



Adult Safeguarding – Responding, Recording and Reporting Procedures

Contents

Purpose	1
Glossary.....	2
Part A: Reporting concerns about yourself	3
Part B: Reporting concerns about others.....	4
Responding to a Direct Disclosure	4
Record Keeping.....	5
Part C: What happens next? Information for Welfare/ Safeguarding Officers	6
Immediate Response	6
Taking Action	7
Case management group	9
References.....	10

Purpose

Croquet England is committed to providing a safe environment for everyone to participate in our organisation and its activities. These reporting procedures must be followed in any circumstances where any adult is at risk of harm.

The procedures should be implemented with reference to Croquet England's Safeguarding Adults Policy and supporting information. They detail the steps to be taken in responding to any concern that an adult involved in croquet may be at risk of, or is experiencing, harm.

The procedures have three main parts:

Part A: Reporting concerns about yourself.

Part B: Reporting concerns about others.

Part C: What happens next? Information for Welfare/Safeguarding Officers.

Glossary

Adult	A person aged 18 or over.
Adult at risk	Definition used in the Care Act 2014 for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Case Management Group	A group created by Croquet England or an external agency to ensure the organisation carries out its role/s in individual cases of abuse or neglect AND to maintain an overview of the implementation of the organisation's safeguarding functions.
Harm	Damage done to a person's well-being.
MASH	Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist, a referral to MASH benefits from the information held by and the expertise of various agencies e.g. Local Authority, Police and Health.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adult Team	A team set up to manage the safeguarding of adults at risk within an organisation or more commonly across a Local Authority district.
Safeguarding Adults Board (SAB)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.

Part A: Reporting concerns about yourself

If you are experiencing harm within croquet, contact the National Safeguarding Officer
safeguarding@croquetengland.org.uk.

If you are in immediate danger or need immediate medical assistance,
dial 999.

Please contact your Club Welfare/Safeguarding Officer or the National Safeguarding Officer if you think you may be being abused, groomed or harmed. If you would prefer, please contact another member of your club who will help you raise the issue with the National Safeguarding Officer.

If the National Safeguarding Officer or Club Welfare/Safeguarding Officer is implicated or you think he or she has a conflict of interest, then report to Croquet England's Chief Executive Officer (CEO).

You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Adult Safeguarding – Supporting Information for a list of organisations who can provide further information and support).

If you do not think your concerns are being addressed in the way that they should be please contact the CEO or a member of the Board of Trustees.

At all stages you are welcome to have someone who you trust to support you and help you to explain what happened and what you want to happen.

It is of upmost importance to Croquet England that you can enjoy croquet in safely and we will take every step to support you to do that.

Part B: Reporting concerns about others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the National Safeguarding Officer or your Club Welfare/Safeguarding Officer as soon as you can.

If you think the National Safeguarding Officer may have a conflict of interest, then report through Croquet England's Whistleblowing Policy and Procedures.

If you are concerned about harm being caused to someone else, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is, however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for immediate medical attention call an ambulance on 999.
- If you are concerned someone is in immediate danger or a serious crime is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Obtain consent, wherever possible, and remember to be person centred/make safeguarding personal. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to the National Safeguarding Officer or your Club Welfare/Safeguarding Officer. **Do not** contact the adult before talking to your National Safeguarding Officer or Club Welfare/Safeguarding Officer if the person allegedly causing the harm is likely to find out.
- **Remember – do not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with Croquet England's National Safeguarding Officer or Club Welfare/Safeguarding Officer, as appropriate.

- Ask for their consent for the information to be shared outside the organisation if necessary.
- Make an arrangement as to how you or the Welfare/Safeguarding Officer can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see Appendix 1).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as accurately and as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Safeguarding Adults Report Form and submit to the National Safeguarding Officer or Club Welfare/Safeguarding Officer without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email or text message) include a copy with the form.

Be mindful of the need to be confidential at all times.

This information must only be shared with your National Safeguarding Officer or Club Welfare/Safeguarding Officer and others that have a need to know e.g. to keep the person safe whilst waiting for action to be taken.

Part C: What happens next? Information for Welfare/ Safeguarding Officers

Once a concern has been passed to Croquet England's National Safeguarding Officer (NSO), s/he will coordinate the Safeguarding Adults Procedure.

The NSO will keep clear records of decision making, actions taken, and the outcomes achieved. They may also collect feedback from the adult.

The NSO will take the following actions, where appropriate:

Immediate Response

- a) Ensure any immediate actions necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in Croquet England or its affiliated clubs, Federations or Academies use the relevant procedures (e.g. breach of code of conduct, breach of contract, complaints procedures) to prevent that person making contact with the adult being harmed and possibly to temporarily bar or suspend them.

- b) If you have been sent an Adult Incident Report Form, check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly request that they complete an Adult Incident Report Form as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the adult incident report form yourself from the information they give you.

- c) Inform, reassure, and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
- d) Consider what is known about the situation, what the risks are, what is known of the views of the adult, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to contact the adult to get more information, determine their wishes, or explain what actions you need to take.

- e) Ensure that the adult has been given information about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them. ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

f) **Consult and Decide**

If necessary, convene and consult with the Case Management Group and with the Local Authority/the Police and decide which of the following actions need to be taken.

g) **Contact the police** (where the crime took place) if:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

h) **Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH)** (where the adult lives) if you believe they may be an adult at risk
AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs (including within a sports organisations).
- there are other 'adults at risk' (e.g. another family member, another club member or other people using a service).
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is also at risk you must make a child safeguarding referral to the Local Authority as well. This includes all situations where there is domestic abuse within the household where a child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm.

A regularly maintained list of links to local authority adult safeguarding teams can be found at [Find Your Nearest Safeguarding Adults Board - Ann Craft Trust](#)

i) Use policy and procedures to stop harm within Croquet England.

If the person who may be causing harm is a person involved in Croquet England or one of its affiliated clubs, Federations or Academies in whatever capacity, except as an employee, inform the Complaints Administrator.

Decide, in conjunction with the Complaints Administrator, what policy will be used to decide which actions will be taken e.g. breach of code of conduct, bringing the organisation into disrepute etc.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating within croquet.

The arrangements made must respect the rights of the person who is thought to be causing harm and must be consistent with the relevant policy and procedures.

If the person thought to be causing harm is an employee of Croquet England, then the CEO should be informed, who may take action under the staff disciplinary code.

j) If statutory agencies are involved work with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority in response to a concern raised by Croquet England.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop Croquet England taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

k) Decide who will maintain contact with the adult to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

l) An internal or external Case Management Group meeting will be convened to coordinate:

- sharing information about what has happened with those within Croquet England who have a role in safeguarding the adult.
- sharing the views of the adult.
- sharing any actions being taken by the Police/Local Authority.
- agreeing who will coordinate between Croquet England and other agencies.
- deciding and coordinating what actions will be taken:

These actions may include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement within croquet.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring senior managers are updated as needed.

Ensure records are complete and stored securely. Collate monitoring information, including feedback from the person who was at risk of harm and report to the Executive or Board of Trustees as requested.

Case management group

If an internal case management group is required, it will be brought together on an 'as needed' basis. It will comprise a small number of individuals with relevant skills, knowledge or experience and will include the NSO and at least one other member with adult safeguarding expertise. Advice may be sought from the Local Authority MASH on any adult safeguarding concern. Case Management may be conducted by an external agency.

A record must be kept of a Case Management Group meeting so that decision making is transparent, and actions agreed are followed. Follow up meetings should be held as necessary until the actions needed are complete.

The senior management team and Board of Trustees should receive a report from the Case Management Group summarising any cases that have been addressed and their outcomes, as well as any issues that require action by Croquet England e.g. changes to policy or procedures.

The Case Management Group's role, whether internal or external, includes:

- examining any actions already taken by the National Safeguarding Officer.
- to initially assessing and agreeing immediate response to a safeguarding case (does there appear to be a case to answer?).
- identifying an appropriate 'route' for case (e.g. internal/ disciplinary action alone or referral to statutory agencies plus internal/ disciplinary action).
- deciding the level (from local to national) at which the organisation will deal with the concern.
- considering the need for temporary suspension of membership.
- reviewing progress of case(s).
- identifying and communicating learning from cases.

References

[Adult Safeguarding Policy](#)

[Adult Safeguarding-Supporting Information](#)

[Adult Safeguarding-Adult Incident Report Form](#)

[Safeguarding Roles and Responsibilities](#)

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