



SAFEGUARDING ON MATCH DAYS

Review of match day activities and safeguarding implications

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INTRODUCTION



It is Wolves' responsibility to ensure that every match day is a safe and enjoyable experience for all involved, whether that is in the capacity of a spectator, player, employee, or independent service provider. Protecting children and adults at risk is a core expectation and during a match event a considerable proportion of the crowd may be made up of a combination of both groups. Ensuring that people who are or appear to be in either of these categories are safeguarded requires additional considerations.

Definitions

- Safeguarding is the action that is taken to promote the welfare of children and/or adults at risk and protect them from harm.
- A child is defined as being any person under the age of 18 years.
- An adult at risk is defined as someone over the age of 18 who is in receipt or need of community care service.

Remember:

Some children look older than they are, and you may not know who needs additional support. Always be kind and always ask if you can help and do not assume.

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SAFEGUARDING ON MATCH DAYS

Premier League Standards

Football's approach to safeguarding is underpinned by legislation, statutory guidance and current best practice. Under Premier League governance Wolves is required to implement our own safeguarding policies and procedures that are consistent with football authority regulations, legislation, statutory guidance, and current best practice. Club compliance with the Premier League's Rules and the Safeguarding Standards is subject to regular independent scrutiny.

Safeguarding match day staff

We have three full time safeguarding officers with match day responsibilities. We operate on a rota to ensure that two staff attend each game. A visible presence at each game ensures tangible and visible demonstration of the importance that the club places on safeguarding at match days.

The aim of the Safeguarding team's attendance at match days is to ensure colleagues feel supported, to offer support, help and guidance to our spectators and to advocate for children and adults at risk when appropriate.

Role of Safeguarding Staff

1. Be visible and supportive of colleagues.
2. Ensure that safeguarding is recognised as a core requirement that needs skilled attention.
3. Offer support to colleagues to enhance their safeguarding skills.
4. Maintain consistent and high standards of safeguarding practice.
5. Encourage and build on strong partnerships with staff working in other key internal departments and third-party organisations.
6. Ensure a single point of contact for visiting clubs to share information, plan, co-ordinate, implement practice and respond to safeguarding matters.
7. Demonstrate and record regular review of practice through quality assurance processes.

Communication and command control

The club's designated Safety Officer is responsible for ensuring the overall safe delivery of the match day event. Collaborating with key statutory partners, the Safety Officer provides strategic level command from the position of the match day control room throughout the event. It is essential for the designated Safety Officer and lead Safeguarding Officers to have the facility to maintain direct and constant radio contact when needed. The Safeguarding Officers will provide visible leadership and support to the wider workforce by patrolling the stadium and visiting/engaging with staff deployed to the key operational areas of the stadium throughout the event, as well being available to be deployed to any safeguarding incidents.

The match day presents an optimal opportunity to showcase the club and engage positively with all visitors. As such, promoting and facilitating a good 'fan experience' at the match is a central objective for Wolves. We have developed a wide and diverse range of facilities, schemes and activities for fans of all ages and abilities. Some of the programmes are delivered by staff from our Foundation and others are commissioned and delivered through third party companies via a commercial partnership.

Pre-match day planning

Our Safeguarding Officers attend pre- and post-event meetings led by the club's Safety Officers and are an integral member of the planning phase of match day operations. Key information will be disseminated including the contact details of the dedicated Safeguarding Offices for the match day and all available intelligence relating to any safeguarding matters relevant to that fixture e.g. the presence of unaccompanied children, school, or community groups, away fan intelligence and half-time activities.

Match day briefing

On the day of the event the appointed Safety Officer will deliver a verbal and visual presentation to all Head Stewards and key staff. At least one of the dedicated Safeguarding Officers will attend the meeting and be introduced to any person(s) who are attending the stadium for the first time, representatives of the visiting club or representing the Premier League. The Safeguarding Officer is asked if they have any information to share relating to safeguarding. This ensures that all the up-to-date safeguarding information is shared and the regular messages are covered consistently and comprehensively.

Match day / Ground Steward

The role of the match day steward is well established and is pivotal in ensuring the safe management of live events. Professional standards and minimum levels of training are set by the industry.

Stewards provide a physical operational link between those in command and spectators. With the addition of the appropriate level of safeguarding education and training, stewards are ideally placed to play a crucial part in identifying and responding swiftly to any safeguarding matters. All our steward roles must be subject to at least a basic DBS check.

We also regularly review specific stewarding roles to check the level of DBS check required based on the frequency of contact with children and/or adults at risk.

Head Stewards and Stand Managers

Both hold key leadership roles and play a key part in embedding the culture of safeguarding amongst the stewarding workforces. It is a matter of good practice for Head Stewards and Stand Managers to have attended an enhanced level of safeguarding training that is delivered by the club. A new workforce training schedule will be shared for the 2024/25 season.

It is standard practice for clubs to hold a pre-match briefing which provides the opportunity for the Head Steward and Stand Managers to relay and reinforce key safeguarding messages to their teams. Staff deployed in key supervisory roles should have a good knowledge and understanding of the operational procedures specific to the fixture of the day. In addition, they should be familiar with the stadium layout, be aware of the skills, knowledge, and capabilities of fellow supervisors and of the staff they are supervising. Using experienced Head Stewards and Stand Managers is beneficial to building expertise and confidence in event management and good safeguarding practice. Having an in-depth knowledge and familiarity of the venue allows Head Stewards and Stand Managers to gain good insight and a broad intelligence picture of the spectators who regularly attend and may present with safeguarding considerations. Equally spectators who attend on a regular basis, and often occupy the same seats, will become familiar with the attending stewards and steward supervisor. Developing a professional rapport and working relationship with fans helps to minimise safeguarding risks.

Stewards - visiting club

The attendance of stewards from the visiting club is now common at Premier League games. Away stewards are well placed to share up-to-date intelligence and assist in overseeing and marshalling fans supporting the away team. Having both clubs actively working together provides additional capacity to identify potential or emerging conflict and/or any other presenting safeguarding concerns involving supporters from either team.

Deployment of Stewards

Currently Safeguarding Officers who attend match day work with Head Stewards directly and have identified an informal network of stewards to support with any safeguarding issues and/or concerns. With support from Head Stewards, Safety Officers and Command Control the Safeguarding team can provide a swift and competent response whilst maintaining capacity to deal with any other emerging safeguarding concerns.

In 2024 we are working on identifying a cohort of stewards to be designated as 'safeguarding stewards' which will enhance our safeguarding provision across all areas on match days.

Quality assurance

QA (Quality Assurance) practise across all areas of the club is well embedded. This includes match day and covers all areas including stewards. An example of this could be conducting informal 'knowledge checks' using brief proforma with staff on match days to ensure they are aware of policy and procedures. Questions might include the club policy on the age for allowing entry for unaccompanied children, the respective emergency / evacuation codes or call signs. This short and simple exercise may provide reassurance that the staff are conversant with the processes, or it may identify additional training needs or matters that need to be reinforced during pre-match briefings.

A safeguarding app is being shared with all match day staff to help embed knowledge and raise confidence. This is updated regularly and, at each game, staff are reminded to download it and check for updates.

Safeguarding incidents

It is important that all safeguarding matters, irrespective of the perceived level of seriousness, are recorded and collated after each game. This is recorded on our Raven System and summarised on MyConcern (MIS specifically for safeguarding) with any follow ups noted. By recording concerns, we:

- Ensure all spectators, including children and adults at risk, staff and the organisation are safeguarded
- Build a comprehensive intelligence picture of actual or emerging concerns
- Identify and capture good practice
- Expose shortfalls in internal policy / procedures or arrangements with external providers
- Highlight staff training needs
- Inform future practice
- Maximise the appropriate use of the workforce
- Collect data which may indicate the need for additional (or reduced) resources

Babes in arms and under 5s

Wolves recommends that fans do not bring babes in arms to football matches as it can be very noisy however we do have young children at some games. Stewards should be aware of small children within their designated area and always consider their welfare and that of their parent(s). Pushchairs and buggies are not allowed into the stadium, babies must be securely strapped to their parent or carer by way of a baby carrier, sling, papoose or similar.

Unaccompanied children

We recognise that young people should be encouraged to gain confidence and independence by attending sporting events with their peers and enjoying the spectator experience. However, it is imperative that the experience is a safe one and memorable for the right reasons. We allow children aged 14 and over to be unaccompanied, however anyone younger must be accompanied by an adult.

We encourage adults to be in 'arm's length' of their child throughout the duration of the match. This also includes sitting next to them when seated. We do not encourage young children or support young children to be left in seats while adults visit any concessionary areas.

It is important that all stewards and staff remain vigilant throughout the match and any concerns should be shared through Command Control for the attention of the lead Safeguarding Officer for the match. All intelligence can then be captured, and measures put in place to address the risk for the remainder of that event and those in the future.

Lost / separated child or adult at risk

There is a difference between a child (or adult at risk) that has been separated from their party but is with you (Wolves member of staff) and an adult that cannot find their child (or an adult at risk) and therefore the child (or adult at risk) is currently missing. You must know the difference and report it clearly to Command Control.

If a steward is informed that a child or adult at risk has become separated from their party (i.e. they are missing), then:

1. The steward must obtain as much information as possible (name, gender, ethnicity, clothing) including where the missing person was last seen.
2. This information should be shared immediately to Command Control directly or via the steward's supervisor.
3. The Safety Officer and Safeguarding Lead will be informed.
4. The radio controller will immediately circulate a description of the missing person.
5. The steward or supervisor will remain in the area where the missing person was last sighted, ideally with the person who reported them missing for at least five minutes.
6. CCTV will be used to review the area.
7. If the missing child / person has not been found within five minutes of being reported, missing tactical options will be followed including deploying a response team to search for the missing person.
8. The police in attendance will be informed and a PA announcement considered.
9. If information becomes known that the missing person last left the stadium, staff may search within a local footprint.
10. If the child / person is found, then two stewards will escort them back to parents / carers / guardians – the police will immediately be informed. All personal details will be recorded, and the log of events sent to the club's Head of Safeguarding.
11. If the person has not been found within 30 minutes (or less if instructed by police) staff will work under the command of the investigating officer in liaison with the Safety Officer.

If a steward locates or is approached by a lost child / adult at risk, then:

1. The steward should summon a colleague to ensure two people are present.
2. The steward should inform Command Control via their supervisor of the incident.
3. Stewards should stay with the child / adult in the area to see if the adult / parent / carer returns.
4. Safeguarding Officers should be called to the incident.
5. CCTV should monitor the situation.
6. The child / adult should be reassured and their name and age should be noted.
7. If the child / adult has not been reunited with their carer/ parents / guardian after 5 minutes, Command Control may make the decision to make a PA announcement.
8. The child / adult should be taken to a rendezvous point. For any child / adult lost or found in the BW / JH, the BW first aid room should be used. For any child / adult lost or found in the SC / SB or outside the stadium, the SB first aid room should be used. Post-match, reception should be used.
9. A child or vulnerable adult should NOT be handed over to any intoxicated adult or a person believed to be under the influence of controlled drugs. If the lead Safeguarding Officer believes this to be the case, then advice from the police will be sought.
10. In the unlikely circumstances that a child / adult cannot be repatriated with a parent / carer after the event has concluded then the Safeguarding team will work with the police and the child will likely be handed to them.
11. All personal details will be recorded, and the log of events sent to the club's Head of Safeguarding.

Adult needing medical assistance or arrested

If, for any reason, an adult leaves the ground and it is not appropriate for their child / children to go with them and there is no other adult in the ground who came with them, then the Safeguarding Officers will liaise with an appropriate family member and arrangements will be made for the child or young person to be collected or supported to go home. This is a dynamic incident, and it is likely decisions will be made depending on the information to hand. In the unlikely event that a family member cannot be contacted it is likely that the child will need to be handed over to the police.

Searching under 18s

Stewards should always identify themselves and provide proof that they are an authorised event steward for the event. Good practice is to have two stewards present for the search, who should both give their name and job title. No searching will be carried out on children (under 14) unless there is a specific threat to the safety of others and then only with the child's permission and, if possible, with a parent or carer present.

Same gender searching must be used and must be witnessed by a second steward. Stewards should not make assumptions on gender, and they should explain why they are asking this question. If a child identifies as non-binary, then they should be asked which preferred gender of steward they would like to lead the search. This question and search should be witnessed by at least one other colleague. If time allows and it is appropriate, then Command Control should be informed, and a Safeguarding team member will be asked to attend.

The following searching guidance should be adhered to:

1. Explain the reason for the search.
2. Ask the child for permission to undertake the search, explain that the person has a right to refuse. If an adult is present with the child, obtain their permission to conduct the search. Refusal to a search will mean they are refused entry.
3. Ask the child if they are carrying anything which may be dangerous, prohibited or that they plan to use to celebrate during the match.
4. Ask the child if anyone else has asked them to carry anything for them.
5. Explain what you think may be found by the search.
6. Follow the correct stadium procedure if unauthorised items are discovered and explain these procedures to the people involved.
7. Keep people only for as long as necessary.
8. Stewards should not need to touch the child during the search, as the procedure is to guide the child or young person to demonstrate that they are not carrying / hiding any dangerous or prohibited items.
9. Ask the child to empty and turn out their pockets.
10. Ask the child to take off any outer jacket(s) and pass them over to the other steward for searching. Ask the child to roll up their trousers to the knees and roll down their socks.
11. If wearing trousers, ask them to pull out the shirt at the waist and visually ensure there is nothing in the trouser belt area.
12. Request that they replace all clothing before moving on and they should be given time to do this.

Children displaying challenging behaviour

Stewards must show maximum tolerance when dealing with children. Physical restraint must only be used as the very last resort, and then only to prevent the child from harming him or herself, harming others or damaging property. Physical restraint should never be used just to move a child from one position to another. Even in the rare event of a steward needing to separate two fighting children, only minimum force may be used. Only in the most extreme cases of misbehaviour will it be considered necessary to remove a child from the stadium. This will be a decision made by Command Control with a Safeguarding team member in attendance. In such cases the parent / carer should accompany the child outside the stadium. If the child is over 14 but under 18 and has attended without an adult guardian, then we will ask for parents / carers details to contact them. A decision as to whether they are detained until the end of the match or asked to leave immediately will be made depending on time of game, whether they are a home or away supporter and any additional information.

Fan Zone and pre-match and post-match activities

An adequate staff to participant ratio is in place commensurate with the age, ability, numbers of participants and the location and type of activity. Safeguarding staff regularly 'patrol' the areas and Command Control has contact with appropriate staff within the area.

Pitch side flag bearers

Wolves regularly have 'flag bearers' during the pre-match or half time phases of the event. All flag bearers are over 16 and are supported by suitably qualified and trained staff to oversee the operation. Such staff should be familiar with the nuances of the match day operation, in particular the stadium emergency and evacuation procedures and this is shared each game.

Mascot experience

We provide opportunities for children and young people between the ages of 4 and 13 years to enjoy the experience of acting as the mascot for either the home or away team. This is a paid for opportunity and our mascot package involves parents / carers. We offer hospitality and activities for all to enjoy - this includes meeting players on their arrival at the ground both well in advance of the kick-off and a photo opportunity pitch side, as well as football activities.

All staff are appropriately trained with a standalone risk assessment for the activity. Information is sent to parents beforehand - this includes advising children to arrive in their football kit or to wear their own suitable clothing which can also accommodate the wearing of a football shirt without the need to change. The clothing worn by the mascot(s) should be appropriate for the prevailing weather conditions and we have warmer coats on hand.

Our mascots do not enter the first team changing rooms. Parents / carers and children are made aware of the environmental conditions in the tunnel prior to kick off and when walking on to the pitch, particularly the noise. Children are repatriated with parents / carers as soon as possible (before whistle).

We accommodate children who may have additional needs or requirements and liaise with parents / guardians in advance to ensure we can offer the best possible experience. We support away mascots (at our ground) to have a similar experience to that of our home mascots – including through opportunities to take pictures. When a Wolves away mascot is at a different ground, they are competition winners and fall under the responsibility of the hosting club, however Wolves player care staff will also meet and greet the child and parents to try and facilitate pictures or opportunities to enhance their experience.

Character mascot(s)

Wolfie, Wendy and Wilfred are present on match days and have a key role in greeting children and young people (and everyone else). A comprehensive risk assessment identifies safeguarding risks and enables appropriate measures to be put in place to mitigate the recognised risks. The club's Safer Recruitment process is used to employ the persons undertaking these role and as well as the chaperones in place. Additionally, all practical aspects of ensuring a safe working environment for the mascot and their physical interaction with spectators are carefully considered and managed.

Sensory room provision

The room provides a safe and quiet environment for any supporter and can be shared by home and away fans. Staff are on hand to offer support. Safeguarding staff regularly introduce themselves at each game. Wolves' Disability Officer will be on hand to introduce themselves and checks in regularly.

Support for disabled supporters

We have a comprehensive range of support that can be accessed. As part of match day briefings and debriefs we discuss numbers of known supporters that may require additional support and recognise that there will be many more that are not known to us. It is important that stewards are available to answer any questions, queries and can recognise any safeguarding concerns for any adults at risk.

We currently have:

- Up to 50 wheelchair spaces pitch side in the Billy Wright Stand for home supporters
- 57 wheelchair spaces available in the Stan Cullis Stand over 3 levels
- Seven wheelchair spaces available in the Sir Jack Hayward Stand on an elevated platform (accessed via Turnstile Block 5)
- 42 available car parking spaces dedicated to disabled season ticket holders only
- 26 accessible toilets around the ground, all equipped with emergency alarms and RADAR locks
- Non-dedicated catering outlets in all stands serving lower concourses with steward's assistance available if needed, and the Stan Cullis Stand has dropped counter positions for serving on all levels
- Audio description commentary, which is pre bookable for each game
- Wolves sensory room, which is available by booking in advance
- Hidden disability wristbands in operation for spectators to show stewards and staff and indicate extra assistance may be required
- Dementia care packs available in advance of a supporter visiting
- BSL interpreters available at all games

We also offer inclusive stadium tours once a month, for anyone with a disability, and offer an inclusive hour in the Megastore every week where we operate a quieter space for any supporters who may prefer that.

Ball retrieval operation (Ball Assistants)

The ball assistant plays a passive role in that it is someone who occasionally may be required to get the ball back in play. However, on occasions the ball assistant is expected to, and does, play a significant part in the overall tactics and gamesmanship employed in managing the flow of play. This includes the assistant being advised to either swiftly return the ball back into the field of play or delay the return of the ball to frustrate the pace of play. There have been some notable incidents whereby, in the 'heat of the moment' in a pivotal stage of the game, a ball assistant has been placed in a position of conflict with either a player, member of staff from one of the playing teams or spectators. At Wolves we remind all staff, including coaches, that placing such a weight of expectation and responsibility on the ball assistant is not conducive to safeguarding the young person and should not occur under any circumstances.

Our ball assistants are recruited by our Foundation and, as such, are supported by three members of staff. There is a core pool of young people who are deployed on a regular and consistent basis and usually stay as a ball assistant for several seasons until they turn 17 years old.

Staff supporting the ball assistants are familiar with the match day operation and have an in-depth knowledge of the geography of the stadium and how to navigate in and around it, in particular the safest and quickest exit routes. They are familiar with the stadium emergency signals and emergency evacuation procedures. A clear risk assessment is in place for the entire ball retrieval operation. All ball assistants have been issued with a code of conduct and ball assistant handbook. We ensure that all young people have appropriate consent to take part and the relevant medical history and parent contact information for all young participants is obtained in advance of the activity. We retain information as to how the young assistants will travel to and from the event, particularly for evening fixtures where we insist young people are handed directly to an adult (unless a discussion has been had with a parent beforehand). We have dedicated changing rooms for young men and young women and provide suitable clothing (including sunscreen) in keeping with the prevailing weather conditions. All ball assistants MUST wear a high viz jacket clearly indicating they are ball assistants and appropriate ID badges. Stand managers are encouraged to 'get to know' the ball assistants in front of their stand and report any concerns to Command Control straight away. This is particularly appropriate for those ball assistants in front of away fans. While we have appropriate risk assessments in place, it should be noted that each game is different with different potential risks and or hazards.

External partnerships

Wolves has many successful partnerships with organisations from the statutory, voluntary, and commercial sectors. Key partnerships include those with the:

- Local authority and local emergency services
- National and local media organisations
- Hospitality and catering providers
- Security providers
- Commercial partners and service providers
- Charitable organisations
- Supporter groups and fan clubs

Where partners are providing a service for us there will be a contract in place reviewed by the club's Head of Safeguarding, Legal team and HR. This is particularly relevant for us with our catering partner Levy, who employ staff under the age of 18 years and deploy those staff at the match day event.

New initiatives

Where an internal department is planning to introduce an initiative to engage children and young people at a match day it is imperative that the Head of Safeguarding is consulted in the planning phase. This will allow for all the safeguarding aspects of the proposed activity to be identified, considered and a risk assessment / management plan developed and implemented. Throughout the match day event, the staff from other internal departments should be aware of the identity of the lead Safeguarding Officer for the event and know how to contact that member of staff should advice or support be required.

Hospitality

These are the areas of the stadium designated and commonly referred to as 'hospitality' suites or executive boxes. An integral part of the hospitality experience is the consumption of alcohol. On occasions, often due to the excess consumption of alcohol, the behaviour of patrons in the hospitality areas can become a source of concern. It is essential therefore that good safeguarding measures are in place to prevent and or manage the response to presenting concerns.

We give careful consideration of the deployment of young people to work in the hospitality areas and, where young people are deployed, ensure they are suitably supervised and supported.

All staff are encouraged and supported to identify, at an early stage, any concerning behaviour by patrons and to agree measures to promptly address the concerns to prevent escalation. Adult patrons remain responsible for the supervision, care, and behaviour of children whilst using the hospitality areas. We have a clear code of conduct as a condition of entry for patrons and a clear process for regulating and policing the purchase / consumption of alcohol which is routinely and robustly enforced. Any concerns are shared with Command Control and appropriate staff (included Safeguarding) deployed.

Ejecting U18 spectators or adults who have children with them

There may be occasions when a child or adult at risk is rendered unaccompanied - for example, where it is deemed necessary to eject a child from the stadium or the adult carer is subject to arrest or ejection.

Where such circumstances are unavoidable, the Safeguarding leads should be notified in advance of the action so that appropriate safeguarding concerns can be identified and addressed. The Safeguarding lead will take the lead on liaising with police and informing Command Control.

Players under 18 years of age

It is good practice for the Heads of Safeguarding of both the home and away clubs to liaise ahead of the day of the game to share relevant safeguarding information and respective safeguarding risk assessments and management plans e.g. where a member of either the home or visiting squad is under the age of 18 years. Specific requirements such as changing room facilities should be discussed and, if requested, separate changing rooms agreed. If the player is over the age of 16, the player should be asked for their preferred arrangements regarding changing with the first team, as well as liaising with their parents.

The details of any players under the age of 18 should be shared with Command Control and match officials to enable appropriate planning has taken place. e.g. if match officials issue a red card accompanied by a request to leave the field of play, then the player should leave by the shortest route that does NOT take them in front of away supporters.

Pitch incursion

It is a criminal offence for any spectator to encroach onto the field of play, regardless of age.

We have a responsibility to ensure any child (a person who is under the age of 18) or adult at risk (AAR) who may be affected by a pitch incursion (encroachment) is protected from harm. In addition to this we also need to consider our approach and safeguarding responsibilities if the encroachment is by a child or AAR. A primary responsibility of the match day Safety Officer is to ensure the safety of every person present at the event in any capacity. It is acknowledged that at the point when a child / AAR encroaches the field of play, the match day Safety Officer must undertake a dynamic and rapid assessment of risk to others in and around the field. Others may include spectators, the child / AAR, both teams of players, match day officials, ball assistants, media crew and stewards. Other factors which may affect the dynamic risk assessment may include the age and physical size / presentation of the child / AAR or aggravating factors such as: (a) any available police intelligence to indicate the potential for violence; (b) the nature of the fixture (known rivalry between teams); (c) previous match day incidents; (d) on field decisions; and (e) current score. Command Control will contact the Safeguarding leads to offer support at the earliest opportunity.

In most circumstances the child / AAR should be monitored from a safe distance and be guided or steered to leave the field, with open arms and clear verbal instructions, where they will be met and detained with the minimum force necessary to maintain their safety by a steward. Only when it is considered that the child/ AAR poses an immediate risk of harm to themselves or any other person on the field of play, a steward may be directed to restrain them using the minimum of force necessary and to remove them off field by an appropriate method.

As encroachment is regarded as a criminal offence, the club has a responsibility to detain the offender until a decision is made on police involvement and the club has recorded details of the offender for post-match action. However, there must be immediate consideration for the presentation of the child / AAR, the presence and engagement of a parent / carer, any injuries sustained and removing the offender to a place of safety as soon as possible.

The match day Safety Officer will liaise with the police Match Commander and lead match day Safeguarding Officer to agree the most appropriate action to deal with the child / AAR and parents / carers.

Reporting incidents on a match day

At Wolves, difference is embraced, and the club want to make sure everyone who attends football matches at the stadium feels welcome and that their experience is free from any kind of hate or abuse.

Discriminatory behaviour of any kind will not be tolerated at Molineux. We encourage spectators to report any act of hate, discrimination, or abusive behaviour they witness, and they may choose to tell a member of staff or Text 07723 479887 and start the message with the word WOLVES.

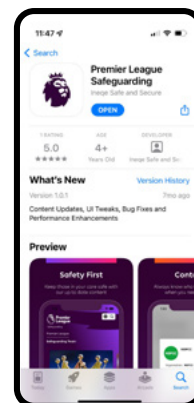


This number is displayed on signage around the stadium, on the big screen and LED ribbons and on all match to match or season tickets. The text service is available on home match days only. Supporters who witness discriminatory abuse at an away fixture should follow the host club's reporting procedure or speak to a steward on the day. If a spectator brings any abuse to a member of staff's attention, they should make a supervisor aware as soon as possible who will share with Command Control and appropriate actions agreed. This may be a direct intervention, or individuals may be monitored using cameras.


Safeguarding app

The PL Safeguarding App (pictured below) is designed for club staff to be able to access safeguarding material, receive relevant safeguarding news and updates and be able to report a concern to Safeguarding staff. We would like all match day staff to download the app and use the accompanying QR code to login as Wolves staff (2642 entry code). Once an account has been created you will be able to locate information relevant to you.

To locate information specifically relevant to your role please go to News and Updates > Safeguarding Updates, where you will find information specific to match day staff. **Please take the time to read the updates on the app.**



Contact Details



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All other safeguarding policies can be found [here](#).



VERSION FOUR
June 2025

Head of Safeguarding – Lisa Carter