



CARSHALTON ATHLETIC FC

Matchday Safeguarding Procedure

Procedure to cover all home match days held at:

Carshalton Athletic Football Club
War Memorial Sports Ground
Colston Avenue
Carshalton
SM5 2PW

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Matchday Safeguarding Procedure

Purpose of the plan: Introduction and approach

The Safeguarding plan applies to all match day home games and summarises the arrangements specifically relating to safeguarding. The purpose is to ensure that effective processes and procedures are agreed and implemented in order to safeguard all those involved in the match day events, whether as staff, participant, spectator or player. It is important to have procedures in place to ensure there is a clear, effective and consistent response for dealing with concerns of possible abuse and harm to children and adults at risk. This plan applies to the Safeguarding of children (U18's) and adults at risk. In an event environment it is recognised it may not be immediately apparent whether older teenagers may be aged U18 and are therefore a child or whether an adult, has care and support needs and may be handling the incident or concern and should seek advice where required from the club safeguarding representatives (details in the next section).

Safeguarding is everyone's responsibility - we must all play our part

Safeguarding roles – Contact details

Vicky Mannooch - Safeguarding Champion

Board Member with Safeguarding Responsibility

vickymannooch@carshaltonathletic.academy

Sarah Collett - Club Welfare & Safeguarding Officer (Adult Teams)

safeguarding@carshaltonathletic.com

mob: 07501 690247

Charlene Murphy - Club Welfare & Safeguarding Officer (Youth Teams)

cafcwelfare@gmail.com

mob: 07398 158289

Matchday Contacts

Andrew Rickman - Matchday Manager

andy@carshaltonathletic.com

Mob: 07493 887751

David Geddes - General Manager

davidgeddes@carshaltonathletic.com

Mob: 07736 387400



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Stadium & Spectators

Stadium Activity – Including child involvement

The home fixtures will be held at Colston Avenue and will involve men's, women's adult first teams and Academy teams.

Spectator demographic will be widespread but may include organised groups e.g. schools and grassroots clubs. Such groups must follow their own safeguarding procedures and ensure that they have adequate numbers of adults as supervisors / chaperones and arrangements in place to manage the group.

There is potential for incidents occurring inside and outside the stadium to which Safety Officers / Stewards are alerted. In the event of ANY safeguarding concerns arising from such issues, the Match Day Manager (Andrew Rickman) should be contacted to advise on next steps. This may also include situations where an adult is ejected from the stadium but has responsibility for under 18s within their party. Stewards should inform the Match Day Manager of the incident, via their supervisor, who will inform the relevant Safeguarding / Welfare Officers.

Team activity

U18 players selected for the fixture remain the responsibility of the club and will first and foremost be safeguarded under the specific safeguarding policies, including codes of conduct and behaviour expectations. These are detailed in the club's guidelines.



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Child Matchday Mascots

Children will be with a parent, supervised and guided by a Team Manager and Matchday Manager or General Manager.

The Matchday Managers will have spoken to the team manager / parents of mascots in advance of the event to check any additional needs of the child.

Known medical conditions will also be identified in advance and the mascot will be cared for accordingly.

Arrival/Departure & Changing Arrangements

The mascots will be met at the players tunnel by the Matchday Manager, if they have a kit they will arrive in their kit.

The children will be escorted down the tunnel with the Matchday Manager and will then go on to the pitch with the players. Following this, they will meet their parents at the pitch gate by the tunnel.

During and after the match, the club mascots should follow procedures alongside other fans and as directed by stadium staff.

Club Mascots

The Club Mascots have their own club guidance, which will be followed at all times.



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Roles & Responsibilities

Club Matchday Safeguarding Lead

The Club Matchday Manager will be present during the match, to ensure safeguarding responsibilities are understood and managed.

The Club Matchday Manager will be present in the stadium and will liaise with the Club Welfare & Safeguarding Leads, General Manager, Ground staff, Physio, Police, Ambulance Service and Fire Service to ensure safeguarding concerns are responded to by the most appropriate person / agency.

Club Matchday Safeguarding

The Club Welfare and Safeguarding Leads will support staff in the process of recognising, responding to and recording safeguarding incidents, receive reports of safeguarding concerns and disclosures and ensure these are recorded in line with the Club Safeguarding Processes. The incident report can be seen below in Appendix A.

The Matchday Manager will liaise with and take immediate advice from the club Welfare and Safeguarding Leads who will manage all immediate external referrals where necessary. Liaise with the Welfare and Safeguarding Officers regarding any ongoing safeguarding matters.

The Matchday Manager, upon advice from Club Welfare and Safeguarding Leads will provide guidance to staff to ensure the immediate well-being of any potential victim/s.

Specialists (police, medical)

The Matchday Manager will consult with Club Welfare and Safeguarding Lead to agree appropriate responses to report of possible safeguarding incidents / concerns.

Venue Stewards

First response to recognise and respond to safeguarding incidents and concerns. Stewards are available during the event and will be 'first responders' in the case of a safeguarding concern.

All stewards will have the relevant DBS check, completed by the club.



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Matchday Safeguarding Procedure

Venue Reporting Structure

A safeguarding concern is identified or reported to a venue steward.



The Steward should inform the Matchday Manager of the incident.



Concern reported by Matchday Manager, using contact details above, to the Club



Matchday Safeguarding Lead who will determine the appropriate response and ensure the concern is recorded.

Managing Safeguarding Concerns & Incidents - Including Third Party Organisations and External Medical Support

Remember – IT IS NOT the responsibility of Staff to decide if abuse has taken place, but IT IS everybody's responsibility to act on any concerns.

If the victim is in need of urgent medical treatment, the person raising the concern needs to contact the medical team or emergency services immediately – not the Club Head of Safeguarding.

The medical team or emergency services should be advised that there is a potential Safeguarding issue. Club Matchday Safeguarding Lead should then be informed by the medical team or Matchday Manager.

Note: whilst external medical providers will have their own safeguarding policies it is important that they also comply with the safeguarding plan and ensure the Club Safeguarding personnel are informed of a safeguarding concern.



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Searching of Under 18's (U18's)

Stewards should always identify themselves and provide proof that they are an authorised event steward for this event.

Good practice is to have two stewards present for the search, who should both give their name and job title.

No searching at all to be carried out on children Under the age of 14, unless there is reason to believe they are a danger to themselves or other people. If this is the case, decisions will be made by the Matchday Manager & Club Officials and with the adult who has accompanied them to the game.

Those aged between 17 and 14 will only be searched if there is a reason to. Stewards should not need to touch the child during the search unless absolutely necessary. If felt necessary, this will be supported by the Matchday Club Officials and Matchday Manager. The Club Welfare & Safeguarding Leads will be informed. There will also be a request for CCTV.

The club procedure is to guide the child or young person to demonstrate that they are not carrying / hiding any dangerous or prohibited items. Staff should be explaining to any U18 why they are being searched and should always ask their permission, if they are with an adult then always ask permission of the adult. Always ask the child beforehand if they are carrying anything dangerous or prohibited.

Staff should only search those the same gender as themselves.

Stewards step by step procedure is as follows:

1. Explain the reason for the search
2. Ask the child for permission to undertake the search, explain that the person has a right to refuse. If an adult is present with the child, obtain their permission to conduct the search.
3. Ask the child if they are carrying anything which may be dangerous, prohibited or that they plan to use to celebrate during the match.
4. Ask the child if anyone else has asked them to carry anything for them.
5. Explain what they think they may find in the search.
6. Ask the child to empty and turn out their pockets.
7. Ask the child to take off any outer jacket[s] and pass them over to the other steward for searching.
8. Ask the child to turn up their trousers to their knees and roll down their socks.
9. If wearing trousers, ask them to pull out the shirt at the waist and visually ensure there is nothing in the trouser belt area.
10. Request that they replace all clothing before moving on and check they are okay.
11. Only search people of the same gender as themselves.
12. Follow the correct Stadium procedure when finding unauthorised items and explain these procedures to the people involved.
13. Keep people only for as long as necessary.



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Bag Checks

Anyone who is under 18 can have their bags checked at the turnstile. Permission should be sought and children should be asked if they will open their bag for the staff member. If there are any concerns in the content of the bag then the matchday safeguarding officer will be contacted for support.

Lost / Missing Children

Lost and / or missing children / vulnerable persons will be managed by stewards, who will inform the Matchday Manager. Two stewards should stand with the child, to ensure the child's safety. The Matchday Manager will then assist to reunite the child with their parent/ carer.

The Club Welfare & Safeguarding Leads should be notified if the circumstances of an individual being lost and / or missing raise a potential safeguarding concern. For example, if the parent / carer is intoxicated and the child has been lost due to the actions of the parent / carer.



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Challenging Under 16's at Turnstiles

The minimum unaccompanied age for entry to the Ground is 16 years of age. All persons under this age will be required to attend and sit within close proximity (determined at the absolute discretion of the Club) to an adult (aged 18 and over).

On matchday, turnstile operators will challenge any young people who they believe to be under 16 and unsupervised by an adult (over 18). A steward will be placed near the turnstiles to support.

If a child being under 16 is suspected to be entering the ground unsupervised, the turnstile steward will contact the Matchday Manager for assistance. The steward will wait with the young person until assistance arrives.

The Matchday Manager will explain to the young person that they cannot watch the game unsupervised;

Parents / carers will be contacted and asked to come and collect their child and the child will wait with the Matchday Manager or a steward, until collected.

The Matchday Manager will record incidents on a match day log and the safeguarding officer will record on the clubs recording system following the game.

Any stewards around the ground who see young people unsupervised should also be vigilant to under 16's and challenge appropriately.

Banning / Ejecting U18's

The Matchday Manager must be wary of anyone who could be under 18 when ejecting.

Fan being ejected should be asked their age when they are in the ground and if they are under 18 the Matchday Manager and safeguarding officer should be informed. The Matchday Manager and Safeguarding will then make sure U18 is treated fairly and gets home safely. Parents/ Carers may have to pick up their child or may consent to the child returning home on their own.

Discriminatory Language

If stewards hear any discriminatory language, they should report this to the Matchday Manager. Safeguarding officers may be contacted depending on nature of the language used and age of the person using it.



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CAFC Matchday Incident Report

Match Details

Tick Appropriate

Fixture

☐ Pre-Match

Date

☐ During Match

Time of Incident

☐ Post Match

Place of Incident

Incident Details

Action

☐ Fire

☐ Warning

☐ Damage Assault

☐ Ejection

☐ Racism

☐ Banned

☐ Disorderly Conduct

☐ Safeguarding Team Infomed

☐ Object / Missile Thrown

Time / How

☐ Pitch Invasion

☐ Emergency Services Notified

☐ Safeguarding

Info

☐ Other (please state)

Offender Details

Name

DOB

Address

☐ Home Fan

☐ Away Fan

☐ Neutral

Season Ticket Holder: ☐ Yes

☐ No

Incident Report Completed By

Name Position

Carshalton Athletic Football Club

War Memorial Sports Ground, Colston Avenue, Carshalton, Surrey, SM5 2PW