



**LFC Safeguarding Policy –
Adult’s Version
2025/2026**

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INTRODUCTION

This information is to help you to understand how Liverpool Football Club keeps adults safe.

What we do



Listen to you



Support people to make own choices



Have the best and most enjoyable experience when you access our services

This guide tells you:



How we help keep adults safe



What you can do if something is worrying you



What we'll do if we're worried about your safety

Safe at LFC – What is Safeguarding Adults?

At Liverpool FC, we want all adults to feel **happy, safe, and supported**.

Safeguarding means keeping you safe and happy. It's about making sure you are protected from harm, treated with respect, and have people you can trust and talk to if something worries you. You have the **right to feel safe** whether you're at home, at work, out with friends, or taking part in anything at LFC. That could be when you're:

- Watching a match
- Attending an event at Anfield or a LFC location
- Taking part in a LFC Foundation activity



Everyone at LFC has a responsibility to help keep you safe. That means we always put your **wellbeing first** and will listen if you ever feel **worried** or unsure about something.

If something doesn't feel right, it's always okay to speak up. There are people here who care and want to help.

Definition:

An adult at risk is someone over 18 who has care and support needs, is experiencing or at risk of abuse/neglect, and, because of those needs, cannot protect themselves from harm.



WHAT IS ABUSE?

Abuse is when someone **does something that can;**

- hurt you,
- upset you
- or make you feel frightened or unsafe.



It can happen **anywhere;**

- at home,
- at college,
- at football,
- In the community
- or even online.

**ABUSE IS A
CRIME**



If this happens, **tell someone you trust straight away.** We are here to help keep you safe.

It can happen to anyone, but you can be treated differently (discriminated) because of your;

- age,
- disability,
- gender reassignment,
- marriage and civil partnership,
- pregnancy and maternity,
- race, religion or belief,
- sex or sexual orientation

Anyone could abuse you;

- Your family or partner
- Work colleagues
- Friends at college
- A friend
- Neighbour
- Somebody you trust
- Strangers

TYPES OF ABUSE?

There are different types of abuse:



Physical abuse



Sexual abuse



Emotional / Psychological abuse



Financial abuse

Physical Abuse: Hurting someone by hitting, slapping, locking them in a room, or stopping them from moving freely.

Sexual Abuse: Any sexual touching or behaviour that the person does NOT want or did NOT agree to.

Emotional Abuse: Making someone feel scared, controlled, shouted at, made fun of, bullied or lonely.

Financial Abuse: Taking someone's money, stealing things, or tricking them online or in person.

Domestic abuse: Domestic violence is when someone you know, live with, or are in a relationship with: **Tries to control you, Threatens you, Hurts you or Scares you.**

Domestic violence can happen to **anyone**, and it is **never your fault**.

TYPES OF ABUSE?

There are different types of abuse:



Neglect: Not giving someone the care they need such as food, heating, medication or support.



Discrimination: Treating someone badly because of their race, disability, gender, beliefs or who they are.

ORGANISATIONAL
ABUSE



Organisational Abuse: Bad care in a place like a hospital or care home due to poor rules or staff behaviour.



Modern Slavery: Forcing someone to work, controlling them, or not letting them live freely.

SELF-NEGLECT
AND HOARDING



Self-Neglect & Hoarding: When someone cannot look after themselves or collects too many things, making life unsafe.

What to Do if You Are Worried

Telling Someone. It's Okay

You don't have to explain everything perfectly. Just say what you can. The most important thing is **telling someone**.

Who to Tell

Choose an adult you trust, someone who makes you feel safe and listens to you.

You can:

Talk to them

Write it down if that feels easier

They might ask questions to understand better. That's because they want to help, not because they don't believe you.

What Happens Next

The adult may need to tell other people to help keep you safe. They should explain who they will tell and why. They cannot keep secrets as they need to try and keep you safe.

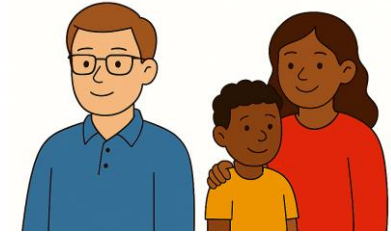
YOU'LL NEVER WALK ALONE



What to Do if You Are Worried

You can report a concern anonymously via the website and clicking this link - <https://www.liverpoolfc.com/info/report-safeguarding-concern>

Tell someone you trust (work colleague, family member, social worker, friend)



Speak to a steward, coach or staff member



Contact the LFC Safeguarding Team



Contact Merseyside Police – Telephone 0151 709 6010
Contact the Samaritans – Telephone 116 123
Contact <https://www.ceop.police.uk/Safety-Centre/> if you are worried about online communication



WHO TO TALK TO AT LFC?

We have a dedicated Safeguarding team at Liverpool Football Club who you could reach out to directly. You will find the LFC Safeguarding team in different areas of the club;

NICOLA FRYER

LFC Director of Safeguarding



LORNA DUCKWORTH

LFC Deputy Director of Safeguarding

LFC Foundation and
Anfield Designated Safeguarding
Lead

USEFUL CONTACTS

If you have a concern outside of office hours, or have concerns for the safety of a child, young person or an adult at risk then please contact;



999	Emergency (UK)	
111	NHS (non-emergency)	
	Police (non-emergency)	101
	Confidential Anti-Terrorist Hotline Don't rely on others. If you suspect it, report it. Remember to Run, Hide and Tell!	0800 789 321
0800 138 1625	STOP HATE CRIME – 24 hour help line If you believe you are victim of, or witness to a hate crime please report it.	

If concerns relate to the safety of an adult at risk, and you are unable to contact a member of LFC Safeguarding team, please contact the Local Authority :

Local Authority	Telephone Number
Knowsley Council	0151 443 2600
Liverpool City Council	0151 233 3700
Sefton Council	0345 140 0845 or 0151 934 3555
Wirral Council	0151 606 2008 or 0151 677 6557
St Helens Council	01744 676767

Merseyside Police:
[0151 709 6010](tel:01517096010)

CONTACT INFORMATION FOR PEOPLE WHO CAN HELP



0300 123 3393
Open 9am-6pm weekdays



HOPELINEUK 0800 068 4141
Young people should have to suffer alone with thoughts of suicide
Registered Charity Number: 107086



A registered charity



• Tel: 0115 951 5400



modern slavery & exploitation helpline
08000 121 700

Age UK Advice Line
0800 678 1602

Free to call 8am – 7pm 365 days a year
[Find out more](#)

[Hub of Hope](#) national mental health database, bringing help and support together in one place, with a focus on mental health.

Hub of Hope is for everyone and anyone. We all have mental health, so we all need to know the routes to support. The Hub of Hope is not restricted by age or gender.

The hub of hope is available to anybody at hubofhope.co.uk and is a free, downloadable app on iOS and Android devices. Once you have downloaded the app, the user can filter by category of service and postcode.



Contact us 7 days a week!

Here's how to get in touch:

For general advice, freephone
0808 278 7840
or send a text on Whatsapp to
07468 533 492

We can also use translation services when you contact us - just ask for Language Line.

