



Safeguarding Policy Pack

Exeter City Supporters' Trust

CONTENTS

1. Policy statement
2. Scope and application
3. Legal and governance framework
4. Roles and responsibilities (Including DSL)
5. Safeguarding procedures
6. Definitions and forms of abuse
7. Reporting process (Including Allegations Against DSL)
8. Devon contact
9. Approval

Appendix 1: Safeguarding reporting form

1. POLICY STATEMENT

The Exeter City Supporters' Trust is fully committed to safeguarding and promoting the welfare of all children, young people, and vulnerable adults who engage with the Trust, its activities, and associated events. We recognise our responsibility to provide a safe, inclusive, and respectful environment where everyone feels protected from harm, abuse, neglect, and exploitation.

We believe that:

- Everyone has the right to feel safe and to be protected from harm, regardless of age, disability, gender, race, religion, sexual orientation, or socio-economic background.
- Safeguarding is everyone's responsibility, and all individuals involved in the Trust have a role to play in preventing abuse and responding to concerns.
- The welfare of children and adults is paramount and takes precedence over all other considerations, including loyalty to individuals or the reputation of the organisation.
- All concerns and allegations of abuse will be taken seriously and responded to appropriately, promptly, and in line with statutory guidance.

2. SCOPE AND APPLICATION

This policy applies to:

- Trustees and Trust Officers
- Volunteers
- Anyone acting on behalf of the Trust

It applies to all Trust activities, including:

- Events and meetings
- Matchday-related activity
- Online and digital engagement

3. LEGAL & GOVERNANCE FRAMEWORK

This policy is informed by UK legislation and statutory guidance:

- Children Act 1989
- Children Act 2004
- Care Act 2014
- Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children 2026
- Care and Support Statutory Guidance which falls under the Care Act 2014
- Information Sharing Advice for Safeguarding Practitioners 2015

The Trust also aligns with safeguarding expectations set by:

- The Football Association (FA)
- The English Football League (EFL)

4. ROLES & RESPONSIBILITIES

4.1 Designated Safeguarding Lead (DSL)

The Trust will appoint a Designated Safeguarding Lead (DSL).

DSL Details (to be completed):

Name: _____

Role: _____

Contact details: _____

Responsibilities:

- Act as the first point of contact for safeguarding concerns.
- Receive reports and act on them accordingly.
- Make referrals to external agencies where necessary (e.g. Devon MASH, police).
- Maintain secure and accurate records.
- Liaise with safeguarding partners and Exeter City Football Club where appropriate.
- Ensure safeguarding procedures are followed.

4.2 Deputy DSL (Recommended)

Name: _____

Contact: _____

Acts in the absence of the DSL.

4.3 Trustees, Trust Officers and volunteers

Ensure safeguarding arrangements are in place.

Provide oversight and accountability.

Review safeguarding performance.

Follow this policy.

Report concerns immediately.

Maintain appropriate boundaries.

5. SAFEGUARDING PROCEDURES

All concerns must be reported immediately.

No individual should investigate concerns themselves.

Accurate records must be kept.

Referrals must follow Devon safeguarding procedures.

The Trust will work collaboratively with:

- Exeter City Football Club
- Local safeguarding authorities
- Police and statutory services

6. DEFINITIONS & FORMS OF ABUSE

Definitions are based on:

Working Together to Safeguard Children 2026.

Care and Support Statutory Guidance issued under the Care Act 2014.

6.1 Physical Abuse

Physical abuse is **the deliberate use of physical force against a child or adult at risk that results in, or has the potential to result in, harm, injury, or suffering.**

Examples of Physical Abuse include:

- Hitting, slapping, punching, or kicking.
- Shaking, throwing, or burning.
- Poisoning or misuse of medication.
- Suffocating or drowning.
- Fabricating or inducing illness (sometimes referred to as Fabricated or Induced Illness).
- Inappropriate or unlawful use of restraint.
- Forcing someone to undertake excessive physical activity or training.

6.2 Emotional / Psychological Abuse

Emotional abuse is the persistent emotional maltreatment of a person that adversely affects their emotional development, wellbeing, or sense of self-worth.

Examples:

- Bullying, intimidation, or humiliation.
- Constant criticism or shouting.
- Threats, coercion, or controlling behaviour.
- Isolation or exclusion.
- Cyberbullying or online harassment.

6.3 Sexual Abuse

Sexual abuse involves **forcing or enticing a person to take part in sexual activities, whether or not they are aware of what is happening.**

Examples:

- Sexual assault or rape.
- Inappropriate touching.
- Grooming (including online grooming).
- Making or sharing sexual images (e.g. Child Sexual Exploitation or indecent images).
- Sexual harassment or exploitation.

6.4 Neglect

Neglect is **the ongoing failure to meet a person's basic physical and/or psychological needs**, likely to result in harm.

Examples:

- Failure to provide adequate food, clothing, or shelter.
- Lack of supervision or safe care.
- Ignoring medical needs or treatment.
- Failure to protect someone from harm or danger.

6.5 Financial Abuse (Adults)

Financial abuse is **the improper use, control, or exploitation of a person's money, property, or resources.**

Examples:

- Theft or fraud.
- Pressure to pay money or give possessions.
- Misuse of funds or benefits.
- Exploiting someone for financial gain.

6.6 Discriminatory Abuse

Discriminatory abuse is **harassment, mistreatment, or unequal treatment based on personal characteristics.**

Examples:

- Racism, sexism, or homophobia.
- Disability discrimination.
- Religious or cultural abuse.
- Hate crimes or slurs.

6.7 Organisational Abuse

This occurs when **poor practices, policies, or cultures within an organisation lead to harm or neglect.**

Examples:

- Lack of safeguarding procedures.
- Poor staff training or oversight.
- Ignoring concerns or complaints.
- Unsafe environments.

6.8 Self-Neglect (Adults)

Self-neglect is **a person's inability or unwillingness to care for their own basic needs**, which may put them at risk of harm.

Examples:

- Poor hygiene or living conditions.
- Not seeking medical care.
- Hoarding behaviours.

6.9 Domestic Abuse

Domestic abuse is **any incident or pattern of controlling, coercive, threatening, or violent behaviour between individuals in a personal relationship**.

Examples:

- Physical violence.
- Emotional or psychological control.
- Financial control.
- Coercive or threatening behaviour.

6.10 Modern Slavery and Exploitation

This involves **the recruitment, movement, or harbouring of individuals for exploitation**.

Examples:

- Forced labour.
- Human trafficking.
- Debt bondage.

6.11 Additional Safeguarding Risks

Relevant to football and community environments (list not exhaustive):

- Online abuse and grooming.
- Peer-on-peer abuse.
- Radicalisation.
- Exploitation during travel or events.

7. REPORTING PROCESS

7.1 Immediate danger

Call 999 immediately.

7.2 Standard reporting procedure

Report to the DSL immediately.

Record factual details.

Do not investigate.

Maintain confidentiality.

7.3 If the concern involves the DSL

If a safeguarding concern or allegation involves the DSL:

- Report directly to the Chair of Trustees (or another senior trustee).
- If the Chair is implicated, report to another independent trustee.

Alternatively, contact:

Devon MASH for concerns about a child and Devon County Council Adult Care Safeguarding Team – see page 10.

Police (if appropriate)

The concern **must not be** reported to the DSL if they are the subject of the allegation.

7.4 DSL Actions

The DSL (or alternative reporting route) will:

Assess the concern

- Make referrals to Devon MASH or Devon County Council Adult Care Safeguarding Team.
- Contact police if required.
- Maintain records.

8. Safeguarding Contacts – Devon

Children (Under 18).

Primary Referral Route

Devon Multi-Agency Safeguarding Hub

Telephone: 0345 155 1071

Email: mashsecure@devon.gov.uk

Hours: Monday–Friday (office hours)

Out of Hours

Devon Emergency Duty Service

Telephone: 0345 600 0388

Guidance / Oversight

Devon Safeguarding Children Partnership

Adults at risk (18+)

Primary Referral Route

Devon County Council Adult Care Safeguarding

Telephone: 0345 155 1007

Email: csc.caredirect@devon.gov.uk

Out of Hours

Devon Emergency Duty Service

Telephone: 0345 600 0388

Police (Both Children & Adults)

Emergency: 999

Non-emergency: 101

9. APPROVAL

Approved by the Board of Trustees Exeter City Supporters' Trust

Appendix 1

Safeguarding Concern / Incident Report Template

NOTES:

- The form is designed to capture information and does not detail subsequent or associated actions that may be required.
- The nature of the issue raised or being reported may necessitate differing follow-up protocols.
- A report form such as this should contribute to, and be an integral part of, the safeguarding policy and a robust protocol for reporting, responding to and learning from incidents and concerns.

Safeguarding incident or concern: Template report form

This form is designed to report any safeguarding incidents or concerns. It should be completed by the person who has been disclosed to, who witnessed the incident, was most directly involved or who provided first aid if relevant. Once completed it must be submitted as per the organisation’s reporting protocols.

REFERENCE NUMBER

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Details of child, young person or adult at risk:

Parents/carers details if applicable:

Name:	Address:
Contact number:	Email address:
Have parents/carers been notified of the incident?: Yes / No	If yes, please provide details:

Details of reportee:

Are you reporting your own concerns or responding to concerns raised by someone else?		☐
Reporting my own concerns		
Responding to someone else's concerns		☐
If responding to someone else's concerns, please provide their details below:		
Name:		
Relationship to child, young person or adult at risk:		
Email address:		
Contact number:		

Incident Details:

Date/ Time:	Group name (if applicable):
Location of incident:	

Details of any witnesses:

Name(s): <i>(Consider anonymising where this will not negatively impact the ability to take immediate response actions)</i>	Relationship to child, young person or adult at risk:	Contact details:
Details of any persons involved in the incident or alleged to have caused the incident, injury or presenting risk:		
		Contact details:

Name(s): *(Consider anonymising where this will not negatively impact the ability to take immediate response actions)*

Relationship to child, young person or adult at risk:

Outcome of incident & immediate actions taken: (tick box where relevant)

Ambulance required? ☐

Name of hospital / medical facility attended if applicable:

Police/fire/rescue services attended? ☐

Notes:

First aid treatment provided: and by whom

Medication given:

Any resulting change of plans or disruption to the programme, if applicable:		
	Disciplinary procedures enacted:	Were any immediate changes to risk management procedures made?
Signed By Author:	Name:	Date:

Reporting to the Designated Safeguarding Lead (DSL) section: *(to be completed by DSL)*

Date & time DSL notified of incident/concern:
Date & time this form passed on to DSL (if different from above):
DSL comments: <i>(actions taken / referral made / initial lessons learned / follow-up actions required):</i>

Signed By DSL:	Name:	Date:
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For Office Use Only:

Follow-up action required:		
Action:	Due date:	Whom responsible: