

Community Foundation Policies



COMMUNITY FOUNDATION

Introduction

Cardiff City FC Community Foundation accepts its responsibilities in helping to make football a safer place for everyone involved and regardless of how they engage with the organisation. CCFC Community Foundation have a duty of care to every person that participates in our activities.

To ensure that the Community Foundation meets that duty and as part of a proactive, integrated and consistent approach to safeguarding - the organisation has developed robust policies, procedures and processes to ensure the protection of children, young people and adults at risk.

Low Level Concerns

A low-level concern is any concern or sense of unease about an adult's suitability to work with children, young people and/or adults at risk and where it does not meet the threshold of either:

- Harm identified in CCFC Community Foundation's Safeguarding policies and procedures
- Referral to CCFC Community Foundation's local authority etc.

Examples of low-level concerns may include but are not limited to:

- Saying something inappropriate
- Being too friendly or crossing boundaries
- Using poor judgement
- Not following Community Foundation safeguarding policies and procedures

Even small things matter. If we ignore small concerns, they could turn into bigger problems at a later stage.

Everyone working with us has a duty to **speak up** if they see something that worries them – even if it seems minor.

You do not need proof - if something doesn't feel right, it's important to report it.

We want to create a culture where it feels safe and normal to raise concerns. This helps us protect children, young people, and adults at risk.

Raising low-level concerns helps us:

- **Support staff** to do the right thing
- **Spot warning signs early**
- **Keep people safe**

Who to tell: If you are concerned, speak to the Designated Safeguarding Officer (DSO) or Senior Safeguarding Manager (SSM). You can also record the concern using our online reporting form here: [Cardiff City FC Foundation | Report a concern](#)

All concerns are taken seriously and dealt with fairly and confidentially.



Complaints

Anyone using our services – children, families or adults – has the right to complain if they feel something is not right. We take complaints seriously and use them to improve our services.

We want to handle all complaints fairly and openly. We will investigate each complaint fully and keep you informed at regular intervals along the way. You will be told what we find out and what we decide to do. We will also keep a clear record of each complaint and how it was resolved.

What you can complain about: Anything related to our service, for example staff behaviour, the service level, buildings or how information is shared. (If a complaint is about a child or adult being harmed, we use our Safeguarding procedures instead.)

How to complain: If you have a problem, try to **talk to someone you trust first** – for example our Designated Safeguarding Officer (DSO) or another member of the Community Foundation

staff team. They will try to sort things out quickly and informally. If that doesn't work or isn't possible, you can follow our formal complaints steps.

Who to contact if informal action isn't sufficient: Put your complaint in writing to the Community Foundation's DSO or if the DSO is the source of the complaint, to the Community Foundation's Senior Safeguarding Manager. All contacts can be found on the Safeguarding page of the Community Foundation's website.



Safeguarding Policies and Procedures

Safeguarding Children

CCFC Community Foundation believes **no child should ever be harmed or abused**. Every child has the right to feel safe and protected. Safeguarding children is everyone's responsibility.

We recognise that the welfare of the child is paramount. We know some children can be more vulnerable (for example, if they have special needs or disability) and we are committed to work in such a way that protects and safeguards them.

We treat all children equally and fairly. No child is excluded because of age, disability, race, belief or anything else. We do not tolerate any form of abuse or discrimination against children.

We have clear policies, procedures and training so staff know how to work safely with children. All staff learn how to spot the signs of abuse and what to do if they are concerned about a child.

Reporting concerns: If you think a child is in danger or being harmed, tell one of our Safeguarding Officers or staff **immediately**. We will follow our safeguarding procedures to keep the child safe. You can also call the police (999) or contact children's social care. For

advice or to report anonymously, you can call the NSPCC Helpline on **0808 800 5000** or Childline on **0800 1111**. You can also report a concern on the Community Foundation's website on the Safeguarding page here: [Cardiff City FC Foundation | Report a concern](#)

Recognise

Respond

Report

Record



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Safeguarding Adults at Risk

We are committed to protecting adults at risk from abuse or neglect. All adults at risk have the right to be safe and free from harm. We will not tolerate the abuse of adults in any form.

We work in a way that promotes the welfare of adults at risk and keeps them safe. Our staff learn about the issues that can harm adults and follow strict guidelines to avoid putting them at risk.

We treat all adults fairly. No matter their background or ability, every adult must have the same protection from abuse. Our services are designed to respect each person's needs and keep them safe.

We have strong safeguarding procedures for adults. Staff are trained on how to recognise signs of abuse and must follow Community Foundation policies to protect adults in our care.

Reporting concerns: If you see or suspect that an adult is being abused or neglected, tell our Safeguarding Officer or member of staff right away. They will know what to do by following our procedures. In an emergency call **999**, or call the police on **101**. You can also contact Adult Social Services (local council) or the NSPCC Helpline (**0808 800 5000**) for advice. You can report a concern on the Community Foundation's website on the Safeguarding page here: [Cardiff City FC Foundation | Report a concern](#)

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