



SAFEGUARDING

IT'S A TEAM SPORT!

MATCHDAY & EVENT
SAFEGUARDING
POLICY & PROCEDURES

Version Control

Version	Date of Review	Status	Comments	Reviewer
V2.0	28/04/26	Revised edition	- Changes to Section 9, referring to searching of children. - Changes to Section 12, Pitch Incursions to include additional considerations. - Changes to Section 14, Sensory Room Operation to include a change of management and updated training requirements. - Whole Document, change of My Concern to CPOMS, as the Club Safeguarding recording platform.	Wayne Nash, Head of Operations Rob Cronick, Head of Safeguarding Rob Cronick, Head of Safeguarding Rob Cronick, Head of Safeguarding
V1.0	01/07/2025	First edition	- To be reviewed annually -	Rob Cronick, Head of Safeguarding

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Referenced Policies and Associated Documents

- 'COMPASS' Individual Risk Assessment
- 'COMPASS' Safeguarding Children and Vulnerable Adults Policy
- 'COMPASS' Site Risk Assessment
- Ball Team Code of Conduct
- Ball Team Participation Consent Form
- Club's Imagery & Video Consent Notice
- Customer Charter
- EFL and EFL Trust DBS Eligibility Guidance
- Example Safety Officer Briefing Notes
- Fan Experience Away Supporter Guide
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- Fan Experience Risk Assessments
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- Matchday Safeguarding Plan
- Matchday Safeguarding Risk Assessment
- Safeguarding Adults Policy and Procedure
- Safeguarding Children Policy and Procedure
- Safer Recruitment Policy
- Safety and Security Operation Manual
- Sexual Harassment Policy
- Sports Ground Safety Authority (SGSA) SIA Exemption Policy Guidance
- Supporters Club Consent Form
- Under 18 Player in the Senior Game Policy

1 Context to Matchday Safeguarding

Staging a matchday event or live stadium event is a core, high-profile activity delivered by every club in the EFL.

Cardiff City Football Club has the responsibility to ensure that each event 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 is a core expectation and during an event a 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

A child is defined as being any person under the age of 18 years.

Social Services and Well-being (Wales) Act 2014

An adult, in a safeguarding context and formerly known as an adult at risk, defined as someone who is aged 18 or over and:

- Has needs for care and support (whether or not the local authority is meeting any of those needs).
- Is experiencing, or is at risk of, abuse or neglect.
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Care Act 2014, Section 14.2

2 EFL Safeguarding Standards – Setting the Culture

All professional football clubs will now be familiar with the published framework of the EFL Safeguarding Standards against which they will be audited by independent auditors.

Standard 1 sets out the need to ensure that, ‘**Safeguarding is embedded in organisational leadership, governance and culture.**’

‘Providing visible safeguarding leadership on matchdays is the first key step to achieving that Standard’ – **EFL Guide to Safeguarding on Matchdays**

Standard 3 states:

Prevention; policies, procedures and practice.

There are robust safeguarding and related policies, procedures and practices in place to promote and protect the rights, safety and wellbeing of children and adults at risk.

Specific References	Creating Safe Experiences			
Standard 3.4 Statement	The Club ensures that physical and online environments promote safety and wellbeing while minimising the opportunity for children and adults at risk to be harmed and/or exposed to harmful or inappropriate behaviour, materials or content.			
Clubs are required to ensure that procedures and practises are consistent with statutory guidance and legislation.	Match day and event safeguarding policies and procedures are consistent with relevant legislation and guidance (including Green and Purple Guides), football authority requirements and guidance.	Match day and other stadium events have a safeguarding officer responsible for all safeguarding arrangements who works in effective partnership with those responsible for match day/stadium event command, control and coordination arrangements.	Safeguarding is embedded in match day/stadium event planning, pre-briefs, debriefs, test and exercise assurance measures.	Match day and stadium event stewards complete safeguarding training as approved by the League.

3 Designated Safeguarding Lead (DSL)

The DSL will be a suitably qualified and experienced member of staff, who will provide both strategic and operational leadership on the Club's safeguarding provision across the Club on matchdays and major stadium events.

This role at Cardiff City Football Club is undertaken by the Club Head of Safeguarding, and in their absence, a Designated Safeguarding Officer. The DSL will provide strategic support to the Safety Officer and the Stadium Operations Team.

The DSL will attend all Club pre-match meetings and cascade all relevant safeguarding information to those present.

On match/event days, the DSL will attend the Safety Officer's briefing and be an integral part of the match/event safety plan. The DSL will provide all up to date information in relation to the safeguarding provision during this briefing.

Following the Safety Officer's briefing, the Safeguarding Stewarding Team will be briefed by the DSL in relation to the intelligence and information gleaned from the Safety Officer. The team will subsequently be deployed within the stadium in line with the Operations Manual.

The DSL will be responsible for all Associated Matchday Activities as detailed in this document and, in conjunction with the Safety Officer, co-ordinate the response to any reported safeguarding incidents.

4 Strategic Planning

"It remains essential and a matter of good practice, to ensure that staff with the requisite level of capacity, skills, knowledge and experience of safeguarding matters are on duty in both the strategic and operational roles to oversee and manage the delivery of the event."

EFL Guide to Safeguarding on Matchdays

Risk Management

The Stadium management acknowledges its duty of care to keep children and adult safe and free from harm at Cardiff City Stadium.

The Club has a comprehensive Safeguarding Risk Assessment document in place. This is an appendix (Ref Annex ZD) to the Safety and Security Operational Manual. This document has been drafted as the safeguarding risk assessment for public events using the spectator accommodation at Cardiff City Stadium (the Stadium) during the period covered by the Stadium's general safety certificate.

The document applies to domestic and international football matches played by Cardiff City Football Club (the Club) and the Football Association of Wales (FAW). It also applies to other large scale spectator events such as music concerts which are subject to the Stadium's general safety certificate. Note that the document does not apply to other events such as conferences, weddings and large social events which also take place within the Stadium and which are subject to the Stadium's premises licence.

Recruitment

All matchday recruitment will take cognisance of the Club's Safer Recruitment Policy. All key members of staff involved in that recruitment will be trained in Safer Recruitment as guided by the EFL Safeguarding Standards.

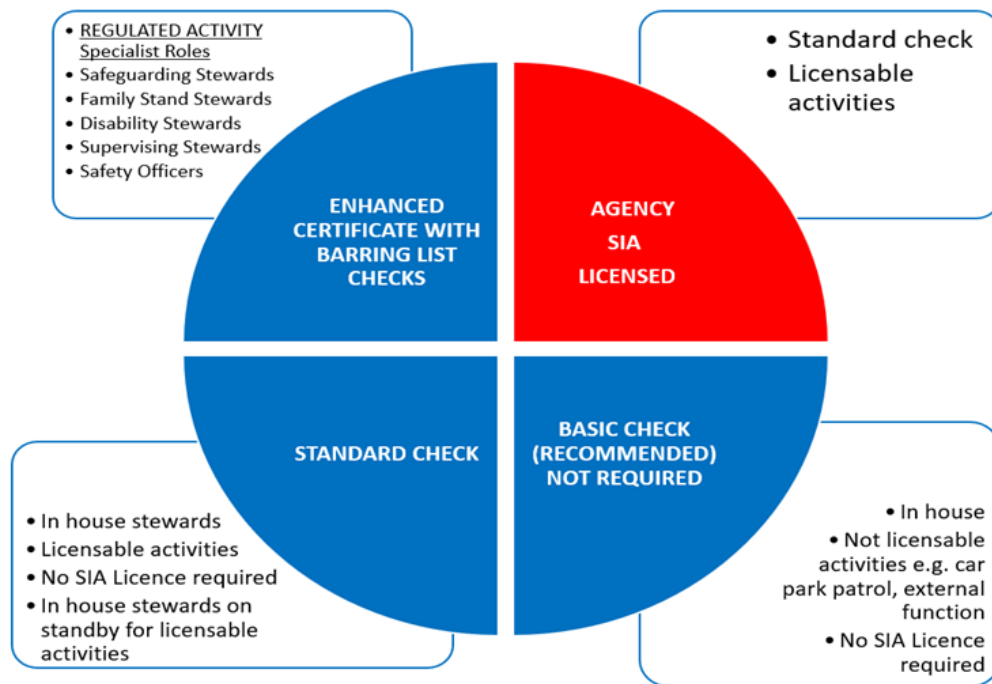
Vetting

Ahead of each season the Club Head of Safeguarding, the Club Head of Operations, and the Stewarding and Event Manager will meet to ensure compliance against the Disclosure and

Barring Service (DBS) regulations as directed by the EFL and EFL Trust DBS Eligibility Guidance, and the Sports Ground Safety Authority (SGSA) SIA Exemption Policy Guidance relating to licensable activities.

Each member of staff will be required to complete a Self-Declaration Form at the start of each season regardless of the level of DBS check required for their role.

Agreed Stewarding DBS Protocol



Licensable Activities

1. Stewards **searching** spectators on their entry to the ground
2. Stewards specifically tasked with **physically intervening** against and **ejecting** spectators who are in breach of ground regulations. This includes **decisions on refusal of entry**.
3. In a non-front-line capacity, **safety officers** and **chief stewards**.

Training

All stewarding safeguarding training is agreed by the Stewarding and Event Manager and the Club Head of Safeguarding and at the appropriate level approved by the EFL. Elements of safeguarding is covered in the NVQ Level 2 programme, however the Club deemed it necessary that all stewards undertake additional annual training. This training is delivered within the first 6 weeks of each season and facilitated by the Head of Safeguarding. The matchday safeguarding stewards are also mandated to attend the Club Annual Safeguarding CPD event each December.

5 Pre-Event Planning

The DSL will attend the Club Pre-Match briefing which is facilitated by the Club Head of Operations or their representative.

During this meeting all safeguarding considerations and concerns will be discussed and an appropriate event/matchday plan will be formulated ahead of the event.

The appointed Safety Officer for the relevant match/event will participate in pre-event planning meetings/discussions and work alongside the Club's statutory agencies to share and consider all available intelligence, make an informed risk assessment and develop a risk management plan to stage the event safely.

Following this meeting, the Safety Officer will produce the Event Briefing Notes document for the information of all supervisory staff at the Safety Officer briefing.

The briefing notes should include:

- Name and contact details of the Designated Safeguarding Lead (DSL)
- Any available intelligence relating to safeguarding matters relevant to the event

Safety Officer Briefing

It is accepted as good practice for the appointed Safety Officer to deliver a verbal briefing to all Head Stewards and Key Staff. This briefing may also be supplemented by a visual presentation. It is essential that the DSL attends this briefing and is introduced to any person attending the stadium for the first time or are representatives of the visiting club.

To reinforce and promote the profile of safeguarding within the matchday programme, it is advised that the DSL delivers the section of the briefing relating to safeguarding. This will ensure that all the up to date safeguarding information is shared and the regular messages are covered consistently and comprehensively.

6 Communication, Command and Control System

The Safety Officer is responsible for the overall safe delivery of the event. Working alongside key statutory partners, the Safety Officer provides strategic level command from the position of the matchday control room throughout the event.

It is essential that the Safety Officer and the Designated Safeguarding Lead (DSL) have the facility to maintain direct and constant communication when required. This will enable both members of staff to initiate an immediate alert to emerging safeguarding matters, effectively deploy the appropriate level of resources to respond and reach a safe and appropriate outcome.

It is essential that the DSL has an effective way of communicating with staff across the matchday/event.

For each event at Cardiff City, both the Safety Officer and the safeguarding staff will communicate with the DSL via the appropriate radio channel and/or mobile telephone.

The DSL has a pre-arranged 'patrol strategy' for each matchday/event to provide leadership and support across all key operational areas of the stadium.

All the above information will be imparted by the DSL during the Safety Officer's briefing.

The DSL and lead safeguarding staff will attend the Safety Officer's Debrief following the match/event. Any reported safeguarding concerns will be discussed during this meeting.

7 Response, Reporting and Recording Safeguarding Incidents

The importance of recording all safeguarding matters, irrespective of the perceived level of seriousness, which come to the notice during a matchday fixture/stadium event, cannot be overstated. Recording details of even the lowest levels of concern will help to:

- Ensure that patrons, staff and the Club 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 requirements
- Inform future practice
- Maximise the appropriate use of the workforce, and
- Provide data which indicates the need for additional or reduced resources.

IMPORTANT

It is NOT the responsibility of a member of staff to decide if abuse has taken place, but IT IS everybody's responsibility to act on any concern.

If the victim needs urgent medical treatment, the person raising the concern will inform the Control Room of this to allow the onsite medical team or emergency services to act. The reporting of the concern to the Head of Safeguarding will follow.

There is a dedicated 'place of safety' on Level 2 Main Grandstand, which is the matchday/event Safeguarding/First Aid Room which has access to first aid, a telephone and direct communication to the Control Room.

Matchday & Event Safeguarding Reporting Structure

Concern	Response
a. A safeguarding concern is identified and reported directly to the Control Room by operational matchday staff e.g. a steward	b. Safety Officer will make a dynamic assessment based upon the information reported and liaise with the DSL to agree an appropriate response
a. A safeguarding concern is reported to the DSL by an associated matchday safeguarding member of staff e.g. Ball Team Supervisor	b. The DSL to inform the Control Room of the report and agree an appropriate response
a. A safeguarding concern is reported via an external means into the Control Room including any report received via the Safety Culture reporting app.	b. The Safety Officer in conjunction with the Police, if appropriate, will decide on any immediate executive action to safeguard any person and inform the DSL to agree the appropriate secondary response.
a. A safeguarding concern is reported retrospectively	b. The Head of Safeguarding will be informed of the report by the

following the conclusion of the event via a variety of means into the Club.	Enquiry and Sanctions Officer and will decide on an appropriate response.
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The DSL for the match/event should be informed of all incidents of note in real time. Incidents of a more routine nature that are dealt with at ground level should be formally recorded and submitted post-match by the Enquiry and Sanctions Officer for the attention of the Club Head of Safeguarding.

All staff trained in the use of the Club's online case management platform CPOMS, should record all incidents directly to the platform.

8 Stewarding

The role of the match day steward is well established and is pivotal in ensuring the safe management of live events. They provide a physical operational link between the Control Room and the 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.

The EFL Disclosure and Barring Service Guidance and the SGSA Policy Guidance – SIA Sports Ground Exemption (Revised 2023), provide the Club with guidance relating to the matchday roles that determine the appropriate level of check.

Matchday roles are typically:

- Matchday Safeguarding Stewards
- Safety Stewards
- Chief Stewards and Quadrant Managers
- Team Leaders and Supervisors
- Response Stewards
- Disability Liaison Stewards
- Security Stewards
- Safety Officers and Deputies

Matchday/Event Safeguarding Stewarding Team

The Club have appointed a dedicated team of stewards who will be deployed by the Safety Officer and DSL to any safeguarding incidents. The team will be managed by the DSL and led by an experienced safeguarding supervisor.

The safeguarding stewarding team will be briefed by the DSL following the Safety Officer briefing and all up to date information and intelligence will be provided ahead of their deployment.

All team members will be subject to an Enhanced Level DBS check including a child barring list check and attend specialist safeguarding training to supplement generic training provided as a steward. This training is captured within the Workforce Development Plan.

Chief Stewards

Chief Stewards hold a leadership role and play a key part in engendering the culture of safeguarding amongst the steward workforce. They are beneficial in building an expertise and confidence in event management and good safeguarding practice.

Stewards – Visiting Club

The Safety Officer briefing can be enriched by the presence of a stewarding representative who will be well placed to share any available intelligence and assist in overseeing and marshalling away supporters. The two Clubs working actively together provides added capacity to identify potential or emerging conflict and/or any other presenting safeguarding concerns.

9 Arrest/Ejection/Searching Policy for Children and Adults at Risk

Arrest/Ejection - On occasion it may be necessary to arrest or eject a child or adult at risk.

Arrest - In the event of an arrest by the police it is good practice that that information is passed via the Safety Officer and the Control Room to the DSL. Although the responsibility for the individual's welfare will remain with the police officer undertaking the arrest, the DSL and their team, will offer support to the police and to the individual concerned.

This matter will be recorded on the Club's online case management platform, CPOMS.

Ejection – In the event of an unavoidable ejection of a child or adult at risk from the stadium, the DSL should be informed of the action so that the appropriate safeguarding concerns can be identified and addressed.

NOTE: There is a separate section in respect of the detention of children aged Under 14 who attempts to legitimately enter the stadium unaccompanied by an adult aged 18 or over.

Searching of Children and Adults at Risk

Ensuring the safety of all who attend a matchday/event is of paramount importance.

One of the key strategies for maintaining safety is the restriction on items that a person can bring into the stadium. Policing these restrictions necessitates implementing a system for conducting a physical search of an individual and their personal bags/possessions.

The Club has a comprehensive search policy that is contained within the Club Operations Manual. This covers all eventualities with regard to entry to the stadium on matchdays/event days and includes mitigation in the event of an escalation in the National Threat Level and if the Club and/or the Police receive further intelligence, which may affect the safety of those attending the event.

If the searching of children under 14 or adults at risk is required and has been authorised by the Safety Officer or Quadrant Manager, appropriate considerations have to be made.

NOTE: Because children aged 14 and over are permitted to buy a ticket and attend an event unaccompanied by an adult, the Club has distinguished between the searching of children under 14 years of age and those over 14 years of age.

A child under 14 and any adult accompanying the child, must be asked for consent to search. If consent is not forthcoming, entry to the stadium will be refused. If an adult at risk is deemed able to consent, the same policy will apply.

Good practice on searching A CHILD UNDER 14 or an adult at risk.

(Any child aged over 14 years will be subject to a typical search by appropriately trained staff)

No search will be conducted by a member of staff of the opposite sex to the child or adult at risk. All searches will be conducted in the presence of a second member of staff.

At no stage will there be a requirement to make physical contact with the child or adult at risk. The search procedure will be 'self-search' and has been devised to allow the person to demonstrate that they are not carrying/hiding any dangerous or prohibited item.

- Confirm consent(s)
- Explain the reason for the search
- Ask the person if they are carrying any item that may be dangerous or prohibited
- Ask the person if anyone has asked them to carry anything into the ground for them
- Request the person to empty and turn out their pockets
- Request the person remove any outer clothing for the second member of staff to search
- Request the person to demonstrate that there are no prohibited items in their socks and/or waistband
- Request the person hand over any possessions for searching e.g. bags, hats, gloves & scarves. NOTE: Religious head coverings are not to be searched or removed.
- Staff are to ensure all clothing is replaced prior to entry into the stadium
- Staff are to follow the existing stadium procedure if any prohibited or dangerous item is recovered

NOTE: 'Outer clothing' means any item of clothing that is not worn wholly next to the skin or immediately over a garment that is being worn as underwear.

10 Lost Children Policy

Within the context of a mass of people engaged at a live sporting or musical event there is a reasonable risk of a child becoming lost, disoriented or separated from their accompanying adult.

The Club have adopted the following measures designed to assist in the swift reuniting of the child and parent, guardian or larger party.

The Club has introduced an '**Arm's Length Policy**', whereby an adult or carer are advised to remain within an arm's length distance **at all times** with each child or young person in their care. This policy relates to the duration of the match or event.

The Club have introduced wristbands for young supporters as an additional security measure at the stadium. The 'Junior Bluebird' wristbands (Fig. 1) are available for home and away supporters and are designed to allow parents and guardians to write their child's seat location and a contact number on the inside of the wristband to assist club staff to reunite the child with their parent, guardian or larger party. (Fig. 2)

Fig. 1



Fig. 2

Name:.....	Seat Details:.....
Parent / Guardian's Name:	Block:.....
Emergency Contact Number:.....	Row:
	Seat:

Report of a Lost or Missing Child/Adult at Risk

The following two flowcharts highlight the processes to be adopted by the Safety Officer and Control Room staff, in conjunction with the Designated Safeguarding Lead, on the report of a lost/missing child.

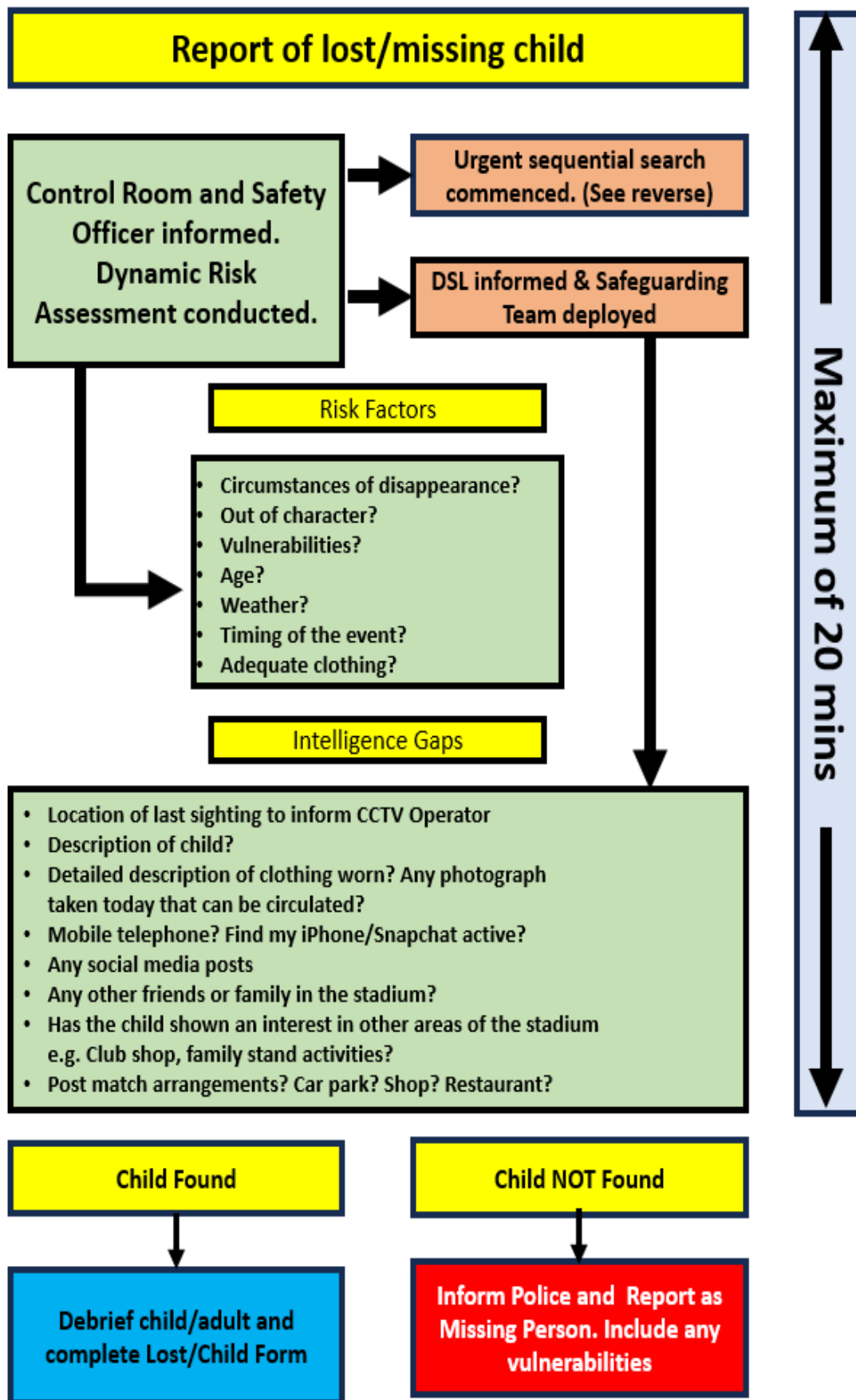
The flowcharts are self-explanatory and can be summarised as follows:

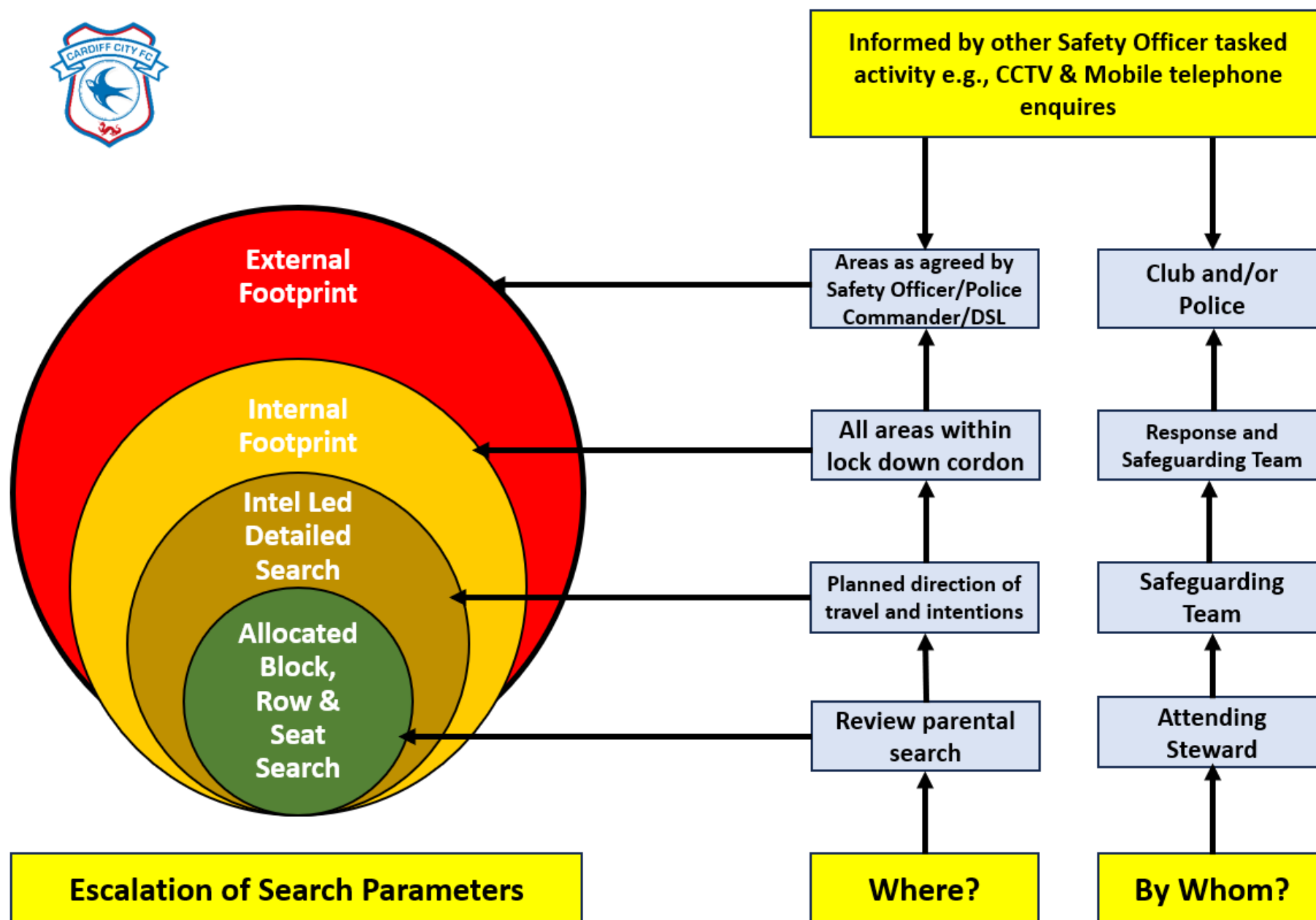
	Safety Officer Response
1a.	Dynamic Risk Assessment conducted – Lockdown considered.
1b.	Urgent Sequential Search commenced
1c.	DSL informed
1d.	Risk Factors considered
1e.	Intelligence/Information obtained from attending stewards completing the Lost/Missing Child Form
1f.	Maximum of 20 mins before escalation to the police for investigation

	Sequential Search of Stadium
2a.	Review of parental search – Allocated Block, Row and Seat – Attending Steward
2b.	Planned direction of travel and intentions – Intelligence Led Search – Safeguarding Team
2c.	All areas within ‘lockdown’ cordon – Internal Footprint – Response and Safeguarding Team
2d.	Areas as agreed by Safety Officer/Police Commander and DSL – External Footprint – Club and/or Police

Child Found	Child Not Found
Debrief child/adult at risk	Inform Police and report as a missing person and include vulnerabilities
Debrief adult/carer/guardian	Provide support to the adult/carer/guardian
Complete Lost/Child Form and update Control Room log	Complete Lost/Child Form and update Control Room log
Create CPOMS report	Create CPOMS report







11 Ticketing & Age Related Entry/Babes in Arms Policy

The Club operates a strict ticketing policy with regards to the following areas:

Family Stand Policy – We are always looking to welcome the next generation of Bluebirds to Cardiff City Stadium, and, as such, will implement policies and procedures to maintain the integrity of our Family Stand.

Our Club policy in the Family Stand is as follows:

- a. There are **no Junior U16s** permitted without an accompanying Adult (18yrs or over), and no Adults (18yrs or over) permitted without an accompanying Junior U16.
- b. There must be at least one **Junior U16** and **one Adult** (18yrs or over) within the booking, in addition to a maximum of two Adults to one Junior U16 ratio.

For **Group Bookings**, the Club follows the NSPCC Guidelines as follows, which are 'minimum numbers':

- **0 - 2 years** - one adult to three children
- **2 - 3 years** - one adult to four children
- **4 - 8 years** - one adult to six children
- **9 - 12 years** - one adult to eight children
- **13 - 18 years** - one adult to ten children

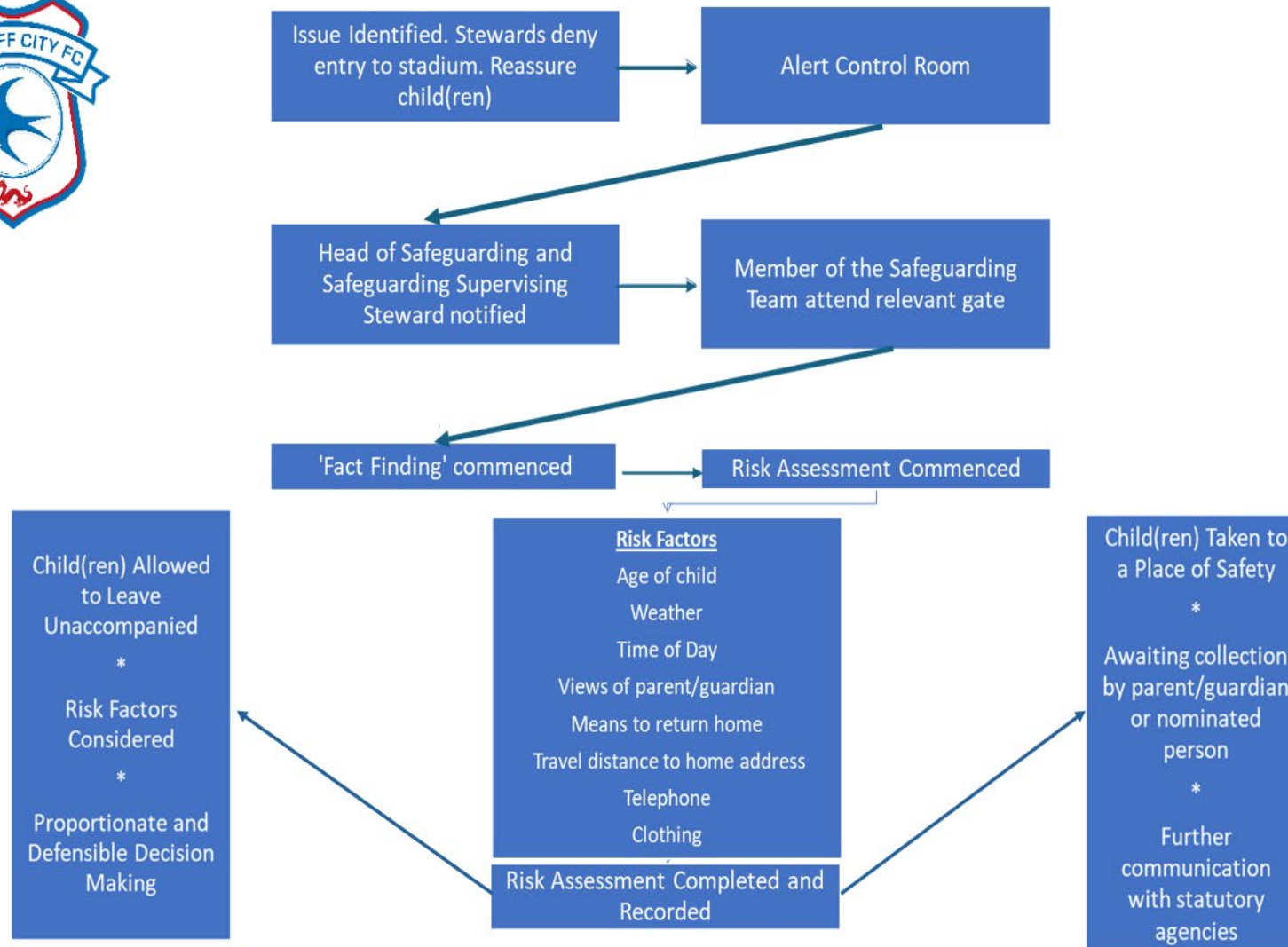
Depending on the needs and abilities of the children, more adults than the minimum may be required. The Club recommend having at least two adults present, even with smaller groups. If young people are helping to supervise younger children only people aged 18 or over will be included as 'adults' when calculating adult to child ratios.

Children with additional needs or disabilities

If children and young people, who have special educational needs or disabilities (SEND), the Club will ensure, at the point of booking, that more supervision than the minimum ratios above, will be required.

Matchday age restrictions – No persons under the age of 14 may enter the Stadium unaccompanied. Children aged 13 and younger, must be accompanied by an Adult aged over 18 who must act as their guardian.

In the event of an incident of an unaccompanied under 14 year being detained on entry, the Safeguarding Team will be deployed by the Control Room. The main consideration will be safety and welfare of the child. The following flowchart provides guidance to be followed.



Babes in Arms Policy

The Club advises supporters against bringing 'babes in arms' and infants to football matches. Nevertheless, such children are allowed to enter subject to the parent or guardian accepting full liability for the child's safety and the child being carried in a front carrier. No buggies, prams or carry seats are permitted inside the Stadium.

Care should be taken in selecting the seating area. Areas behind both goals and the lower tiers should be avoided due to flying footballs and drifting rainfall.

A valid match ticket is required for any child aged two and over.

12 Pitch Incursions

For a 'Designated Football Match' an incursion onto the Field Of Play is prohibited as a criminal offence and against Ground Regulations.

Cardiff City have prepared a pitch incursion plan.

The detailed plan allows the Safety Officer to make informed decisions relating to incursions onto the field of play and deploy an appropriate response. Specific areas of the plan focuses on the following key areas and has been developed to protect each individual from harm.

- Players, including Under 18 players for both teams
- Ball Team members
- Match officials
- Staff members
- Encroachment by a child (under 18) supporter
- Other supporters

Key Points

A dedicated team of pitch runners are deployed at every fixture. These staff members are suitably trained and vetted and will respond to any notable incident which may include the need to confront any determined activist and / or other invader who's intention is to disrupt a match.

In the event of a 'mass incursion' the Safety Officer will conduct the initial dynamic risk assessment and take appropriate measures to ensure the safety of the Officials and Players and in particular to deliver the plans to protect our vulnerable participants as listed above. This may include the removal of the Ball Team, for example, if the Safety Officer and the DSL determine there is a risk of harm to the participants, and the Match Officials have been briefed as this potential before the match.

All information regarding the inclusion of Under 18 players for either side will be gathered by the DSL ahead of matchday as part of the Pre-Match Information Sharing Protocol and

passed to the Safety Officer at the Safety Officer's briefing. This information is subsequently available to be passed to the Match Officials by the Safety Officer.

(Please see the separate 'Under 18s in the Senior Game Policy and Procedure')

NOTE: Incursion by a child

In the development of the matchday safeguarding policy and procedure, incorporating the Pitch Incursion Plan, the following guidelines were highlighted as being key:

- If it is considered that a child (if easily identifiable) poses an immediate risk to themselves or any other person on the field of play, a pitch runner may be directed to restrain the child by the appropriate method until the child is moved to a place of safety.
- The child should be monitored from a safe distance and be allowed to leave the field in their own time unless the behaviour is assessed as problematically delaying the restart of the match. The child should be detained and taken to a place of safety.
- The Safety Officer, in conjunction with the Police Match Commander, and the DSL, will agree the most appropriate action to deal with the child.
- The incident should be recorded on the Club's CPOMS case management platform.
- The DSL will ensure all necessary safeguarding considerations relating to the child/family are assessed and actioned.

13 Hospitality Areas

The areas of the stadium designated and commonly referred to as 'hospitality suites' or 'executive boxes' provide a welcome source of income for the Club together with an enhanced matchday/event experience for the spectator. An integral part of the hospitality experience is the consumption of alcohol. On occasions, often due to intoxication, the behaviour of patrons in the hospitality areas can become a source of concern. This will subsequently have an adverse effect on the experience of our more vulnerable patrons, and the work environment of any Under 18 employees, if safeguarding is not appropriately considered.

At Cardiff City Football Club, the management of the hospitality areas is shared between Levy UK + Ireland (Compass), who have been our sole catering supplier since the opening of the stadium in 2009, and the Club's Hospitality Managers. The safety and security for each area is managed by our Club Operations Team who deploy staff in each specific area who are registered with the Security Industry Authority (SIA).

Patrons

The Club's patrons whether children, adults at risk or otherwise, are protected from harm by one of the four licensing objectives that underpin the Licensing Act 2003 and all additional guidance.

The Licensing Act contains mandatory conditions relating to the sale and consumption of

alcohol in licensed premises, whilst allowing under 18s to enjoy the atmosphere of an event in a family friendly, safe environment.

Each hospitality area is staffed with Club Security Stewards, Club Hospitality staff and Compass.

Hospitality Staff – Club

The Club has in place two hospitality managers who are permanently on duty across the hospitality areas on Level 3.

Each manager is subject to Safer Recruitment principles as follows:

- Entry on the Club's Single Central Record
- Enhanced DBS Certificate with Child Barring List check
- Annual Self Declaration Form completion
- Mandatory attendance at the annual Club Safeguarding CPD Event
- CPOMS training

The hospitality managers are responsible for the recruitment of staff, including those staff under the age of 18 years.

As part of the induction process, a Club form, Safeguarding Under 18 Employees, will be completed by a parent or guardian. This form will provide information to the Club regarding any contextual safeguarding situations that arise and what arrangements are in place to address them e.g. commuting arrangements.

Each member of staff is informed to inform their relevant hospitality manager of any safeguarding concern as soon as practicable. On receipt of this information, and when appropriate, each hospitality manager is to record the concern on the CPOMS platform.

Hospitality Staff – Compass

Compass has a comprehensive company Safeguarding Children and Vulnerable Adults Policy in place.

This policy covers the following sections:

- Purpose
- Definitions
- Responsibilities
- Safer Recruitment - DBS Checking Procedure incl Overseas Checks
- Reporting Concerns
- Self-Declaration Forms

This is accompanied by a detailed 'site' risk assessment and 'individual' risk assessment that contains all hazards and control measures for activities under the following headings:

Section 1 – General workplace hazards

Section 2 – Hazards in kitchens and food & beverage service

Section 3 – Hazards affecting team support employees from other sites / units

Section 4 – Additional hazards and control measures

Matchday Protocol

- Compass staff will inform Club staff of the report of a safeguarding concern who will record this matter on CPOMS.
- The Head of Safeguarding will liaise with Compass management to ensure the matter is investigated and an appropriate outcome is reached.

Under age consumption of alcohol

The Club operates a 'Challenge 25' policy which applies to all age related sales that occur at our stadium.



Our Challenge 25 policy requires us to use a 4-step approach every time we see someone who appears to be under the age of 25:

- 1. Assess the age of every customer.**
- 2. If you think the customer looks under 25, ask for ID.**

Only the following documents are acceptable for proof of age purposes:

- A valid Passport
- A valid photo drivers' licence
- A "Pass" approved card from the national Proof of Age Standards Scheme
- A British Military ID Card
- A National Identity Card

Only Original Documents can be accepted - photocopies, photographs or Phone Apps and out of date passports are not acceptable.

- 3. If the customer cannot produce acceptable ID, the sale of alcohol will be refused.**
- 4. When alcohol is refused you must record this in a refusal's logbook.**

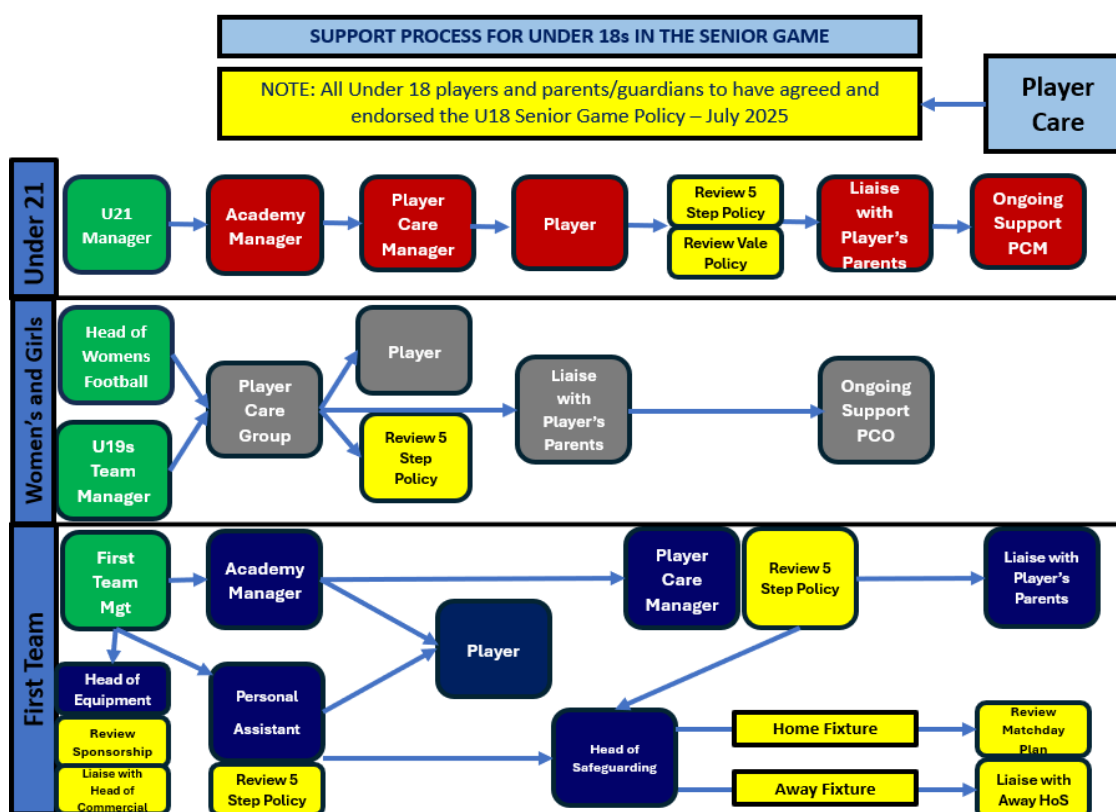
14 – Associated Matchday Safeguarding Activities (Child)

- Under 18 player in First Team Squad

Cardiff City Football Club recognises that when a young player under 18 is selected to participate in a senior 'open age group' match/training, all considerations and appropriate safeguards must put in place. In general terms, open age football is for anyone over the age of 16 years. However, as an employer, we recognise our 'duty of care' is to ensure that we put in place safeguards to protect those young people who are under 18 and who, in law, are still considered to be a child.

The Club has a 5-Step Policy in place that is managed by the Academy Player Care Manager which covers all safeguarding considerations. This is overseen by the Head of Safeguarding who will impart this information during the Pre-Planning and Safety Officer briefings.

The following flowchart summarises the policy for all three Senior Teams.



Ball Retrieval Operation

The ball retrieval operation is managed by the Head of Safeguarding and follows strict adherence to the Club's Ball Assistant Code of Conduct.

The Ball Team is selected in the following sequence:

Men's fixtures (Club and FAW)

1. Academy Players - 11 -16 years
2. Emerging Talent Centres – 11 -16 years

Women's Fixtures (Club and FAW)

3. Girls Team or grassroots Club's – 11-16 years

Players aged 14-16 years will be utilised during school term time for matches with an evening kick off.

A risk assessment will be completed for each match and will take into account the category of match and any reported intelligence. The age of each selected Ball Assistant will be adjusted accordingly.

Each parent/guardian will complete a Ball Team Participation Consent Form and acknowledge the Ball Assistant Code of Conduct, which will contain a medical history incl. allergies and dietary requirements. Consent will also be requested for the 'self-application' of sun cream in the event of sun exposure for long periods of a match.

The Ball Team will consist of between 10 and 14 members (EFL Guidelines - min. 8) and is supervised by the Ball Team Supervisor who is subject to Safer Recruitment principles.

Pre-match

At the pre-arranged meeting point, two members of matchday safeguarding staff will complete the event register incl. parent/guardian contact details, and escort all players from the entry gate to the Ball Team changing room. All parent/guardian ticketing requests will be addressed at the meeting point. At this point, the Club will take responsibility for the care of each child.

The Ball Team will be subject of a safety briefing by the Ball Team supervisor. The supervisor will brief from the prepared briefing guide which will include specific information regarding evacuation procedures and pitch incursions.

Each assistant will be allocated the following equipment:

- Accreditation/safety information lanyard
- Club coat
- Gloves
- Fluorescent bib
- Seat

The Ball Team supervisor will be responsible for the pitchside seat allocation taking into account placement in the proximity of any away supporters. This deployment will take cognisance of the individuals characteristics, skills and vulnerabilities.

Each seat/assistant will be placed PITCH side of each advertising board. At no stage will assistants be placed stand side due to the risk from the presence of obstacles and matchday personnel.

Kick Off

The Ball Assistants are deployed under the current guidelines provided by the EFL. The Ball Team supervisor will be present pitchside at all times and provide reassurance by communicating with the assistants throughout the match. The supervisor will remain in contact with the Designated Safeguarding Lead by mobile telephone.

Half Time

On the half time whistle, the Ball Assistants will make their way from the perimeter of the pitch to the Ball Team changing room. The assistants will be marshalled by the supervisor.

Refreshments will be provided during the half time break. The supervisor and the DSL will establish whether there are any concerns to be reported and recorded.

Post match

The Ball Team will be marshalled from the pitch by the supervisor and escorted to the Ball Team changing room. Following a final debrief and collection of equipment, all players are escorted from the changing room to the entry gate where each assistant will be handed to their respective parent/guardian and the return register completed by the supervisor.

Any reported concerns will be recorded by the supervisor using the CPOMS platform.

Mascot Operation

The First Team mascot places are available for each home match and are available to purchase via the Club Ticket Office. The onward process, following purchase, is managed by the Club Fan Experience staff.

The preferred age range for mascots is between 5-11 years, although the Club retains the right to use discretion with regard to a variation of ages.

All appropriate consent forms are sent to each parent/guardian for completion. The consent form confirms that the parent/guardian agrees to the child's participation in the mascot experience, the Club's Imagery & Video Consent Notice and Privacy Notice.

The Mascot Co-ordinator will meet each parent/guardian at Gate 16, where the mascot register will be completed. All parties are then escorted to the mascot room where the mascot co-ordinator will brief both the child and parent/guardian regarding the itinerary for the day. Following the briefing the mascots will be taken as a group to commence their experience. The parent/guardian will remain in the stadium for the duration of the mascot experience and preferably take their allocated seats in the stadium.

The mascot co-ordinator will adhere to the NSPCC guidance on adult to child ratios whilst planning each separate mascot experience.

For the duration of the matchday experience the children will be supervised by the Mascot Co-ordinator(s). There will be Club coats and suncream available in the event of extreme weather.

Our Mascot Coordinators remain with the children for the duration of the experience and immediately after kick off, will return the children back to the care of each parent or guardian and the register updated.

Guard of Honour (GoH) Operation

- Guard of Honour places are available for community grassroots clubs for each home match and are available to purchase via the Club Ticket Office. The onward process, following purchase, is managed by Club Fan Experience staff.
- The age range for each person is between 7-12 years, although the Club retains the right to use discretion with regard to a variation of ages.

All appropriate consent forms are sent to each parent/guardian for completion. The consent form confirms that the parent/guardian agrees to the child's participation in the Guard of Honour experience, the Club's Imagery & Video Consent Notice and Privacy Notice.
- The GoH co-ordinator will adhere to the NSPCC guidance on adult to child ratios whilst planning each experience.
- The GoH Co-ordinator and assistant, will meet the players and their coaching staff at Gate 16, where the register will be completed. (NB: each coaching staff member is required to provide a valid Enhanced DBS certificate during the booking process). All parties are escorted to the Grandstand concourse where the co-ordinator will brief both children and coaches regarding the experience. Following the briefing the children will be taken pitchside where they will pose for a group photograph taken by the Club photographer.
- The coaches will remain in the South corner 'wedge' adjacent to Gate 16 for the duration of the GoH experience.
- The Experience – Twenty minutes before kick off, each child will be issued with a flag pole which is adjusted to their height. After lining up in the 'wedge' they will enter the field of play and begin a lap of honour before moving on to the pitch and forming a V shape from the tunnel area, ahead of the player walkouts just prior to kick off. As the match is preparing to start, the children are walked in single file back to the

'wedge' where they are handed back into the care of the coaching staff, who will escort them to their seats. Invariably, each child's parent/guardian will be present to assist with their supervision during the match. The GoH register is subsequently updated.

Any safeguarding concerns will be reported to the Designated Safeguarding Lead for that fixture.

Sensory Room Operation

Cardiff City Stadium's sensory room has been developed with Cardiff City FC Foundation, to provide supporters with sensory issues, a comfortable space to access live football.

Our sensory room is equipped with a variety of interactive specialist sensory equipment to make supporters visit as accessible and enjoyable as possible. Supporters can watch the game from the adjacent Media Box, their allocated seat, or utilise the sensory room's facilities, which are staffed by experienced and appropriately qualified Club staff. Each staff member will undergo an Enhanced Level DBS check with accompanying child barring list check. All staff are trained in the use of the specialist equipment and completed neurodivergence training.

Tickets for the Sensory Room are available for all First Team and International fixtures and are purchased from the Club Ticket Office.

There are appropriate risk assessments in place.

Furry Mascot – 'Bartley the Bluebird'

The Club employs an experienced member of staff to wear Bartley's costume on matchdays and for specific events.

The individual has been recruited using Safer Recruitment processes.

The individual will:

- be an ambassador for the Club and as such should represent fun, fair play and sportsmanship.
- aim to enhance the spectator's enjoyment of the sporting activity.
- be supervised by the Club's Head of Fan Experience.
- be expected to attend an induction and regular Club safeguarding training and be familiar with Club's Safeguarding policies for both Children and Adults at Risk.

There is a Furry Mascot Policy which contains a Risk Assessment and Code of Conduct in place which covers two aspects:

1. The environment in which the member of staff is deployed.
2. The safeguarding considerations around that deployment and their activities.

15 – Associated Matchday Safeguarding Activities (Adult)

Wheelchair Users

- Accessible viewing areas are available in all stands within the stadium. In all areas of the stadium, for both wheelchair users and ambulant disabled supporters, the personal assistant seat is next to the disabled supporter.
- There are eight accessible entrances at Cardiff City Stadium. These are at reception, the Grandstand and Ninian Stand, Corporate Entrances two & sixteen, Gates five, seven, ten & twelve.
- At every gate entrance there will be a customer support steward. Each season ticket or match ticket will be scanned by the steward at the ticket kiosk or with a PDA machine.
- For supporters located on upper levels a lift is available at the entrance. The lift can only be accessed once the supporters have entered the stadium.
- There is step-free access throughout the concourse area. The food and drink kiosk is clearly signed with step-free access and a lowered counter.
- Powered wheelchairs and scooters can be used in all wheelchair accessible spaces. Supporters are advised to inform the Ticket Office staff at the time of purchase that they require a wheelchair space.
- The Club asks supporters to remain in their powered wheelchair, scooter or wheelchair for the duration of their visit as the Club does not have storage facilities available.
- If supporters wish to bring specialist medication or medical equipment into the stadium, they are to contact our Disability Access Officer, Billy Gregory with details of their current medication or equipment and any support that may require for the duration of the visit.
- All away supporters can access the stadium step-free through Gate 12. The accessible viewing area is located towards the front of the stand with 21 designated wheelchair spaces available. For wheelchair users and ambulant disabled supporters, the personal assistant seat is beside the disabled supporter.
- Away wheelchair users and personal assistants should enter through the accessible entrance where stewards will be available to provide assistance. Tickets for this area will be marked 'Row W'. Due to their pitch side location, there is limited cover from bad weather, and we recommend to dress accordingly.
- Cardiff City Superstore is fully accessible. There is step and ramp free access into the store. The entrance and exit are fitted with powered automatic doors to allow ease of access and egress.
- When in the store, supporters will find non-slip surfaces, full wheelchair accessible aisles and a lowered till counter for easier payment.
- Our main ticket office is fully accessible. There is step and ramp free access. The entrance and exit are fitted with powered automatic doors to allow ease of

access and egress. Once inside, the floor is level with a non-slip surface. Counters are numbered. Counter 1 is a lowered counter.

Ambulant Supporters

- The Club has allocated Amenity Seating which are seats identified for ambulant disabled supporters that may benefit from an aisle and fewer steps to negotiate. To discuss specific requirements supporters are advised to contact Billy Gregory DAO or the ticket office.
- Ambulant supporters are able to sit anywhere within the stadium to enjoy the game from any seat they choose.
- Away ambulant disabled supporters can be situated in the wheelchair accessible area or in general seating, depending on their preference.

Blind/Visually Impaired

- An Audio Descriptive Commentary service for blind and vision impaired spectators is available to both home and visiting supporters and is provided by Alan March Sport Ltd.
- The free to use service for blind and vision impaired supporters is provided by a team of trained audio describers keeping up with play to the second to ensure listeners know exactly where the ball is and what is happening on the pitch.
- For supporters to register their interest and book a receiver, they are to email Billy Gregory DAO ahead of the match day. They will need to provide their name, phone number and ticket information (stand, block, row and seat number) and a receiver will be delivered to their seat before kick-off. Alternatively, supporters can call reception on 033 33 11 1927 and request to speak to the DAO.
- Please note that receivers are subject to availability. The Club advises supporters to bring their own headphones to ensure both comfort, quality, and hygiene.

Deaf or Hard of Hearing

- In the Ticket Office, counters 1, 2, 9 & 10 have hearing loops in position.
- Within Cardiff City Superstore, a portable induction loop is available at the tills.

Supporters with Learning Difficulties and Autism

- Supporters with learning difficulties can speak with our DAO Billy Gregory or our Ticket Office via phone, email or in person at Cardiff City Stadium for further assistance.
- Supporters with learning difficulties are entitled to a free personal assistant ticket.

- A sensory room is in place at Cardiff City Stadium (see above). This is available to supporters of all ages with sensory differences or who may find busy stadium environments challenging.

Accessible Toilets

- In addition to the Changing Places facility there are 24 accessible toilets at Cardiff City Stadium.
- In the Grandstand there is a toilet on the Level 2 concourse at blocks 201 and 207.
- In the Canton Stand there are three toilets at block 103 and two at block 109.
- In the Ninian Stand there are three toilets at block 111. One in the Ninian Lounge and one on Level 5.
- In the Away Quadrant there are two toilets at block 119 and another at block 121.
- In the Family Stand there are three at block 129.
- In hospitality areas in the Grandstand there is one inside reception, one on Level 2, two on Level 3 and two on Level 4.
- All toilets are fitted with RADAR locks. Supporters are recommended to bring their own keys but can contact a nearby steward to gain access.
- Every concourse toilet facility has one cubicle that is suitable for ambulant supporters.
- All accessible toilets are fitted with emergency pull cords which are monitored by our stewards.
- All accessible toilets located in concourses are easily visible with yellow doors.

Parking

- Cardiff City Stadium has 78 accessible parking bays available to home supporters. All bays are allocated/sold on a seasonal basis. Supporters wishing to be added to the waiting list, are to email DAO Billy Gregory or contact the Ticket Office on 033 33 11 1920.
- Supporters holding a blue badge are to approach stewards, who will do their best to allocate a space on the end of a row and as close to your gate entrance as possible. Supporters are requested not to park in the accessible bays as they are all allocated/sold.
- We have 4 accessible parking bays available to supporters on an ad-hoc basis in the case of temporary access requirements.
- There are 20 accessible parking bays within the away supporter car park. DAO contact details are issued to the visiting club with their ticket allocation. Away supporters should contact the Club DAO, Billy Gregory, to arrange away accessible parking.

- The parking surface is flat and is tarmacked and there are no ramps to negotiate.
- The stadium car park will usually close 30 minutes prior to the advertised kick off time and up to 30 minutes after the full-time whistle.
- Sloper Road from the junction with Virgil Street to Leckwith Road will be closed post-match for up to an hour and from Leckwith Road to Atlas Road/Wellington Street.
- A dedicated drop off point is located at the Fred Keenor Statue at the main roundabout.

Assistance Dogs

- We welcome assistance dogs at Cardiff City Stadium. Familiarisation/orientation visits can be arranged via our DAO Billy Gregory.
- We can accommodate both home and away supporters with assistance dogs. Away supporters will be seated amongst their own supporters.
- Supporters are advised to make the ticket office aware at the time of booking if they would like to attend a match accompanied by an assistance dog. There is no dedicated dog relieving area available.

Changing Places Facility

- Changing places toilets are different to standard accessible toilets, as they have extra features that allow for more space to meet the needs of those who use them. The facility is located on the **third** floor of the stadium and is available to all visitors who may need to use it. It has been placed near a raised wheelchair accessible viewing area.
The facility is available for use by all supporters. When purchasing tickets, supporters are advised to let the Club know they would like to use the Changing Places toilet, so we can discuss any additional needs and ensure a safe and comfortable experience. As well as housing an accessible toilet, the Changing Places facility includes a height adjustable adult-sized changing bench, mobile hoist, height adjustable sink, a screen to allow some privacy as well as a wide tear off paper roll to cover the bench. Please note the hoist is only compatible with a loop sling and supporters will need to bring this with them.

Cardiff City Matchday Safeguarding Team & Contact Details

Head of Safeguarding: Rob Cronick

Mobile: 07872 147351

Email: safeguarding@cardiffcityfc.co.uk

Stewarding and Event Manager: Tom Nash

Mobile: 07712 300648

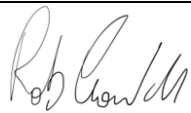
Email: tomos.nash@cardiffcityfc.co.uk

Disability Access Officer: Billy Gregory

Telephone: 02920 643718

Email: billy.gregory@cardiffcityfc.co.uk

Final Approval

Approved by :	Date	Name	Signature
	May 2026	Ken Choo Senior Safeguarding Lead	
	May 2026	Rob Cronick Head of Safeguarding	



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