

England Netball Safeguarding Adults at Risk Reporting Procedures

England Netball provides the following guidance for you to follow should you have a concern, or someone raises concerns with you, regarding an adult at risk.

All staff and volunteers have a role and responsibility for the safety and wellbeing of adults. It is not your responsibility to decide whether an adult has been abused. It is however everyone's responsibility to respond to and report concerns.

In particular, you must:

Recognise – Be able to identify abuse and neglect and raise a concern

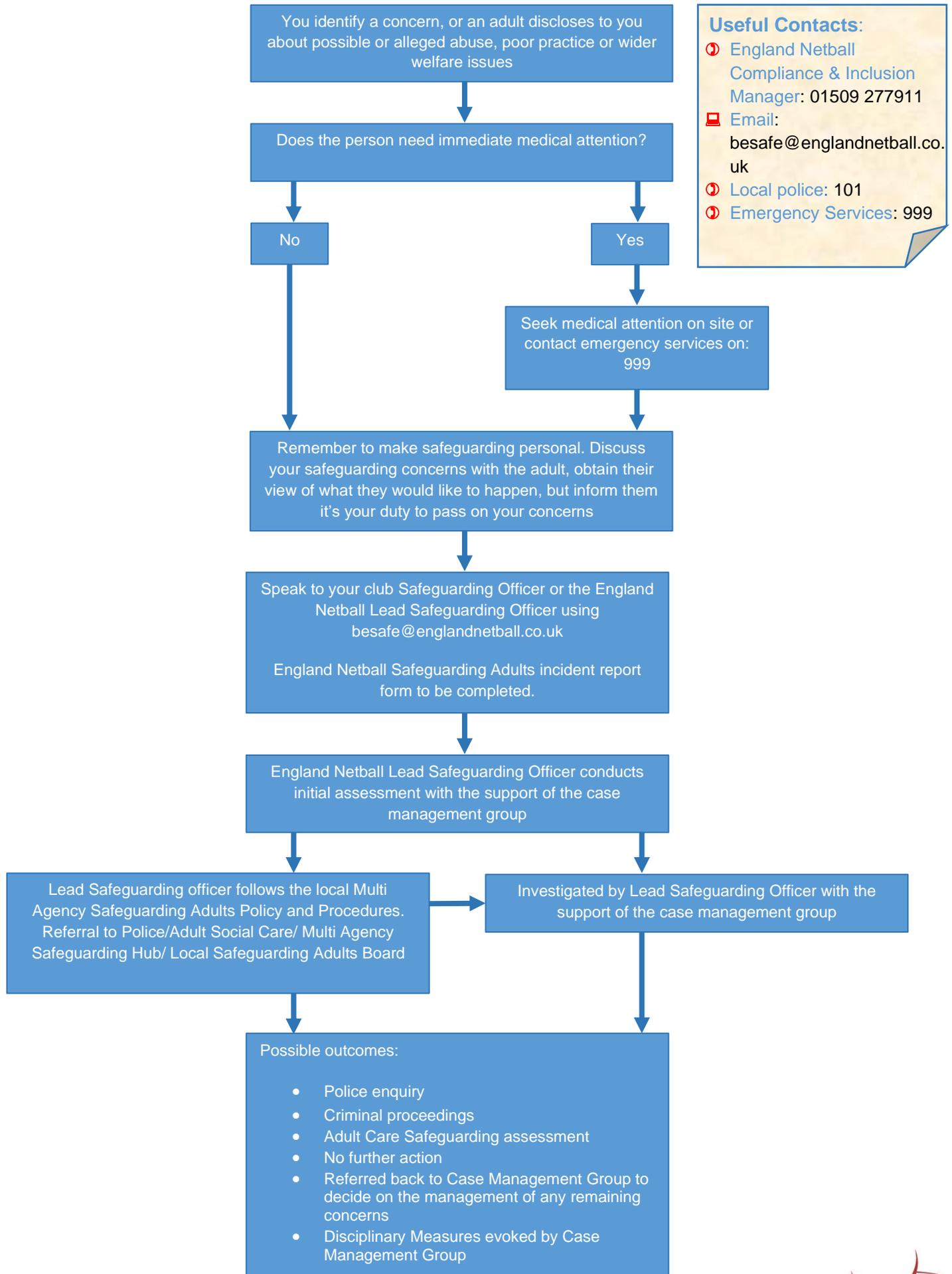
Respond – Reassure the individual, tell them what you will need to do, ask them what they want to happen

Refer – Contact your Safeguarding Lead if either you recognise or suspect abuse and neglect, or you are responding to an allegation from or about an adult at risk

Record – Who, what, where, when – make sure you write down what you see, hear or are told separating fact from fiction. Keep your record safe and maintain confidentiality

Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding adults.

Action Taken when a Concern is raised flow chart



Useful Contacts:

- 📞 England Netball Compliance & Inclusion Manager: 01509 277911
- ✉ Email: besafe@englandnetball.co.uk
- 📞 Local police: 101
- 📞 Emergency Services: 999

Recognise

What should I be recognising?

- General concerns about an adult's welfare
- Concerns relating to a safeguarding incident e.g. poor practice or abuse.
- Concerns, suspicions, or allegations of misconduct
- Code of conduct breach
- Allegations of abuse by or against any adult

If you suspect that an adult at risk may have been the subject of any form of abuse or neglect, the allegation must be referred as soon as possible. Do not start asking leading questions which may jeopardise any formal investigation. A leading question is where you suggest an answer or provide options that only need a 'yes' or 'no' answer, instead of allowing the person to explain things in their own words. An example would be asking 'did X hit you?' instead of 'how did you get that bruise'? Use open questions such as 'what happened next'? Only ask questions to confirm that you need to refer the matter to someone else. If the person has difficulty communicating, ask them if they would like someone there to assist or interpret, but do not assume that they want their regular carer present.

If you have concerns about an adult, you have a duty to report these to your Safeguarding Lead. You do not need consent to discuss a concern with your Safeguarding Lead. Thinking about making safeguarding personal, it's good practice to have a conversation with the adult and inform them you are concerned and will pass this onto the Safeguarding Lead.

If the concern needs to be referred to Adult Social Care this is when consent from the adult will be obtained. However, you can get advice from Social Care without giving details, don't let the issue of consent get in the way of getting advice

A complaint, concern or allegation may come from a number of sources: the adult at risk, their carers or, someone else within your organisation. It may involve the behaviour of one of your volunteers or employees, or something that has happened to the person outside the sport. Adults at risk may confide in someone they trust, in a place where they feel at ease.

An allegation may range from mild verbal bullying to physical or sexual abuse. If you are concerned that an adult may be being abused, it is NOT your responsibility to investigate further BUT it is your responsibility to act on your concerns.

Types of Abuse and Indicators

People with care and support needs, such as older people or people with disabilities, are more likely to be abused or neglected. They may be seen as an easy target and may be less likely to identify abuse themselves or to report it. People with communication difficulties can be particularly at risk because they may not be able to alert others. Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment. Abusers may try to prevent access to the person they abuse.

This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour or issue which could give rise to a safeguarding concern and help you to identify abuse and recognise possible indicators.

Physical Abuse

Includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition

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.

Possible indicators of sexual abuse

- Bruising, to the thighs and upper arms and marks on the neck
- Unusual difficulty in walking or sitting
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Self-harming
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

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.

Possible indicators of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- The family or others show unusual interest in the assets of the person
- Disparity between the person's living conditions and their financial resources

Neglect

Including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Possible indicators of neglect

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Emotional or Psychological Abuse

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

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.

Possible indicators of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Inability or unwillingness to take medication or treat illness or injury

Modern Slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers

Domestic Abuse

Including psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence. Sport may notice a power imbalance between a participant and a family member.

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Isolation – not seeing friends and family
- Limited access to money

Discriminatory

Discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

- Possible indicators of discriminatory abuse
- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

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. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Possible indicators of organisational abuse

- Lack of flexibility and choice for people using the service

- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Few social, recreational and educational activities
- Unnecessary exposure during bathing or using the toilet

Respond

If you receive a disclosure relating to an adult's welfare or wellbeing the key things you should do are:

- Stay calm – ensure that the person is safe and feels safe
- Avoid showing your emotions if you are upset, disgusted or in disbelief of what you are being told
- Ensure that the adult feels safe and is not in danger
- Not to make assumptions or judgments about what you are being told
- Show and tell the person that you are taking what he/she says seriously
- Reassure the person and stress that he/she is not to blame
- Be careful about physical contact, it may not be what the person wants
- Make a note of what the person has said using their own words as soon as practicable. Complete an Incident Form and submit to the Lead Safeguarding or Welfare Officer
- Be honest, explain that you will have to tell someone else to help stop the alleged abuse
- Remember to make safeguarding personal. Obtain the adults view of what they would like to happen
- Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.
- Be mindful of the need to be confidential at all times, this information must only be shared with your Lead Safeguarding or Welfare Officer and others on a need to know basis.
- If the matter is urgent and relates to the immediate safety of an adult at risk then contact the emergency services immediately.
- Follow your organisation's safeguarding procedures.

You should never:

- Confront the alleged abuser
- Rush into actions that may be inappropriate
- Make promises you cannot keep (eg. you won't tell anyone)
- Ask questions unless you are clarifying information.
- Ask leading question.
- Take sole responsibility, always follow the clubs guidelines, or Enland Netballs British's if the club do not have any. Consult someone else (ideally the designated Lead Safeguarding or Welfare Officer or the person in charge or someone you can trust) so that you can begin to protect the adult at risk and gain support for yourself.

You may be upset about what the person has said or you may worry about the consequences of your actions. However, one thing is certain – you cannot ignore it. Professionals involved in taking decisions about adults at risk must take all of the circumstances into account and act in the individual's best interests. You are not expected to be able to take such decisions.

Refer

It is important to remember that it is not your responsibility to decide whether or not an adult has been abused; this should be left to professionals to consider the information and conduct enquiries. It is however your responsibility to act on any concerns. If you have a concern about an adult at risk within netball you should refer to the flowchart on page 2.

Even if the incident is not related to the sport of netball, you should follow this procedure. This is common practice in sport.

If you are concerned someone is in immediate danger, contact the Local Authority or the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.

All local authority websites will provide a contact number, including an out of hours number. They will want to know contact details for the person.

When you have needed to report matters to the police or Adult Care Services, you should complete the Incident or Concern Report Form, and include the details of who you have reported the matter to, with contact details. This should be sent to the Compliance Manager and copied to the local Club Safeguarding Officer. The Compliance & Inclusion Manager will liaise with the statutory agencies and the Club Safeguarding Officer. You may be asked to provide a full witness statement in order for further action to be taken.

You will not normally hear anything more about the matter. This would be normal practice as naturally all safeguarding matters are strictly confidential. You can reassure yourself that you have done what was needed and reported the matter so that the right people can take the right action.

In less immediately dangerous cases, you should report your concerns to the Club Safeguarding Officer. You should also notify the Compliance & Inclusion Manager, using the Reporting a Concern Form.

The Club Safeguarding Officer should always report the matter to the EN Compliance & Inclusion Manager. The matter will be discussed and where it is appropriate, advice will be given as to how the case can be handled locally. Where this is not practicable, the Compliance & Inclusion Manager will take the lead, and liaise with the Club Safeguarding Officer as necessary.

If you have concerns and / or you are told about possible or alleged abuse, poor practice or wider welfare issues you must report this to your Lead Safeguarding or Welfare Officer.

Although everyone has a role to play in ensuring that participants are safe, it is recommended that a designated individual has specific responsibility for implementing your policy, and acts as the point of contact to receive information and advice from the England Netball. We recommend the use of the term 'Club Safeguarding Officer'. This may be, but does not have to be, the same person who undertakes that role in relation to children.

Ideally it should be someone with relevant knowledge and experience, who is perceived as being approachable by both adults at risk and their carers. They don't need to be an expert – that is the role of Adult Social Care Services.

The designated person's general terms of reference could include:

- Maintaining an up to date policy and procedures, compatible with the England Netball's.
- Ensuring that relevant staff and/or volunteers are aware of and follow the procedures, including implementing safe recruitment procedures.
- Advising the management committee on safeguarding issues.
- Maintaining contact details for local Adult Social Care Services.

If there is a concern, the designated person would:

- Be the first point of contact for any concerns or allegations from adults at risk, carers or others, ensuring that confidentiality is maintained in all cases.
- Decide on the appropriate action to be taken, in line with the organisation's procedures and in conjunction with the person in charge (Chairman etc).
- Keep England Netball informed as necessary according to procedure below.

Everyone in the organisation should know who the Club Safeguarding Officer is and how to contact them.

The club safeguarding Officer has a key role in receiving and managing safeguarding issues within the club, and will inform the England Netball Lead Safeguarding Officer of concerns as soon as possible. If the Club Safeguarding Officer is unavailable you should contact the England Netball Lead Safeguarding Officer direct on besafe@englandnetball.co.uk. If neither the Club Safeguarding Officer nor the England Netball Lead Safeguarding Officer are available and you have concerns over the immediate safety, well-being and health of an adult at risk you should contact your local Adult Social Care (MASH) Team or the Police.

When raising your concern with the Lead Safeguarding or Club Safeguarding Officer, remember to 'make safeguarding personal'. It is good practice to seek the adult's views on what they would like to happen next and to inform the adult of what actions you intend to take.

If your club or centre is contacted by the Local Authority or Police concerning information received or a complaint made by or about a member, volunteer or employee, you are advised to contact the England Netball Lead Safeguarding Officer as soon as possible for guidance and support. Co-operate fully with official requests for factual information, but do not express any personal opinions on the person's conduct.

Record

England Netball have a recording template found below for you to use which sets out all the information you need to include, but if you do not have the form to hand you should include the following information:

- Date and time of incident
- Details of the adult concerned, including their age (or date of birth), gender, and address.
- Full details for the person about whom the allegation has been made, including their full name, age (or date of birth), address, relationship to the adult and their position within the club, if applicable.
- Nature of incident, complaint or allegation
- Action taken
- If Adult Social Care or Police contacted, name, position and telephone number of person handling case
- Remember to make safeguarding personal. Obtain the adults view of what they would like to happen
- Name, organisation and position of person completing report
- Contact telephone number
- Signature of person completing form
- Date and time form completed
- Name and position of organisation's safeguarding officer or person in charge (if different from person completing the report)
- Contact telephone number

All information must be treated as confidential and only shared with those who need to know. If the allegation or suspicion concerns someone within your club, only the person's carers, the Club Safeguarding Officer, the person in charge of the organisation (unless any of them are the subject of the allegation), the relevant authorities and the England Netball Lead Safeguarding Officer should be informed. If the alleged abuse took place outside the sport, Adult Social Care will decide who else needs to be informed. It should not be discussed by anyone within the organisation other than those who received or initiated the allegation and, if different, the person in charge.

What happens after I refer?

- Following a referral to the Lead Safeguarding Officer will decide if;
- There is no case to answer/no further action
- Further investigation is required before a decision is made
- There is a case to answer and needs to proceed through the [England Netball Safeguarding Disciplinary Regulations](#)

The Case Management Group will then decide on the appropriate action and outcomes. This could be (list not exhaustive);

- No case to answer/no further action
- Resolved with agreement between parties
- Training/Mentoring/support
- Referral to another organisation
- Referral to statutory services
- Criminal investigation/proceedings
- Sanctions including warning / suspension
- Disciplinary process initiated

Before any alert or referral is made to appropriate authorities, England Netball will work to achieve consent from the adult at risk involved. This consent will inform all decisions and actions taken. If consent is not received from the adult at risk their wishes will be respected except where there is a risk to other members of the public, a serious crime has been committed or the individual at risk does not have the capacity to give consent. Capacity shall be considered in line with the Mental Capacity Act 2005 and each individual's ability to give consent will be taken into account.

Safeguarding Adults Incident or Concern Report Form

Your Contact Information <i>(this will be kept confidentially)</i>		
Your first name	Your Surname	Your Address
Click here to enter text.	Click here to enter text.	Click here to enter text.
Daytime/Mobile number	Email Address	Affiliation Number
Click here to enter text.	Click here to enter text.	Click here to enter text.
Club / League Name, or other	Your position /role in netball	Club Chair's Name
Click here to enter text.	Click here to enter text.	Click here to enter text.
Person at Risk's Details		
First Name	Surname	Date of Birth/Age
Click here to enter text.	Click here to enter text.	Click here to enter text.
Male/Female	Ethnic Origin if known-drop down list	Protected Characteristics (drop list)
Male <input type="checkbox"/> Female <input type="checkbox"/>	White British	Protected Characteristics
Tel No	Email address	Home address
Click here to enter text.	Click here to enter text.	Click here to enter text.
Any other information		
Click here to enter text.		
Has the Person at Risk been advised that you are reporting the incident? YES <input type="checkbox"/> NO <input type="checkbox"/>		
If Yes, please provide details of what has been said, and the response given		
Click here to enter text.		
Are you reporting your own concerns or responding to concerns raised by someone else		
Reporting my own concerns <input type="checkbox"/> I am responding to someone else's concerns <input type="checkbox"/>		
If you are responding to someone else's concerns, please provide their contact information		
Person's first name	Person's Surname	Address
Click here to enter text.	Click here to enter text.	Click here to enter text.
Tel No	Email Address	Role in netball & Affiliation No (if known)
Click here to enter text.	Click here to enter text.	Click here to enter text.
Incident/Concern Information		
Date of Incident	Time(s) of Incident	Place of Incident
Click here to enter text.	Click here to enter text.	Click here to enter text.
Incident/Concern – please provide relevant information, what was noticed, what was done or said, by who, please include description of any injuries and other relevant information		Was Social Media involved
Click here to enter text.		Type of Social Media
Incident Information – Details of person whose behaviour you have concerns about		

First Name	Surname	Address
Click here to enter text.	Click here to enter text.	Click here to enter text.
Contact Number	Email address	
Click here to enter text.	Click here to enter text.	
Club Name & affiliation no if known	Role(s) within Netball, or relationship to the person	
Click here to enter text.	Click here to enter text.	
Incident Information – The Adults account of the incident		
Click here to enter text.		
Incident Information – Views of the adult at risk. Their opinion on how they want the concern to be handled. Have they given consent to referrals outside of netball?		
Click here to enter text.		
Incident Information – Please provide any witnesses accounts of the incident		
Click here to enter text.		
Incident Information – Action taken		
Click here to enter text.		
Please provide witness(es) contact information – Ask for consent before providing personal information		
Click here to enter text.		
Has the incident been reported to any external agencies? (Adult Social Care or Police)		
YES <input type="checkbox"/> NO <input type="checkbox"/> – if yes, please give details		
Name of organisation/agency	Contact Person	Contact details
Click here to enter text.	Click here to enter text.	Click here to enter text.
Date of Report	Agreed action or Advice Given by external agency	
Click here to enter text.	Click here to enter text.	
Print name	Your Signature	Date
Click here to enter text.		Click here to enter text.

Thank you for completing this form.

Please send it to England Netball's Lead Child Protection Officer at England Netball Head Office:



email: besafe@englandnetball.co.uk