



## **Carlisle United MANAGING ALLEGATIONS POLICY**

Where reference is made to Carlisle United this covers Carlisle United, the Academy Department, not the Community Sports Trust or Carlisle United Ladies which have their own safeguarding arrangements

### **Overview**

The Club strives to provide and maintain the highest standards. However, despite the best efforts of the staff we do understand that problems can occur.

We are thoroughly committed to the principle that all staff, customers, spectators, players and officials treat each other with respect and courtesy, irrespective of race, colour, religion, culture, gender, sexual orientation or age. Only if we are given constructive feedback from our supporters can we develop any areas that you feel need to be improved.

We encourage those who feels that they have been mistreated in any way to bring the matter to the attention of the Club, who can then attempt to address the issue to the best of their ability.

### **Safeguarding**

**Allegations and concerns of a safeguarding nature should be reported to the Safeguarding Team. Also refer to the Club's Whistleblowing policy for raising issues**

Remember that in an emergency or where there is risk to life you should contact the police immediately.

If you have concerns you wish to raise with the Club please contact:

- Senior Safeguarding Manager Nigel Clibbens [nigel.clibbens@carlisleunited.co.uk](mailto:nigel.clibbens@carlisleunited.co.uk)
- Designated Safeguarding Officer Scott Taylor [scott.taylor@carlisleunited.co.uk](mailto:scott.taylor@carlisleunited.co.uk)  
07708959007
- Matchday Safeguarding Officer Sarah McKnight [sarah.mcknight@carlisleunited.co.uk](mailto:sarah.mcknight@carlisleunited.co.uk)  
0330 094 5930
- Equality, Diversity & Inclusion Officer Teressa Mulholland [edi@carlisleunited.co.uk](mailto:edi@carlisleunited.co.uk)

The policy applies after a concern has been received as per the Club's other policies and a Report form passed to the DSO. It should be read in conjunction with the Club's other policies including:

- Safeguarding policy
- Complaints policy <https://www.carlisleunited.co.uk/news/2021/may/fans-how-to-get-in-touch/>
- Whistleblowing policy
- Low level concerns policy
- Grievance policy (Staff Handbook)

### **Responsibilities**

The Club usually expects complaints to be made by the person concerned. However, it will consider complaints made by a parent or advocate. Anonymous complaints cannot be normally be investigated but when it is of a high level safeguarding matter the club will look at the specific circumstances.

The 1921 Board is responsible for ensuring that the Club policies and procedures are operating effectively and may become directly involved if a complaint is directed against the CEO or a director of 1921.

The Holdings Board is responsible for ensuring the 1921 Board undertakes its role properly and may become directly involved if a complaint is directed against the 1921 board

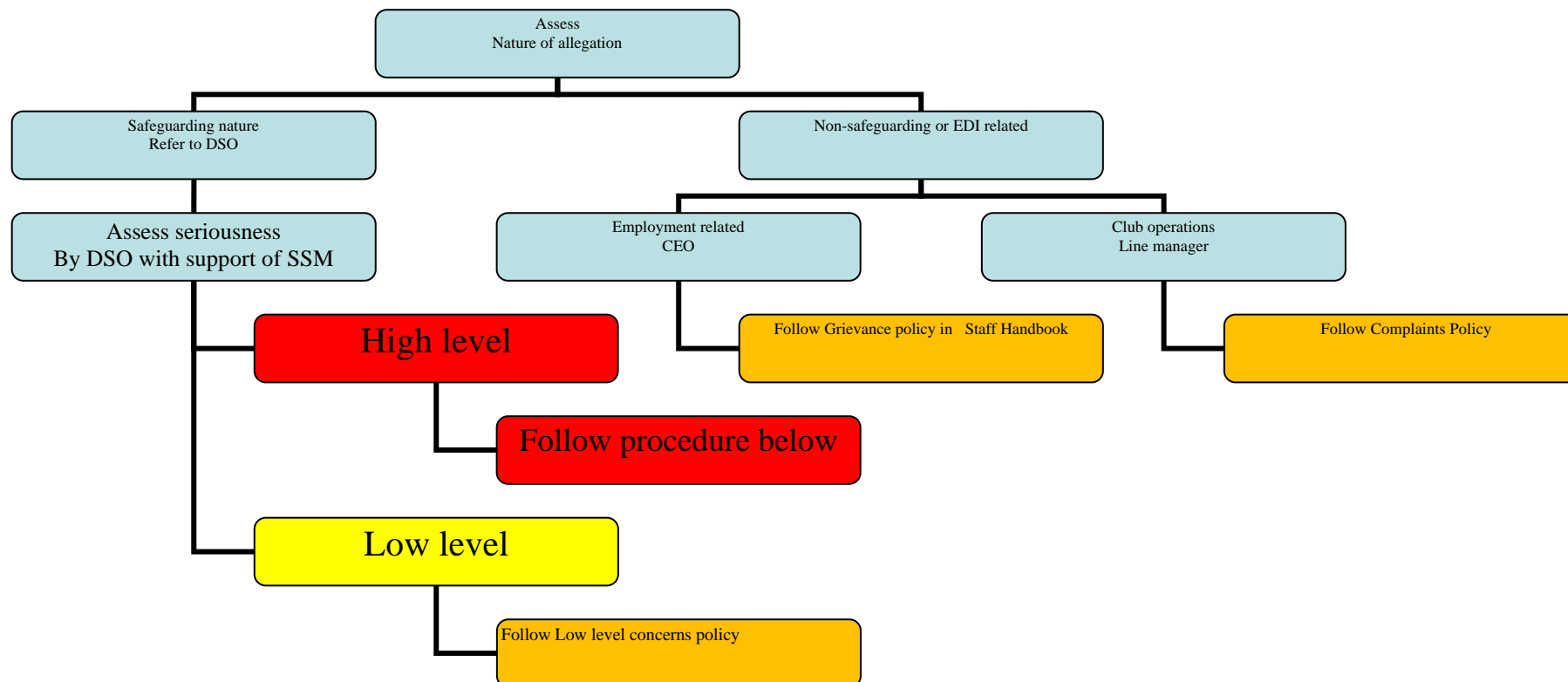
All Club Staff have a responsibility for receiving reports, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out in our policies.

The Club expects allegations to be made a member of staff in the first instance who will complete a Report Form. The Line manager, DSO, MDSO or SSM will then assessed and forward to the relevant member of staff.



## Assessment

On receipt of an allegations it will be initially assessed by the recipient and referred as follows:



**A low-level concern** is any concern about an adult's behaviour towards a child that does not meet the allegation threshold set out above, or is not otherwise serious enough to consider a referral to the LADO



## **Allegations of a Safeguarding nature – High level**

All allegations will be dealt with on a strictly confidential basis subject to compliance with our legal and football obligations.

Complete DSO Allegation form and Appendix A attached by DSO and copy to SSM

**If the concerns regard an adult who works with a child then this should be reported to the Local Authority Designated Officer (LADO) within one working day.** If there is a concern a child is at **risk of immediate harm** please contact the Cumbria Safeguarding Hub on **0333 240 1727**

It is the Club's policy to respond within a maximum of three working days and this will be done either by telephone, email or letter explaining what has happened as a result of the allegation.

Where this involves a member of staff, specific detail of action taken may not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If it is not possible to provide a full response at that time, an acknowledgement will be sent and a detailed reply will follow within 21 working days of receipt of the original communication. We will assess the need to report, inform and consult with:

### **Police**

#### **1921 board**

#### **English Football League Safeguarding Team**

Tel: 01772 325940

Email: [safeguarding@efl.com](mailto:safeguarding@efl.com)

If they concern regards a person in employed in footballs conduct towards a child:

#### **FA Safeguarding Team**

Tel: 0800 169 1863

Email: [Safeguarding@TheFA.com](mailto:Safeguarding@TheFA.com)

#### **Cumbria Safeguarding Children Partnership**

<https://www.cumbriasafeguardingchildren.co.uk/professionals/lado.asp>

#### **[LADO - Allegation Notification Form \(Doc 92KB\)](#)**

Send completed forms to the Cumbria Safeguarding Hub, using any of the following methods: (please note: if sending by email we advise that the document should be password protected)

- Tel: 03003 033892
- Fax: 01768 812090
- Email: [lado@cumbria.gov.uk](mailto:lado@cumbria.gov.uk)
- Post: LADO, Cumbria Safeguarding Hub, Skirsgill Depot, Penrith, Cumbria, CA10 2BQ

**LADO must be informed of all allegations against adults who work with children. The LADO is located within Children and Families Services and should be alerted to all cases in which it is alleged that a person who works with children has:**

- **behaved in a way that has harmed, or may have harmed, a child**
- **possibly committed a criminal offence against children, or related to a child**
- **behaved towards a child/children in a way that indicates they may pose a risk of harm to children**

The SSM is involved all allegations through to the conclusion of the case and will provide advice and guidance to DSO on the progress of cases to ensure they are resolved as quickly as possible.

In addition, the SSM will help co-ordinate information sharing with the right people. They will also monitor and track any investigation with the expectation that it is resolved as quickly as possible.

If the SSM is conflicted in the case, it will be managed by a nominee as determined by the 1921 board.




## Review

This Policy will be kept up to date, particularly as the Club changes in nature and size and new requirements emerge.

To ensure this, the Policy, and the way it is implemented, will be reassessed and amended on an ongoing basis and reviewed annual basis will be as follows:

- Safeguarding will be considered as agenda items and discussed at the:
  - Safeguarding Working Group meetings
  - Academy Management Team meeting and Technical Board meetings
- The Policy will be reassessed and amended on an ongoing basis by the CEO in consultation with the Safeguarding Working Group
- The 1921 Board will:
  - include Allegations within Safeguarding as an agenda item and feature in the Board Report
  - conduct an annual review of the Policy as part of the annual review
  - publish the Policy on its website

Document version	2425 v1.0	
Preparation date	21 June 2023	CEO
1921 Board approval	1 July 2024	
240701 Managing allegations policy 2425 v1.0		
Next review	By 30 June 2025	1921 Board
Signed		Nigel Clibbens CEO



## Appendix A

### Assessing high and low level

Questions – if yes require reporting to LADO	HIGH Y	LOW N
behaved in a way that has harmed, or may have harmed, a child or vulnerable adult?		
possibly committed a criminal offence against children, or related to a child or vulnerable adult?		
behaved towards a child or children in a way that indicates they may pose a risk of harm to children or vulnerable adults?		
behaved in a way that has harmed, or may have harmed, a child or vulnerable adult?		
possibly committed a criminal offence against children, or related to a child or vulnerable adult?		
behaved towards a child or children in a way that indicates they may pose a risk of harm to children or vulnerable adults?		
behaved in a way that has harmed, or may have harmed, a child or vulnerable adult		
<b>ANY YES answers represent a high level allegation</b>		

Questions – if yes report to SSM	HIGH Y	LOW N
Is the allegation of behaviour that breaches club policies?		
Is the allegation of behaviour that breaches club codes of conduct, ethics and values?		
Is the allegation of behaviour that breaches club operating procedures and methods?		
Is the allegation of behaviour that falls below reasonable expected best practice with children and best practice?		
Is the allegation of behaviour that could bring the club into disrepute?		
Does the allegation involve a shareholder, director, player or coach or publicly visible individual?		
<b>ANY YES answers MAY represent a high level allegation but is to be considered high level in the initial stages</b>		