



Manchester City Football Club Safeguarding Policy (UK)



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FOREWORD

Manchester City Football Club is fully committed to ensuring the safety and wellbeing of the many individuals and communities we come in to contact with; it is fundamental to our operation that we provide a positive experience, particularly for children, young people and Adults at Risk.

SafeAtCity is our safeguarding programme designed to help protect from abuse, harassment, bullying and neglect, and to ensure everyone who meets Manchester City has a safe and welcoming experience.

Everyone who has contact with children, young people and Adults at Risk has a responsibility for creating a positive environment in which people can participate and be protected from harm.

SafeAtCity policy provides a clear set of operating standards that our employees apply during all our activities, alongside providing information about different types of abuse, advice on identifying problems, and guidance and procedures for use by those involved in delivering activities related to Manchester City.

Our SafeAtCity programme demonstrates our commitment to safeguarding risk management in sport.

Ferran Soriano

Chief Executive Officer

City Football Group



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1. PURPOSE AND AIMS

The purpose of this policy is to inform all stakeholders of the Club's safeguarding-related requirements and processes. It also presents our standards and expectations to help make sure that every child, young person, and Adult at Risk is safe and protected from harm, resulting from abuse, harassment, or neglect. For the purposes of this policy, Manchester City refers to Manchester City Football Club, Manchester City Women's Football Club and City in the Community.

- 1.1. This policy forms part of the safeguarding framework, known as SafeAtCity, a clear and effective programme of work that is embedded across the Manchester City. Central to this is a collective attitude of 'it could happen here' this policy contains both proactive and protective measures alongside responsive processes for managing any concerns that arise.
- 1.2. This policy will highlight how, together, we can all:
 - 1.2.1. Ensure Manchester City is a positive environment. Safety, welfare, and protection comes first, particularly where children and Adults at Risk are involved
 - 1.2.2. Everyone, regardless of protected characteristics, can enjoy sport, and associated activities of Manchester City, free from abuse and all forms of bullying, harassment, and discrimination
 - 1.2.3. Use the clear pathway and requirement for any individual to report concerns. Every concern is taken seriously
- 1.1. **Everyone who encounters Manchester City has a responsibility to work together to safeguard children, young people, and Adults at Risk.**
- 1.2. The Workforce of Manchester City should also be aware of how to keep themselves and their colleagues safe, maintaining professional boundaries and avoiding behaviour that may be misinterpreted by others.



2. SCOPE

- 2.1 This policy applies to all persons managing, delivering, or engaging with Manchester City activity in all its formats and settings, including our employees, parents / carers and third parties, including commercial partners, licence holders, contractors, consultants and grantees.
- 2.2 The scope of this policy relates to all club and City in the Community activity, regardless of global location
- 2.3 Where Manchester City enters a commercial or contractual relationship with third parties, including commercial partners, licence holders, contractors, consultants and grantees, those organisations and/or individuals are also required to uphold the requirements and principles presented in this policy, found in the Partnerships Safeguarding Manual.
- 2.4 The workforce is required to implement the requirements contained in this policy in conjunction with the Safeguarding Code of Conduct (presented as Appendix 6). This is acknowledged by all workers at the commencement of their employment or deployment.
- 2.5 Below is an extensive list (though not exhaustive) of examples or situations across our operation where workers need to consider the well-being and protection of children and/or Adults at Risk in our care who are:
- i. Involved in academy or associated player development programmes
 - ii. Under the age of 18 and involved in/made the transition to senior squads
 - iii. On trips, tours, overnight stays or living for significant periods of time away from their families in Club-arranged accommodation or residential provision
 - iv. Participants on commercial football school-type programs or similar
 - v. Taking part in City in the Community activities
 - vi. Considered homeless people, people with mental health or health issues, or young offenders taking part in community foundation-based programmes
 - vii. Contacting the club, visiting the stadiums on match days, or visiting for other pre-arranged activities e.g. events, concerts or tours
 - viii. Attending promotional or marketing events either on on-site or off-site locations, including those operated by a third party on behalf of Manchester City
 - ix. Ball assistants, match-day mascots, flag-bearers and other children and young people taking part in match day activities
 - x. Children and young people attending as volunteers or on organised work experience
 - xi. involved or in contact with our eSports programme
 - xii. Vulnerable to bullying or cyber-bullying through their relationship with Manchester City



3. GENERAL PRINCIPLES

- 3.1 Safeguarding practice is at the heart of all our work with children, young people and Adults at Risk.¹ Manchester City has a duty to safeguard and promote the welfare of children, young people and Adults at Risk, and to protect them from abuse or the risk of abuse.
- 3.2 The workforce (see definitions in appendix) has a collective a responsibility to ensure the safety and welfare of all children, young people, and Adults at Risk. This includes taking the appropriate steps set out in this policy where there is suspicion or allegations of abuse or poor practice.
- 3.3 Where appropriate, Manchester City will consult with children and Adults at Risk and their parents or legal guardians to understand their needs, concerns, and wishes so that these may help shape Manchester City policy, procedure, and practice.
- 3.4 The legislation and guidance relevant to this safeguarding policy includes the following: The Children and Social Work Act (2017), The Children Act (1989 and 2004), Working together to safeguard children (2018), No Secrets (2000), The Crime and Disorder Act (1998), The Health and Social Care Act (2008), the Care Act (2014), Sexual Offences Act (2003) Serious Crime Act (2015), Manchester City Councils Safeguarding Partnership, The Football Association and Premier League rules, NSPCC Child Protection in Sport Unit published guidance.
- 3.5 Manchester City is a member of City Football Group (CFG). This means that this policy is aligned with the CFG Group Safeguarding Policy and adopts many of its principles whilst ensuring that local regulation is applied in the relevant settings.
- 3.6 If you work in regulated activity (ie, you are required to do a DBS as part of your role), and you receive a conviction whilst employed, you are obliged to inform the HR team by emailing HRoperations@cityfootball.com as soon as reasonably practicable after the incident. Should you not inform us, this may result in a breach of the Safeguarding Policy which may lead to disciplinary action.
- 3.7 Information, advice, guidance and reporting on Safeguarding matters can be obtained through the Safeguarding Team via safeatcity@mancity.com.

¹ Please see section 4 of this policy for all definitions of terms.



4. ROLES AND RESPONSIBILITIES

Manchester City has several safeguarding roles across the club and City in the Community, with ultimate responsibility sitting with City Football Group's General Counsel. There are dedicated roles within the Academy structure and City in the Community.

- 4.1 As a member of the CFG, Manchester City's safeguarding operation is guided by the Group Safeguarding Strategy and Policy and implemented in accordance with local law and regulation.
- 4.2 The work of the Manchester City safeguarding team is supplemented by the support of several strategically placed safeguarding officers with additional safeguarding responsibilities in addition to their primary role.
- 4.3 The Manchester City safeguarding operation is supported by the Group Head of Safeguarding and the Group's Safeguarding Support Officer, contacted via safeatcity@cityfootball.com.
- 4.4 It is the responsibility of every member of the workforce to ensure that they carry out the requirements of this policy and, at all times, work in a way that will safeguard and promote the welfare of all children and Adults at Risk. This includes:
 - i. The responsibility to provide a safe environment
 - ii. Taking the appropriate steps to ensure any suspicion or allegation of abuse is taken seriously and reported appropriately
- 4.5 The Senior Safeguarding Lead at Manchester City is accountable for ensuring the effectiveness of this policy and our compliance with it.
- 4.6 The duties of the Senior Safeguarding Lead and the Safeguarding Manager are:
 - i. The Safeguarding Policy is in place and reviewed annually, available to the public and has been written in line with statutory and regulatory requirements. All members of the workforce receive a safeguarding induction and are provided with a copy of this policy and the Safeguarding Code of Conduct
 - ii. A senior member of staff is designated to take the lead responsibility for safeguarding
 - iii. All members of the workforce undertake appropriate safeguarding training relevant to their role
 - iv. Procedures are in place for dealing with allegations against members of the workforce who work with children in line with statutory guidance
 - v. Safer recruitment practices are developed and implemented to prevent individuals who may pose a risk to children from having access to children within, or through, the organisation
 - vi. Policies and procedures concerning the referral of cases of suspected abuse and neglect are followed by the workforce



- vii. All members of the workforce can raise concerns about poor or unsafe or uncomfortable practice by others and such concerns are addressed sensitively in accordance with agreed internal procedures
- viii. Liaison will take place with the Designated Officer for the Local Authority (commonly known as 'LADO') in the event of an allegation of abuse being made against a member of the workforce where their role involves working with children. If necessary, the appropriate referrals will be made in accordance with local protocols and timescales.
- ix. Relevant referrals are made within timescales to both the FA and Premier League in accordance with the regulations set out by each organisation
- x. Where a concern relates to City in the Community, referrals are made within timescale to both the Premier League Charitable Fund and the Charity Commission



5. TRAINING AND INDUCTION

- 5.1 When members of the workforce join Manchester City, they are informed of the safeguarding arrangements in place. They are given access to a copy of Manchester City's Safeguarding Policy, presented with the Safeguarding Code of Conduct² and given information on the safeguarding team and procedures for reporting concerns. All members of the workforce are expected to read these key documents
- 5.2 All new members of the workforce will receive safeguarding training during their induction period. This training will vary dependent on the role and interaction with children, young people, and Adults at Risk. Those engaged in Regulated Activity-type³ roles will also be expected to undertake the FA Safeguarding Children Workshop and renew this every three years. Details of the types of training are available in the appendix.
- 5.3 The Safeguarding Code of Conduct is given to members of the workforce during their induction. These are basic requirements of all those involved in the delivery of Manchester City activity. All members of the workforce are expected to carry out their work in accordance. Failure to do so could lead to disciplinary action.
- 5.4 Safeguarding personnel will receive training across wider areas of the safeguarding landscape, including good practice, e-safety, disability, neglect, domestic abuse, gang culture, substance misuse, exploitation, radicalisation, and human trafficking. In turn the safeguarding team will offer support, guidance, and training to members of the workforce who may be faced with issues and concerns through their day-to-day work with children or other vulnerable people.

² As a minimum through the completion of our online safeguarding course. Others not subject to this course will receive the document in person.

³ The legal concept of Regulated Activity relates to those who work in regular or frequent or overnight contact with children. The definitions can be found: <https://www.gov.uk/government/publications/new-disclosure-and-barring-services>



6. PROCEDURES FOR RESPONDING TO CONCERNS

- 6.1 Manchester City adheres to safeguarding procedures that have been agreed with Manchester City Council's Safeguarding Partnership. Manchester City also applies the regulatory safeguarding requirements of the Football Association and the Premier League in relation to the reporting of relevant allegations, complaints, and incidents.
- 6.2 Every member of the workforce at Manchester City is advised to maintain an attitude of 'it could happen here' where safeguarding risk is concerned. When concerned about the welfare of a child or adult, members of the workforce should always act in the best interests of the child or adult at risk and have a responsibility to take action as outlined in this policy (see Appendix 1 - responding to concerns flowchart).
- 6.3 All members of the workforce have a duty to report any concerns that they have that relate to children or Adults at Risk or the behaviour of an adult towards them. These must be reported at the earliest opportunity regardless of how serious or insignificant they may seem, and include incidents, allegations or concerns relating to:
- i. Physical or emotional abuse, harm, or risk of harm
 - ii. Neglect and failure to provide basic care or protection
 - iii. Sexual abuse or harassment
 - iv. Bullying or harassment
 - v. Cyber / online safety and welfare
 - vi. Low level concerns or poor practice
- 6.4 Reports must be made to the safeguarding team using a safeguarding referral form (presented as Appendix 7).
- 6.5 Safeguarding concerns usually fall into one of the following categories:
- i. The behavior of an adult (member of the workforce or otherwise) towards a child or Adult at Risk
 - ii. The behavior of a young person towards other children (including abuse and bullying by peers)
 - iii. Risks identified through recruitment processes (e.g. criminal records information);
 - iv. Risks identified through other regulated processes – such as Health & Safety or medical requirements
 - v. Information about an individual provided by statutory agencies or other relevant organisation
 - vi. Concerns about harm to a child or Adult at Risk that has taken place outside of a Manchester City activity (e.g. at home or school) but identified within a Manchester City activity

For members of the workforce these concerns can apply to both their professional and personal lives and poor conduct in either may affect their position in the workplace.



- 6.6 A referral may be justified by a single safeguarding-type incident, such as an injury or disclosure (see Appendix 6 for support in dealing with disclosures) of abuse. However, concerns may also accumulate over a period and are evidenced by building up a picture of harm; this is particularly true in cases of emotional abuse and neglect. In all instances it is crucial that members of the workforce pass on all concerns in accordance with this policy to allow the relevant authorities to intervene with support at the earliest opportunity.
- 6.7 Individual members of the workforce must report incidents or concerns of malpractice where the law, club policy or protocol has been breached by any member of the workforce. Such reports may be made to the HR department, member of the safeguarding team or a line manager. It is not the responsibility of any individual worker to investigate safeguarding or welfare concerns or determine the viability of any disclosure or allegation. All members of the workforce, however, are expected to have the ability to recognise potential harm or risk resulting from potential abuse or poor practice and have a duty to share those concerns in accordance with the procedures outlined in this policy and the Managing Allegations Policy.
- 6.8 Any member of the safeguarding team can be used as a first point of contact for concerns and queries regarding any safeguarding issue at Manchester City. Any member of the workforce who receives a disclosure of abuse or suspects that a child, or Adult at Risk, is at risk of harm must report it immediately to the safeguarding team.
- 6.9 Following receipt of any information raising concern, the safeguarding team will consider the information received and decide what action to take. All information and actions taken, including the reasons for any decisions made, will be documented.
- 6.10 Where serious concerns are raised and/or a criminal offence may have been committed then the relevant authorities will be informed. Where the Police decide that they will not take any further action, the local authority may still proceed with an investigation in conjunction with Manchester City. The initial role of the Safeguarding team is to pass the information on to the relevant person or agency, in an efficient, timely and confidential manner. Where both the Police and social care services have decided to take no further action, Manchester City may undertake an internal investigation and involve relevant internal stakeholders.
- 6.11 In these instances, a Referral Management Group⁴ should be brought together. Where serious concerns are raised, the Senior Safeguarding Lead must be informed at the earliest opportunity.
- 6.12 If a member of the workforce is removed (or resigns before being removed) from their role as a result of an allegation or investigation conducted under this policy, and the necessary criteria are met, a referral to the Disclosure and Barring Service will be made in conjunction with the appropriate statutory agencies.
- 6.13 The safeguarding team will always respect the right of a child to have their say when a decision that affects them is being taken and will take their views into account, acting in their best

⁴ Details presented in Appendix 4



interests when a decision is made, especially when a child is at risk of harm or may have come to harm. A child's parent will also be consulted, and consent obtained as a matter of course before any action is taken unless this may put the child at increased risk of harm. Where a parent or legal guardian cannot give consent at a point where it may be required, members of the Manchester City workforce will always act in the best interests of the child.

- 6.14 If an adult who may be at risk of abuse has the capacity to consent, then they must have the opportunity to consent before a decision is made that affects them. Manchester City's workforce will assume that an adult has the capacity to consent unless it is established that they lack this capacity.
- 6.15 If at any point there is serious harm, or risk of serious harm, to a child or adult, a Anybody can make this referral. In such circumstances, consent from the individual (or parent/guardian) to act on concerns is not normally required. If a worker decides to take this course of action, they must also inform their line manager and Safeguarding Officer at the earliest opportunity.
- 6.16 Any member of the workforce who does not feel that concerns about a child have been responded to appropriately and in accordance with the procedures outlined in this policy should raise their concerns with the Senior Safeguarding Lead. If any member of the workforce does not feel the situation has been addressed appropriately at this point, they should contact the Local Authority Adult's Services or Children's Services directly with their concerns.
- 6.17 Manchester City also applies the regulatory requirements of the Football Association and Premier League for the reporting of safeguarding concerns where their thresholds are met – these are further detailed in the relevant regulations. Where any concern reaches statutory (Police and child protective services) referral thresholds, the safeguarding team at Manchester City are responsible for referring to the FA and PL within 24 hours.
- 6.18 We recognise that children and adults with special educational needs and disabilities (SEND) can face additional safeguarding challenges. These additional barriers can include:
- i. assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the adult or child's condition or disability not because of harm because of abusive behaviours by another individual.
 - ii. being disproportionately impacted by issues such as bullying without outwardly showing any signs.
 - iii. communication barriers and difficulties in overcoming these barriers; and
 - iv. close relationships and constant presence of carers.
- 6.19 We recognise that safeguarding against radicalisation and extremism is vital and within the scope of this policy. At Manchester City we will ensure that:
- i. through training, the workforce understands what radicalisation and extremism is, why we need to be vigilant and how to respond when concerns arise.
 - ii. the safeguarding team has received relevant training in this area and will act as the point of contact for any concerns relating to radicalisation and extremism; and



- iii. the safeguarding team will make referrals to Adults and/or Children's Services and will represent our organisation at meetings as required.
- 1.2. In any instance where the Club and relevant authority disagree and escalation of concerns are required, the safeguarding team will:
- i. Contact the line manager in Children's or Adult's Services if they consider that the social care response to a referral has not led to the child/adult being adequately safeguarded and follow this up in writing
 - ii. Use the Local Authority Escalation Policy if this does not resolve the concern.



7. CONTEXTUAL CONSIDERATIONS

7.1 This policy considers a child to be someone who is not yet 18 and as such any emotionally dependent, intimate or sexual relationship between a member of the workforce and a child in their care is prohibited and will be subject to disciplinary action (see Relationship of Trust below). A breach of this rule is considered an act of gross misconduct and will result in a referral to the relevant statutory agency i.e. Local Authority Designated Officer, children's services, and Police. Any resulting disciplinary ruling will be applicable across CFG.

7.2 *Relationship of Trust*⁵

As a result of the roles and authority that many members of our workforce hold, they are considered to be in a Relationship of Trust⁶ as provided for in Football Association regulations and in relation to those in their care. This means that where members of the workforce, are in a position of power and influence over children, young people, or Adults at Risk they must not abuse their position for personal advantage or gratification or that of others.

7.3 Manchester City applies the best practice guidance from the English Premier League: "Guidance for Safer Working Practice". Any breach of this policy or those guidelines will be treated very seriously and may result in disciplinary action or referral to statutory agencies.

7.4 *Safeguarding elite athletes*

Manchester City draws elite men, women, boys, and girls into its talent development programme. Athletes in the high-performance pathway face additional vulnerability due to their position in sport. Others may seek to gain advantage (financial or otherwise) or gratification from their talent or enhanced profile through unscrupulous means; some may abuse or coerce them just because they can (eg. via social media). The players themselves will experience the constant pressures of being an elite athlete and as such the workforce must be vigilant of the signs and symptoms of issues such as:

- i. abuse by those in positions of power or influence over the athlete;
- ii. poor mental health;
- iii. homesickness; eating disorders;
- iv. addiction;
- v. self-harm: and
- vi. other conditions that may manifest themselves.

The workforce and those of our partners must put the needs of these children first and always remember that anyone who is not yet 18 is a child first, athlete second. Sexual, physical, and emotional maltreatment is never acceptable on any of our programmes.

⁵ The legal definition of 'Position of Trust' which applies in public/statutory service and not currently in purely sport and leisure settings, can be found here:

<https://www.legislation.gov.uk/ukpga/2003/42/part/1/crossheading/abuse-of-position-of-trust>

⁶ The Regulatory position as provided for with Football Association in England can be found here:

<https://www.thefa.com/football-rules-governance/safeguarding/section-1-footballs-safeguarding-framework>



7.5 *Open-Age Players*

From time to time players who are not yet 18 may either train or play in adult or 'open-age' teams. This may be a temporary or developmental arrangement, or it may be a permanent contractual arrangement. The decision to do this is not taken lightly and will be taken based on the physical and emotional capacity of the player and in conjunction with the players parents. Special consideration will be given to support and monitor the welfare of the players that are placed in these positions and sexual, physical, and emotional maltreatment is never acceptable on any of our programmes.

7.6 *Residential Accommodation, Children Overseas and from Overseas*

Manchester City is, during its activities, required to provide both short- and long-term accommodation for young or vulnerable participants. This may occur in a range of settings and may be arranged by or involve members of the workforce, such as:

Trips and tours involving overnight stays for children or other vulnerable players;

- i. Academy players living in club facilities or in domestic settings with approved host families;
- ii. Young players on trial with Academy teams
- iii. Young players on loan with other football clubs
- iv. Children and/or other vulnerable people participating in commercial football Programme activities (e.g. City Football Schools)
- v. Children and/or other vulnerable people participating in foundation or charitable Programmes or projects, including 'young leaders' and disability teams
- vi. Commercial activities delivered in partnership with third party operators responsible for the provision of accommodation
- vii. Partnership activation activities involving children

7.7 It is vital that wherever such situations arise that the highest level of diligence is provided to the arrangements. Managers must ensure that all applicable legislation, regulation, and good practice is applied to any of the above settings and that any relevant authorities are consulted with throughout the planning and operation of these provisions.

7.8 Where a third party is responsible for making and/or managing accommodation arrangements that relate to any of Manchester City related programmes or projects, it is the responsibility of our workforce (eg. the project lead) to ensure that third party operators maintain our expected standards of care.

7.9 All provisions for children and young people to spend time living away from home such as the provision of house parents and tour accommodation will have their own set of policies and procedures. These will include the considerations for safeguarding throughout the provision and the arrangements for all such settings will be guided and supported by the Manchester City safeguarding team.

7.10 *Manchester City International Considerations*

Manchester City programmes and projects operate across a global footprint and as such the Club takes an international perspective on safeguarding matters. The Club is committed to



ensuring the welfare and protection of participants wherever it operates. Where practical, the workforce, contractors, and licence-holders will apply this safeguarding policy, our safeguarding principles and recognised best practice, to local arrangements. We will also apply, where appropriate, local legislation, regulation and practice and build relationships with those agencies who have local responsibility for children and other vulnerable people.

7.11 *Managing Behaviour*

We want children to enjoy themselves when they are attending our activities. We do however expect children to behave in a way that is appropriate to the age, maturity, and type of activity and in a way that does not harm, endanger or upset others. We understand that some children will also behave in a way that may appear to be outside of social norms and expectations. The Club adopts a positive approach to behavior management and where necessary develops policies that the workforce must apply. Such policies will recognise the following general principles:

- i. every person is different and as such has individual needs;
- ii. participants should be encouraged to help develop their own codes of conduct or have clear and well communicated guidance on expectations;
- iii. behaviour is usually a reflection of:
 - a. how a person is feeling;
 - b. how their life away from Manchester City activity is making them feel;
 - c. and may also be related to an emotional, intellectual or physical condition;
- iv. as such, the workforce should recognise that many other factors can affect behaviour – weather and environment, nutrition, medical conditions, medication and account for these in any action taken;
- v. challenging, aggressive or violent behavior presents risks to the individual and others, and physical intervention with any individual displaying such behavior is only ever a last resort in exceptional circumstances – any response must be reasonable and proportionate;
- vi. members of the workforce must review issues of poor conduct and consider the myriad of reasons that there may be for the behavior prior to taking action;
- vii. training will be provided to members of the workforce who may experience serious or significant challenging behaviour;
- viii. physical punishments must never be used by our workforce, though diffusion and de-escalation techniques may when necessary; and
- ix. all significant incidents should be recorded and passed to their Safeguarding Officer and/or Safety Officer (on match days).

7.12 *Information and Communication Technology*

ICT is used across the Manchester City operations in many and varied ways. The use of ICT will continue to grow and change with new developments in technology and fashion. It is used to communicate across the workforce, as well as with supporters, customers, players, and the media. The Club will:

- i. develop and maintain clear policies on suitable and appropriate use of internet, email,



SMS, and social media.

- ii. expect the workforce to only use Manchester City or CFG issued equipment, emails, and software to communicate with participants.
- iii. mandate that where closed/encrypted groups (such as WhatsApp) are used, a minimum of two members of the workforce must be members of the group and control and monitoring of online activity is the responsibility of a member of the workforce;
- iv. ensure that consent of parents is obtained if the workforce will use SMS, email, or other electronic means of communication with a child for programme-related reasons.
- v. raise awareness amongst young participants (especially youth academy players) regarding safer internet/social media use in respect of their position as participants, players, role models and future professional players.
- vi. raise awareness, through training and internal communications, with the workforce regarding appropriate use of such media and the importance of both professional and personal online activity.
- vii. have a zero-tolerance approach to 'cyber-bullying' (in line with the clubs anti-bullying policy); and
- viii. respond quickly and appropriately to inappropriate use of the internet and social media by participants, those with parental responsibility and members of the workforce.



8. RECORDS AND INFORMATION SHARING

- 8.1 Manchester City takes the matter of data protection and privacy very seriously and particularly the data collected in respect of children or Adults at Risk. Manchester City applies the relevant legislation most noticeably GDPR and the DPA 2018.
- 8.2 Where data is collected (in writing or electronically) relating to children, or children are asked for personal details or other information, we will make every effort to obtain consent for its use from those with parental responsibility, unless the child is old enough to provide valid consent in accordance with GDPR and the DPA. We will seek parental consent if the collection or use of information about a child is likely to result in:
- i. Disclosure of a child's name and address and other sensitive information to a third party, for example as part of an investigation or the terms and conditions of a competition entry, or partnership activation
 - ii. Use of a child's contact details for marketing purposes
 - iii. Publication of a child's image on a website that the public can view;
 - iv. The collection of personal data about third parties, for example where a child is asked to provide information about his or her family members or friends
- 8.3 In exceptional circumstances where a child may be at immediate risk of harm it would not be appropriate to seek consent prior to sharing information, if seeking consent from a parent or carer would increase the risk to that individual.
- 8.4 Manchester City will keep a record of all incidents and concerns reported to its Safeguarding team. Any such reports will be taken seriously, treated with 'respectful uncertainty', and carefully recorded, acted upon where appropriate, and confidentially retained. Records will be regularly reviewed to identify patterns of behaviour that may give rise to concern. All information collected and stored, whether verbal or written, will be treated with the utmost sensitivity, and handled in accordance with local data protection legislation. The Safeguarding team may be required to report or refer these matters to another agency such as the Premier League, Football Association, or local authority.
- 8.5 Any information sharing of safeguarding concerns will be undertaken in accordance with the statutory guidance [Information sharing: advice for practitioners providing safeguarding services \(July 2018\)](#)



9. PHOTOGRAPHY AND VIDEO IMAGERY

Manchester City welcomes photographs and images that celebrate the sport, the values and objectives of the Club, and positive reflections of our operations. We understand however that photography and video imagery and its use can present difficulties, risk, and sensitivity in a range of circumstances.

9.1 During our activities it is foreseeable that a child's image may be captured by appointed photographers in digital photographs and in film (see also Consent below). These images may then be used by Manchester City and the wider Group workforce and contractors in both internal and external media and marketing publications and on-line via websites and social media.

9.2 *Video or Photographs as a Coaching or Management Aid*

The recording of training or match footage is a legitimate coaching aid and as such parents and players should be made aware that this is part of the coaching programme. Similarly photographs of matches or players for management purposes (e.g. ID passes or databases) are regularly taken. Both these types may be covered by data protection law. As such all those responsible for the recording of this footage must:

- i. Adhere to this policy
- ii. Take responsibility for the safe storage and distribution of the images
- iii. Give due consideration to the dignity and protection of the players involved
- iv. Inform parents where there are changes to the planned use of the footage which will lead a wider distribution of the images that originally anticipated

9.3 *Consent*

Where an activity may allow for the capture, and thus use of, a participant's image, the manager responsible must develop appropriate documentation (forms and guidance) and associated processes to allow for the management of parental consent (or participant consent in respect of an Adult at Risk) and ensure that those individuals understand what they are consenting to and why. Advice when preparing consent or waivers, should be sought from legal counsel.

9.4 *Opt Out*

Other than on match/event day, individuals have the right to opt-out (i.e. revoke or not give consent) of being photographed. Our workforce will endeavor to make suitable arrangements to apply any restrictions required whilst also minimising the disruption to normal operations. These arrangements will be agreed in advance with those with parental responsibility for the player or participant. Consent in respect of an Adult at Risk must uphold the dignity of the participant opting out.

9.5 *Storage*

All images, whilst held by Manchester City, will be securely stored on the appropriate Manchester City-issued IT systems and hardware, and remain the property of the club all



times. Where footage is passed to players and parents for training and development purposes this must not be passed on further or published without the written permission of the relevant management staff. Families must be made fully aware of this restriction at the point of distribution.

9.6 *Match Day, Events, Incidental Image Capture & Implied Consent*

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. As such this is included in ground rules or ticket terms and conditions. In any situations where children may be subject to 'incidental image capture' (i.e. they are in the background behind a main subject), where practical they should be informed that they may be on camera and have the opportunity to opt out. Where a person finds that their image or that of their child has been used in these circumstances and they do not wish it to be used then we will endeavor to remove it from circulation where it is practical to do so and where there are reasonable grounds to do so.

9.7 *Parents, Other Children and Other Photographers*

Manchester City recognises that in some circumstance's parents, other family members and friends may wish to take photographs of their children or relatives. Each site will develop clear rules on what is acceptable. Where a member of the workforce or child or parent has a concern about the capture and use of images they should report this immediately to the activity or site manager. With the advent of smart phones with digital cameras and instant connectivity to the internet, the scope for the capture and sharing of images has increased dramatically and as such activity managers should take care to apply the policy firmly, fairly and realistically. In general and for the protection of both participants and workers, the workforce must refrain from:

- i. using own/personal equipment to capture images of participants;
- ii. capturing images in changing rooms or where children are not fully or appropriately clothed;
- iii. capturing images of children who wish not to be in the photograph or whose parent does not wish them to be;
- iv. capturing images where children are more vulnerable – upset, injury, illness;
- v. capturing images that are sexually suggestive or provocative; and
- vi. the inclusion of young or vulnerable participants full names in any captions, kit livery or reports.



10. SAFER RECRUITMENT

- 10.1 At Manchester City we will use the recruitment and selection process to deter and reject unsuitable candidates/volunteers who may have a role in providing services to children and Adults at Risk. This is a collaborative process between the Safeguarding team and Human Resources, details of which can be found in the Safer Recruitment Policy.
- 10.2 We require evidence of original academic certificates where relevant.
- 10.3 We will not accept testimonials and insist on taking up references as part of the recruitment process. We will question the contents of application forms if we are unclear about them. We will undertake Disclosure and Barring Service checks where required to do so and use any other means of ensuring we are recruiting and selecting the most suitable people to work with children, young people and Adults at Risk that receive services from our organisation.
- 10.4 We will ensure that those responsible for recruitment are competent in 'safer recruitment' practices. At all times we will ensure that safer recruitment practices are followed in accordance with our statutory requirements.
- 10.5 We will conduct safer recruitment checks in accordance with statutory and regulatory requirements.
- 10.6 For those members of the workforce who have new or historical cautions, convictions or other items disclosed on their DBS certificate that may raise concerns of a safeguarding nature but not exclude them from being able to undertake their role, a risk assessment will be completed and kept on file and outline any measures or conditions that will be in place to manage such risk.



11. LINKS WITH OTHER POLICIES

11.1 This policy forms part of an overall set of policies and procedures that fall under our safeguarding umbrella. Please see below the additional policies in place that underpin our safeguarding practice:

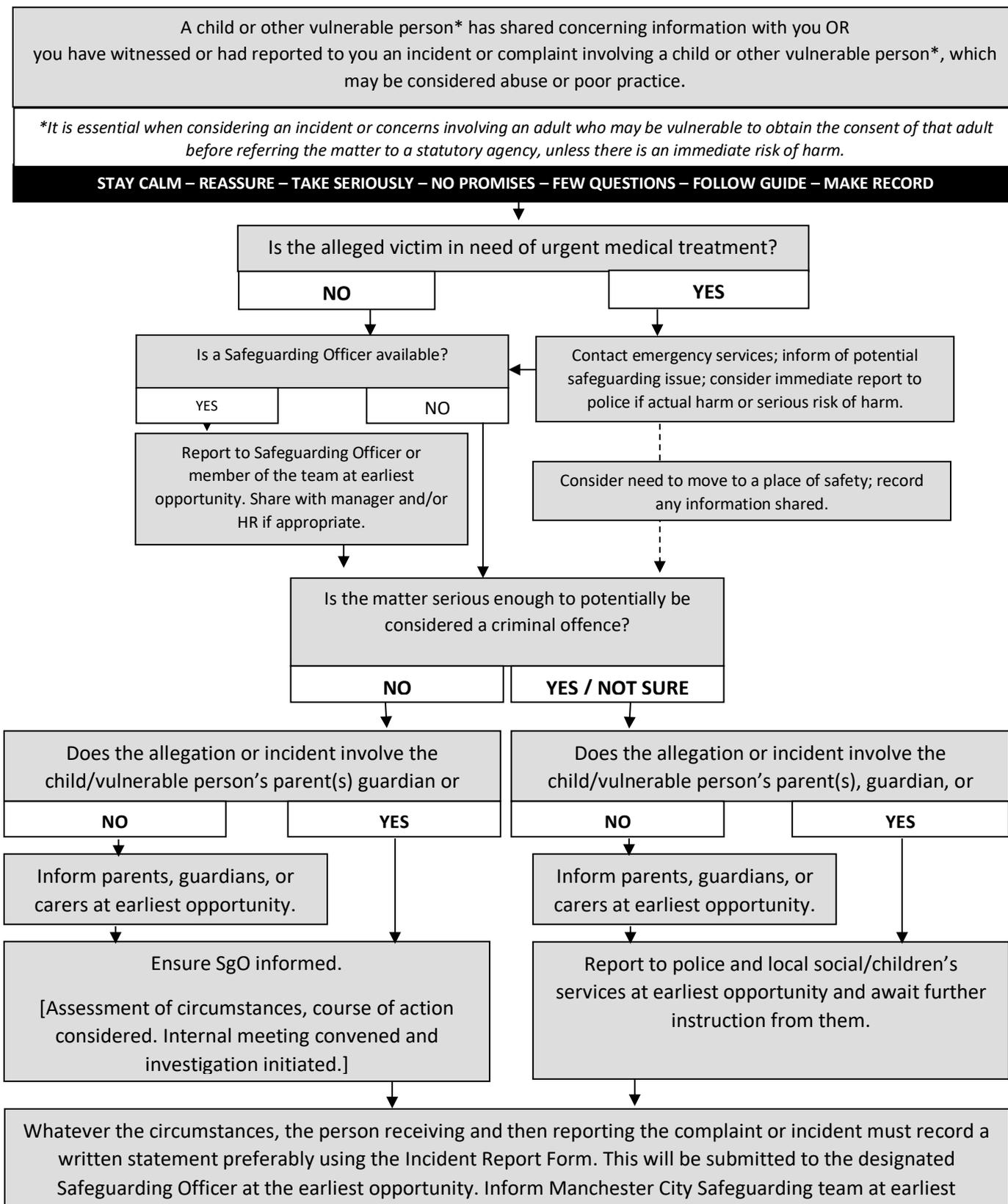
- i. GDPR / Privacy Policy*
- ii. Whistleblowing Policy*
- iii. Safer Recruitment Policy*
- iv. Lone Working Policy*
- v. Safeguarding Code of Conduct*
- vi. Anti-bullying Policy*
- vii. Managing Allegations Policy*
- viii. Social Media Policy*
- ix. ICT Acceptable Use Policy*



Appendix 1: Responding to a Concern, an Incident, or an Allegation.

Responding to a Concern, an Incident, or an Allegation

The flowchart presented below details the **immediate response** to an incident or concern involving a child or other vulnerable person.





Appendix 2: External Contact Details and GM Local Authorities

Greater Manchester Police 999 Emergency telephone number 101 non-emergency number	GB Group Disclosure and Barring Service 0845 251 5000	NSPCC 0808 800 5000
Care Quality Commission 0300 061 6161	The Football Association 0845 210 8080	Charity Commission 0300 066 9197
Ofsted 0300 123 1231	Premier League Safeguarding@premierleague.com	Premier League Charitable Fund safeguarding@plcf.co.uk 0207 864 9000

Children and Young People

Bolton 01204 331 500 Out of hours 01204 337 777	Salford 0161 603 4500 Out of hours 0161 794 8888
Bury 0161 253 5678 Out of hours 0161 253 6606	Stockport 0161 217 6028 Out of hours 0161 718 2118
Manchester 0161 234 5001	Tameside 0161 342 4101 Out of hours 0161 912 2020
Oldham 0161 770 7777 0161 770 6936	Trafford 0161 912 5125 Out of hours 0161 912 2020
Rochdale 0300 303 0440 Out of hours 0300 303 8875	Wigan 01942 828 300 Out of hours 01942 828 777

Adults at Risk

Bolton 01204 337 000 Out of hours 01204 337 7777	Salford 0161 212 4323 Out of hours 0161 794 8888
Bury 0181 253 5151 Out of hours 0161 245 6606	Stockport 0161 217 6029 Out of hours 0161 718 2118
Manchester 0161 234 5001	Tameside 0161 342 2400 Out of hours 0161 912 2020
Oldham 0161 770 1515 Out of hours 0161 770 6936	Trafford 0161 912 5127 Out of hours 0161 912 2020
Rochdale 0300 303 8886 Out of hours 0300 303 8875	Wigan 01942 828 777

Manchester Local Authority Designated Officer (LADO)
0161 234 1214 quality.assurance@manchester.gov.uk



Appendix 3: Abuse and Poor Practice

Children and Abuse

Manchester City along with the wider CFG has adopted the categories of abuse as defined in the International Safeguards and these are neglect, physical abuse, sexual abuse, emotional abuse, and bullying. Manchester City also recognises 'hazing' as a form of abuse; this is a term that originates in the United States but is becoming more widely used.

Manchester City also considers that these categories apply to adults who may have additional vulnerability but a more detailed explanation in respect of adults is presented below. Manchester City also considers financial abuse and fraud as further risks that may apply to our participants.

Neglect

Neglect takes place if an adult with responsibility for the care or supervision of a child fails to meet a child or young person's basic physical needs, e.g. for food, warmth and clothing, or emotional needs such as attention or supervision (and in the care of a parent affection). It occurs if children or young people are left alone or inadequately supervised or where they are exposed to danger, injury, or extreme situations, such as weather conditions.

In Manchester City activities, neglect could occur if children or young people do not have proper supervision, clothing or are allowed or encouraged to play whilst injured. It could occur if a child or young person's needs are disregarded before, during, or after a game or training.

Physical abuse

Physical abuse occurs if people physically hit, burn, poison, shake or in some way hurt or injure children and young people, or fail to prevent these injuries from happening.

In sport, physical abuse could happen where training methods are inappropriate for the developmental age of the child or young person, where they are allowed or forced to play with an injury or where inappropriate drugs or alcohol are offered or accepted. It would clearly happen if a child or young person is hit or physically restrained or manhandled by those supervising the game or training session.

Sexual abuse

Sexual abuse occurs if children or young people are used to meet another person's sexual needs. This includes any form of sexual behaviour with a child or young person (by an adult or another child or young person), the use of sexually explicit language and jokes, inappropriate touching, and exposure to pornographic material.

Sexual abuse can occur in sporting settings and sport participation, by those with mal-intent, may be used as a method to facilitate access to children, facilitate grooming-type practices, and to isolate children from their parents, other workers or other participants.

Child sexual exploitation

Child sexual exploitation (CSE) is a type of sexual abuse. Children in exploitative situations and



relationships receive something such as gifts, money, or affection as a result of performing sexual activities or others performing sexual activities on them.

Children or young people may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed and exploited online.

Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs.

Emotional abuse

Examples of emotional abuse include frequent threatening, taunting or sarcastic behaviour, along with with-holding affection or being extremely over-protective. It includes racist or sexist behaviour and demeaning initiation ceremonies. It can be inflicted by other children and young people as well as by adults. Children and young people who are being abused or bullied in other ways will often also experience emotional abuse.

In sport, coaches or parents emotionally abuse children and young people if they constantly criticise, abuse their power, or impose unrealistic pressure to perform to a high standard. It may also occur if a club allows members to deride people with disabilities or from minority cultures and use derogatory language about them.

Bullying & Hazing

Although anyone can be the target of bullying, children and young people who are perceived as “different” from the majority may be at greater risk of bullying. This includes children and young people from other ethnic groups or children and young people with disabilities. Victims are often shy and sensitive and perhaps anxious or insecure. Bullying can be defined as:

- Physical: hitting, kicking and theft
Verbal: name calling, constant teasing, sarcasm, racist or homophobic taunts and, threats
Emotional: tormenting, mobile text messaging, ridiculing, humiliating and ignoring
Sexual: unwanted physical contact or sexually abusive comments
- Bullying can take place anywhere, but is more likely to take place where there is inadequate supervision. In sport it is more likely to take place in the changing rooms, or on the way to and from the pitch - but can also take place at a training session or in a competition.
- Hazing involves coercing, requiring, forcing or wilfully tolerating any humiliating, unwelcome or dangerous activity that serves as a condition for joining a group or being socially accepted by a group’s members.
- Sport’s competitive nature can create and even support an environment for the bully if individuals and clubs are unaware. The bully in sport can be a parent who pushes too hard, a coach or manager who has a win-at-all costs philosophy; a child or young person intimidating another; or an official who places unfair pressure on a child or young person. The victim is often weaker and less powerful and the outcome is always painful and distressing.

Grooming



Grooming is when someone builds an emotional connection with an individual to gain their trust for the purposes of abuse or exploitation.

Many children or other vulnerable people do not understand that they have been groomed, or that what has happened is abuse. Grooming happens both online and in person. Groomers will hide their true intentions and may spend a long time (this could be years) gaining an individual's trust. They may also try to gain the trust of the whole family so they can be alone with the person for the purpose of committing abusive behaviour.

Grooming activity may include:

- offering advice or understanding
- buying gifts
- giving the child attention
- using their professional position or reputation
- taking them on trips, outings, or holidays
- using secrets and intimidation to control children

Once they have established trust, groomers will exploit the relationship by isolating the individual from friends or family and creating a dependent relationship. They will use any means of power or control to make the individual believe they have no choice but to do what they want.

Groomers may introduce 'secrets' or threats to control or frighten the individual. Sometimes they will blackmail them, or make them feel ashamed or guilty, to stop them telling anyone about the abuse.

Adults and Abuse

Manchester City activities may include adults. In particular adults will be present at match day events, other large scale events and some foundation activities. Staff have a duty to refer any concerns they may have about an individual, group or an adult who works with adults who may be vulnerable or at risk of harm.

The Care Act 2014 provides a useful list of different categories of abuse that adults may be subjected to. These are:

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.
- Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- Psychological abuse – including 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.
- Financial or material abuse – including theft, fraud, internet scamming, coercion in relation



to an adult'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.

- Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude.
- Discriminatory abuse – including forms of harassment, slurs, or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, or religion
- Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home.
- Neglect and acts of omission – including 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
- Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Poor Practice / Low Level Concerns

This occurs in instances where members of the workforce do not uphold the highest standards of care and support when carrying out their duties. Where poor practice is unchallenged and allowed to continue this can become abuse. Poor practice is unacceptable and where highlighted must always be treated seriously and appropriate action be taken.

The CFG Safeguarding Code of Conduct presents a broad list of conduct, both expected and prohibited, which could constitute a concern, some of which may be considered low-level/poor practice.

The Affiliated Football's Safeguarding Children Policy and Procedures provides the following examples of poor practice:⁷

- When insufficient care is taken to avoid injuries (e.g. by excessive training or inappropriate training for the age, maturity, experience, and ability of players)
- Allowing abusive or concerning practices to go unreported (e.g. a coach who ridicules and criticises players who make a mistake during a match)
- Allowing hazing practices to go unreported
- Placing children or young people in potentially compromising and uncomfortable situations with adults (e.g. inappropriate use by a coach of social media with a young player(s))
- Ignoring health and safety guidelines (e.g. allowing young players to set up goal posts unsupervised by adults)
- Failing to adhere to the club's codes of practice (e.g. openly verbally abusing the referee)
- Giving continued and unnecessary preferential treatment to individuals (Please note – this list is not exhaustive)

⁷ As of August 2020, this list is under review and Manchester City recognise that this list fails to recognise a broad range of conduct that would be considered poor practice / low level maltreatment.



Appendix 4: Referral Management Group

The City Football Group requires those in its portfolio or clubs and other businesses to develop clear procedures for the response to concerns reported to the safeguarding team. CFG has also provided extensive guidance for the handling of such matters.

Manchester City has developed its own local policies for the management of reported safeguarding concerns / allegations. The Referral Management Group (RMG) process is one key element of that which draws together relevant stakeholders from across the business to allow for an effective response in these circumstances.

Criteria:

- Where a concern is raised relating to the behaviour of a member of the workforce, there is a need to manage that referral in a swift and confidential manner.
- Serious concern that requires swift and confidential input from across the club.

The RMG will:

- not replace an immediate referral to the emergency or statutory agencies where a potentially criminal offence has taken place;
- not replace, but work in tandem with, the club's staff disciplinary policy;
- meet at the earliest convenience and need not necessarily meet face-to-face;
- comprise a minimum of three people; from
 - Group Head of Safeguarding;
 - Manchester City safeguarding manager and/or officer;
 - line manager;
 - HR representative where a member of permanent staff is involved and/or
 - a member of the club's senior management or appointed deputy.
- Protect the identity of the complainant where requested or appropriate (though this is not always possible for the complete duration of the disciplinary process or where criminal investigation is required);
- Consider the suspension of any member of the workforce (through HR and note any actions taken by the Football Association);
- Appoint an independent investigator, where one maybe required;
- Keep the complainant informed over the progress of the referral unless this may jeopardise the fairness of the process; and
- Record and store in a confidential manner, the details of the matter and any meetings relating to the referral.

The RMG will consider the facts of the concern or allegation and may either:

- refer to HR or line manager, and/or to the clubs disciplinary policy process; and/or
- conduct its own investigation (and where the 'accused' is not permanent staff) using an independent member of staff; and/or
- make an external referral to statutory agencies or regulators (football, charity, medical or other); or
- take no further action.

Where an investigation has taken place and the RMG must consider the evidence presented to them, the burden of proof used to decide on an outcome will be 'balance of probability' (i.e. more than 50% certain) in accordance with civil proceedings



Appendix 5: Responding to a Disclosure

When working with children and young people, all members of the workforce need to be alert to the possibility that safeguarding concerns may arise. A child needs to have someone they can trust to feel able to disclose abuse they may be experiencing. They need to know they will be believed and will get the help they need. Without these things they may be vulnerable to continuing abuse.

You should deal with disclosures of abuse sensitively and professionally. The following approach is suggested as best practice for dealing with these disclosures. The role of any workers having potential abuse, bullying or poor practice, is to pass it on to the appropriate person.

Recognise

Appreciate that you are in receipt of a disclosure. Ensure that you create a space in which the individual disclosing can feel comfortable and safe to explain their concerns.



Respond

- React calmly
- Listen carefully and attentively
- Take the child seriously
- Reassure the child that they have taken the right action in talking to you
- Do not promise to keep anything secret
- Ask questions for clarification only. Do not ask leading questions
- Check back with the child that what you have heard is correct and understood
- Do not express any opinions about the alleged abuser
- Ensure that the child understands the procedures that will follow



Refer

- Contact a member of the safeguarding team
- Where the child is at immediate risk of harm keep them with you until advised otherwise by a member of the safeguarding team, emergency services or the Local Authority.



Record

- Make a written record of the conversation as soon as possible, in as much detail as possible
- Complete a safeguarding referral within 24 hours. This should be sent to a safeatcity@mancity.com or a member of the Safeguarding Team.



Appendix 6: Safeguarding Code of Conduct

Everyone plays a role in safeguarding the welfare and development of children and the protection of other vulnerable people. As an individual responsible for children or other vulnerable people taking part in a City Football Group activity you have a duty to:

- **Ensure that the safety and welfare of all participants is your priority** and ensure that any planning, preparation, delivery, or review reflects this duty, and all actions are in the best interests of those in your care.
- **Treat children and other vulnerable people with respect**, regardless of their gender, ethnic or social background, language, religious or other beliefs, disability, sexual orientation, or other status and encourage them to treat others the same way. Always consider the age, maturity, understanding and emotional condition of participants when working with them.
- **Listen carefully to children and vulnerable people** about their needs, wishes, ideas and concerns and take them seriously.
- **Reward effort as well as performance.**
- **Only use physical contact with participants where necessary.** If contact is necessary, (e.g. for the purposes of coaching or first aid), then explain to the child what the contact is for, and change your approach if he or she appears uncomfortable and conduct this in an open and transparent way.
- **Establish clear codes of conduct for participants and apply disciplinary policies equally and fairly** in respect of poor behaviour. Physical punishment or discipline or use of aggressive physical force of any kind towards any participant in your care is prohibited.
- **Always use language or behaviour towards participants and others that is appropriate** and do not use language or behaviour that is or could be considered harassment, abuse, sexually provocative or demeaning. You are a role model to both participants and other members of the workforce, your appearance, attitude, behaviour, and language has a direct effect on your role.
- **Not supervise or care for others whilst under the influence of alcohol or illegal drugs** or any medication that may impair your ability to ensure a player's welfare.
- **Not appear to favour one child or show interest in one child more than another.**
- **Wherever possible, ensure that more than one member of the workforce is present** when working in the proximity of children or other vulnerable people. It is inappropriate to spend excessive time alone with those children you supervise or care for or to take them to your home.
- **Always maintain professional boundaries in person and online.** Do not engage in physical 'horseplay' with any participants and where possible avoid personal involvement in the activity you are responsible for. Be careful when engaging participants in 'banter' as this can easily be misunderstood. Recognise the danger to self and others when online.
- **Not engage in any form of sexual activity with or involving a child or vulnerable person in your care.** Such activity is prohibited regardless of the legal age of consent and is considered a breach of this Policy.
- **Report any concerns you have over a person in your care or the actions of a member of the workforce.** If you witness or are told about any incident or issue that may put a vulnerable person at risk or harm, or may breach this policy, you have a duty to report it to the appropriate person (and only share the information with those who need to know) This may be your line manager or designated safeguarding officer.

It is everyone's responsibility to uphold this Code. Any breach of the Code is likely to lead to disciplinary action and in some cases a criminal prosecution.



Appendix 7: Definitions

- 1.1 Abuse** is the improper treatment of others. Harm will often be related to or arise from abuse or maltreatment of children, young people, or Adults at Risk. There are several forms of abuse provided for in UK law, many relating to both children and adults: emotional (including bullying, hazing), discriminatory, financial, physical, neglect and sexual (including grooming). Financial abuse is something more usually related to adults but where professional (and future professional) footballers are concerned this is a significant area of risk. The types of abuse recognised by the CFG and Manchester City are detailed in Appendix 3.
- 1.2 Activity** (or activities) refers to any Manchester City and CITC business operation or setting including football matches, events, coaching or education programmes, medical or sports science programme, football tours or other related activities where the Club has a responsibility (both direct or indirect) for the welfare and safety of individuals taking part.
- 1.3 Adult** refers to any person aged 18 and over.
- 1.4 Adult(s) at Risk (previously referred to as vulnerable adults)** - this refers to adults (those who are 18 or over, in most countries) who may have some form of additional vulnerability, including, but not limited to: disability, intellectual vulnerability, mental health conditions, homelessness and drug addiction, and as such may be in receipt of state care and require additional support to participate in Club activity. This may also mean an adult who because of their situation (e.g. an accident, injury, or excess alcohol use) becomes vulnerable whilst in or under our care. The Club recognises that the legal position in respect of adults is complex and any Safeguarding intervention may require the consent of the individual prior to any action being taken.
- 1.5 Capacity** refers to the ability to decide at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity under the [Mental Capacity Act 2005](#).
- 1.6 Child / Children** includes everyone under the age of 18.
- 1.7 Child protection** is the process of protecting individual children identified as either suffering, or likely to suffer, significant harm because of maltreatment, abuse, or neglect. It involves measures and structures designed to prevent and respond to abuse and neglect. Child protection is part of an effective Safeguarding framework and any measures or action would involve intervention from statutory agencies
- 1.8 Consent** is the agreement or permission to do or allow something. Most activities involving children require the consent or approval of the child's parent.



- 1.9 Duty of Care:** Organisations in most countries have a legal duty of care to those who consume its goods or services. At the Manchester City this means our goods and services are governed by laws designed to protect consumers – such as Health and Safety and statutes related to the protection of children. It is our duty as a business to always act in the best interest of individuals and not to act or fail to act in a way that results in harm or risk of harm. It is also about all people being vigilant and reporting any concerns that they have about someone else and those in positions of responsibility taking action to help.
- 1.10 Grantees** refers to other organisations who are funded/grant-aided through the charitable elements of the City Football Group, Manchester City and CITC.
- 1.11 Harm** means injury, loss or damage or the impairment of health or development of an individual by action or omission in respect of another (such as abuse or maltreatment). Harm may be physical, intellectual, emotional, social, or developmental and for the purpose of this Policy it may also mean the *threat* or *risk* of harm.
- 1.12 Parental Responsibility (PR)** refers to those individuals with legal responsibility for a specific child. Where consent is required in respect of a child taking part in Manchester City related activities, or reporting a concern, we will take all reasonable steps to identify the person(s) with legal PR for that child. Where identifying PR is complex or disputed (not all parents have PR and not all people with PR are parents), we will also encourage all relevant information to be shared amongst all individuals involved in the care of that child by those with PR.
- 1.13 Participant(s)** refers to any person who takes part in an Manchester City-related activity and may include (but not limited to) being a spectator or a player at a match or event, taking part in a sport coaching or educational activity, engaging with the club through social media, or being part of a junior membership scheme. Further detail is presented in 2.4.
- 1.14 Partners(s) or Partnership** refers to any organisation or commercial relationship. linked by legally binding agreement to the Club (or this may be the City Football Group) and may include sponsors, commercial partners, or contractors.
- 1.15 Regulated activity** refers to certain roles that involve working with children or vulnerable adults, such as teaching and providing care. Anyone who is on the Disclosure and Barring Service (DBS) barred lists cannot work in these roles.
- 1.16 Safeguarding** is a term used in the UK and is a shortening of the phrase ‘safeguarding and promoting the welfare of children and adults’ and refers to:
- i. protecting children, young people and Adults at Risk from harm resulting from abuse, neglect, harassment, or maltreatment.
 - ii. ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
 - iii. taking action to enable all children, young people, and Adults at Risk to have the best outcomes.



1.17 Stakeholder is a term used to refer to any persons who have an interest or involvement in the activity and or the delivery of the activity or the welfare of those taking part in the activity. This may include (but not exhaustively): participants, workers, managers, partners, parents and family members, supporters, those who engage through social media channels, statutory agents, and regulatory agents. These may vary from setting to setting.

1.18 Workforce (Worker) refers to any person, employed or deployed, by managers to work in a paid or voluntary capacity on a Manchester City activity (or Group activity linked to the Club). Such individuals may be full or part-time, permanent or fixed term staff employed directly by Manchester City; they may be deployed by the Club on a temporary or casual basis; or they may be volunteers deployed by management; they may be deployed via a third party contractor, grantee, licence holder, or partner.

Workforce	Mandated Training Requirements (either by FA/PL regulation or Manchester City Policy)	Safeguarding Professional Development ⁸
All permanent members of the Manchester City workforce	<ul style="list-style-type: none"> In house Safeguarding induction Online Safeguarding Course 	
Members of the workforce in Regulated Activity (including relevant Managers)	<ul style="list-style-type: none"> FA Safeguarding course 	<ul style="list-style-type: none"> Bespoke and role specific bitesize safeguarding training
Managers		<ul style="list-style-type: none"> Safeguarding for managers Safer recruitment
Board / Leadership Team		<ul style="list-style-type: none"> Corporate Responsibility & Safeguarding Awareness
Safeguarding Officers	<ul style="list-style-type: none"> Local authority Introduction to Safeguarding Children and Young People FA Safeguarding course 	<ul style="list-style-type: none"> 1-2-1 support Engagement with Premier League safeguarding support Ongoing CPD opportunities from outside agencies
Safeguarding Managers	<ul style="list-style-type: none"> Local authority Introduction to Safeguarding Children and Young People FA Safeguarding course 	<ul style="list-style-type: none"> Harvard University – Child Rights online diploma Engagement with Premier League safeguarding support Ongoing CPD opportunities from outside agencies

⁸ As at August 2020 the CPD programme is in development and implementation is phased during 20/21



Appendix 8: Safeguarding referral form

City Football Group: Safeguarding Referral Form

Required for any reported incident where a child or vulnerable adult may be subject to harm or risk of harm from the action(s) or omission(s) of another person or persons (adult or other child).

Please email to safeatcity@cityfootball.com For further advice please contact your nearest safeguarding officer.

Is the risk of harm immediate or serious? If so, you may need to contact the Police at the earliest opportunity.

Risk Assessment – Referrer to complete (High, Medium, Low, No) How would you classify this concern? <i>Please see over for guidance.....</i> Safeguarding Manager/Officer assessment Final assessment if different	Enter High/Medium/Low/No in this box
	SgM/O to enter High/Medium/Low/No in this box

Safeguarding Team use only:	Yes / No / tbc	Decision log / commentary
External Referral Checklist (for consideration)		
Police		
Social Services		
LADO		
FA/PL/ Charity Commission		

Referrer to complete	
Date of Referral	
CFG Club or Company	
Department	
Person Referring (you)	
Contact Details (your)	
Date of Incident	
Location of Incident /concern raised	
Name(s) of Child, Children or Vulnerable Adult(s)	
Child or Vulnerable adult?	
Date(s) of Birth	



<i>Ethnicity</i>	
<i>Disability</i>	
<i>Gender</i>	
<i>Contact Details</i> <i>(parents if refers to a child)</i>	
Person(s) alleged to have caused harm or risk of harm	
<i>Employee?</i>	<i>Enter Yes or No</i>
<i>Role</i>	
<i>Relationship to victim(s)</i>	
<i>Contact details</i>	
Details of incident or concern <i>Please give outline of the concern – what, who where, when – detail as much as you feel is necessary; please stick to the facts.</i>	
What type of concern would you call this? <i>Neglect, Physical Abuse, Emotional Abuse, Sexual Abuse, Bullying, Financial, Grooming, Mental Health, Poor Practice</i>	
Have you or anyone else done anything in relation to this incident of concern <i>[eg. Contacting the police, reported to your manager, kept evidence etc]</i>	
Do you hold any evidence relevant to this matter? If so, what? <i>[please attach any valuable evidence as appendix]</i>	
Does the child or vulnerable adult know that you have made this referral?	

Thank you.

We all work together, across the City Football Group, to help keep children and vulnerable adults safe. Where anyone has a concern, it is important to pass it on as soon as you can and as honestly as you can.



Colour	Risk Level	Criteria and examples	Immediate action
	High	Serious harm or risk of harm to a child or vulnerable adult, likely or actual criminal activity and clear abuse of a child or vulnerable adult perpetrated by an adult or someone in a position of trust or potentially a member of the workforce who has perpetrated a crime outside of the business activity. Fits into one or more categories of abuse: Physical, Sexual, Emotional or Neglect; risk of serious reputational harm to the business. Will require the involvement of statutory agencies. Any matter of a sexual nature is usually categorised as High. Matters referred in by the police will almost certainly be High.	Notify statutory agencies if legal duty requires it. Notify Senior Management & Board. Notify Chief Comms. Notify FA or PL if appropriate.
	Medium	Potentially serious matters, that relate directly to categories of abuse but may also include serious bullying type behaviour. Has the potential to be criminal but may include regulatory breaches under governing body regulations (eg sport position of trust); likely to have risk of reputational damage and media interest. Risk of significant but not necessarily serious harm. Near misses. May require consultation with statutory agencies but they decide on NFA. May include some sexual matters but unlikely to be criminal (eg underage consensual between two children). Likely to require FA/PL referral or at least consideration of such. might require ongoing support / counselling organised by CFG.	Consider Statutory agencies. Notify Senior Management & Comms. Consider FA / PL notification.
	Low	Low level mildly-abusive type behaviour or bullying that may be one off or accidental or non-malicious. Little risk of harm or actual harm to a child. Still requires safeguarding or other involvement but lacks the seriousness to involve any external agencies. May not have drawn a direct complaint but has been referred out of a low level concern. Internal disciplinary matter. Breach of club or CFG protocol. Remains a slight chance of reputational risk.	Consider notify senior management and comms if there are newsworthy elements.
	No	Minor concern that represents no risk of harm to anyone or no reputational risk to the business. Quickly dismissed or dealt with. Mistaken concerns or confusion over an issue. Matters that do not fit into a safeguarding framework but involve a child. No chance of reputational risk.	Share decision back and instruct on minor actions or no action.