough United Safeguarding Policy.

The Care Act 2014
The care act came into play in April 2015 and places further obligations upon statutory agencies relating to care and support for adults and the law relating to support for carers, to make provisions about safeguarding adults from abuse and neglect, to make provisions about care standards, to establish and make provision about health education England, to establish and make provision about health research authority, to make provision about integrating care and support with health services and for connected purposes.

1he Mental Capacity Act 2005
The mental capacity act 2005 provides a statutory framework to empower and protect people who may lack capacity to make decisions for themselves and establishes a framework for making decisions on their behalf. This applies whether the decisions are life-changing events or everyday matters. All decisions taken in the safeguarding process must comply with the act.

Definition

Capacity is the ability to make decisions at a particular time. the starting assumption must always be that a person had the capacity to decide, unless it can be established that they lack capacity. The term 'lack capacity' means a person who lacks judgement or understanding to make a particular decision or take a particular action for them at the time when the decision or action needs to be taken.

Consent Issues

If concerns arise consent must be obtained from the individual concerned before a referral is made to adult services or the police. However, if others are at risk of harm the information should be passed to adult services or the police even if consent is not obtained.

Information about the individual should not be given to the family or carers without consent of the individual. If concerns arise and the individual is unable to give consent to information sharing a referral should be made to statutory agencies/ families and or carers should only be informed if this does not place the person concerned at risk of harm/ staff should seek guidance from the SSM or HOS immediately.

What to do if you have a concern or someone raises a concern with you.

- It is not your responsibility to decide whether or not an adult has been abused. It is, however, everyone's responsibility to respond to and report all concerns.
- If you are concerned someone is in immediate danger, contact the police on 999 straight away then notify the HCSO. (where you believe a crime has been committed you must always notify the police, this can also be done by the HCSO)
- Matchdays - safety team (i.e stewards) - When raising your concern please do so through radio communication to the control room who will deploy the Match Day Safeguarding where necessary. (Please be mindful of confidential information handed over through radio communication, where appropriate inform the control operator that you believe it is a safeguarding issue or concern and that minimal information needs to be communicated)
- Matchdays- No safety team, all concern should be raised immediately with the Match Day Safeguarding officer.
- Non-Matchdays – All concerns should be raised through the Clubs online portal MyConcern
- It is always good to seek the adults view on what they would like to happen next and to inform the adult you will be passing the concern onto the HCSO
- It is important you keep the adult informed of any decisions and action taken about them and always consider their needs and wishes

How to respond.

- Remain calm and professional
- Actively listen
- Make a note of your concern

- Make a note of what the person has said using their own words only and as soon as practical upload the concern onto MyConcern (Matchdays verbally through to the control room who will deploy the Match Day Safeguarding Officer where necessary, please be mindful of confidential information handed over through radio communication, where appropriate
  inform the control operator that you believe it is a safeguarding issue or concern and that minimal information needs to be communicated)
- Remember to make it safeguarding personal
- Discuss your safeguarding concerns with the adult, obtain their view of what they would like to happen, but inform them its your duty to pass on your concerns to the HCSO or SSM
- Follow the MyConcern reporting procedure and log as much factual detail as possible
- If the concern is urgent and relates to the immediate safety of the adult at risk then contact the police immediately on 999, then when possible notify the HCSO.

If the concern requires immediate attention, please contact a member of the safeguarding team or should you wish to report to the Head of Club Safeguarding Officer then please do so, should the HCSO be uncontactable please contact the Senior Safeguarding Manager.

If your concern relates to a sexual assault that has taken place within the last 7 days, you must notify the HCSO, SSM at the time you are advised. The COS or SSM will attend you location and the police will be immediately notified. The HCSO or SSM will take over.
If your concern relates to immediate welfare of an adult at risk, call the police immediately on 999.

Prevent and Safeguarding
Safeguarding from radicalisation is no different to protecting from other forms of harm. Staff are not expected to be an expert in identifying signs of radicalisation and extremism but need to be vigilant and ensure that they respond appropriately to any concerns they may have. The same procedures for safeguarding should be followed for radicalisation.

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Safeguarding Adults at Risk 2026-2027

20 Dealing with Concerns in a Football setting at Peterborough United Football Club

