

FA Communications Protocol in Relation to Safeguarding Issues

Communications protocol:

This protocol is designed to inform the football authorities, participants and all football stakeholders of the steps to take when managing enquiries from the media in relation to safeguarding cases.

<p>Step 1: Media enquiry comes in</p>	<p>Media enquiry comes in to The FA via Customer Relations, CFA WO, PL or PL Club, FL or FL Club or FA CM etc. Enquiries should be referred immediately to FA Communications Manager (details below). No comment should be given prior to the involvement of The FA Communications Team, so there is a joined up approach.</p>	<p>ACTIONS: CFA CS/CEOs, WOs and Media Officers, Customer Relations, ECP staff, PL and FL to refer all enquiries to FA Communications Officer.</p>
<p>Step 2: Gathering a response</p>	<p>FA Communications Manager contacts Case Team Manager immediately as first point of contact (cc Equality and Child Protection HOD and CP Manager) with details of the enquiry to build up case knowledge, background and establish the facts in relation to the enquiry. This may involve a number of parties, depending on the nature of the enquiry. CM staff to draft the facts for The FA Communications where possible the same day, highlighting the areas of challenge and risk e.g. data protection, privacy etc</p>	<p>ACTIONS: FA Communications to gather evidence from CM, Statutory Agencies Media and/or Safeguarding teams, CFAs, PL and FL, Legal / Reg Legal Advice.</p>
<p>Step 3: Agreeing the position statement</p>	<p>FA Communications Manager to draft a response for comment within 24 hours, or within scope of media timeframe. If the response involves reference to third parties e.g. the police, CEOP, CFAs, Pro Clubs, PL, FL, etc, then consultation should take place as appropriate with these bodies. Risks should be identified and mitigated against in drafting the response.</p>	<p>ACTIONS: FA Communications to draft a response for consultation and agreement with all parties.</p>
<p>Step 4: Giving the response</p>	<p>Once response has green light from key parties, FA Communications Manager to liaise with media contact within scope of media timeline and provide the response to them. And monitor any reactions, and fall out.</p>	<p>ACTIONS: FA Communications to provide FA response and monitor and manage reaction / response.</p>

Glossary:

- CEOP – Child Exploitation and Online Protection Centre
- CFA CS/CEO - County FA County Secretary / Chief Executive
- CFA WO - CFA Welfare Officer
- CM – Case Management
- CP Manager – Child Protection Manager
- ECP – Equality and Child Protection
- FL – Football League
- HOD – Head of Department
- PL – Premier League
- Reg Legal – FA Regulatory and Legal advice team