

Mandate Now

Communications Undertaken
between 9th Apr – 6th Jun 2018 to secure the
safeguarding policies
from
Crewe Alexandra Football Club



In an attempt to secure a copy of the Crewe Alexandra Safeguarding Policies for children, it was necessary to conduct email correspondence from 9th Apr - 6th Jun with the following personnel both at the Club and at the English Football League.

Paul Antrobus - Club Designated Safeguarding Officer

Alison Bowler - Business Operations Manager

Beverley Dyer - Stadium Operation Manager

Mark Rowan - Communications Director English Football League

At the time of going to print with this document and accompanying reviews, the Club's 'who's who' page lists no safeguarding officers. <https://www.crewealex.net/club/whos-who/>

Re: Crewe Alexandra Football Club Child Protection and Safeguarding Policy (March 2018)

From: Tom Perry

Date: 9 April 2018 at 10:21

Subject: Crewe Alexandra Football Club Child Protection and Safeguarding Policy (March 2018)

To: Paul Antrobus

Paul,

I wish to review the Crewe Alexandra Football Club child protection and safeguarding policy (March 2018) and any related documents. Pleasingly the main policy is on your website however in order to understand it, a number of further policies are needed which are referred to in the document. These include :

1. *The whistle blowing policy* which seems not to be available on the club's website.

2. On page 8, the policy states - *Safer Recruitment 'The Club's Staff Recruitment policy and procedures set out the process in full and can be found on our website.'* Despite several global searches I have been unable to find it.

3. On page 14 under the heading *Related safeguarding portfolio policies*, it states *'This policy should be read alongside our other Club safeguarding policies and procedures,'* fifteen policies are listed. I was unable to find any of these on the club's website.

Would you please provide me with either copies or links to each. Thank you.

Sincerely,
Tom Perry

Mr Antrobus did not respond to any email sent him.

From: Tom Perry

Date: 11 April 2018 at 14:14

Subject: Fwd: Crewe Alexandra Football Club Child Protection and Safeguarding Policy (March 2018)

To: Paul Antrobus

Paul,

Please may I have a reply to my email of 9/4/18 together with requested safeguarding links / attachments.

Thank you.
Tom Perry

On 13 Apr 2018, at 12:46, Tom Perry wrote

To: Alison Bowler Crewe Alexandra - Football Secretary/Operations Manager :

Dear Ms Bowler,

As you will see from the forwarded emails addressed to Paul Antrobus, I requested some necessary supplementary documents for the reasons stated in my email of 9/4/18. Sadly I have not had any reply from Paul. It's possible he's away.

Would you please arrange for my request to be fulfilled?

Thank you,

Sincerely
Tom Perry

On 13 April 2018 at 14:00, Alison Bowler wrote:

Hi Tom

Can I please ask to the nature of your request?

Alison
Sent from my iPhone

From : Tom Perry 13 April 2018 at 15:49

To: Alison Bowler :
Paul Antrobus

Alison,

Thank you for your prompt reply. The nature of the request is clearly stated in my email of 9/4/18 : *"I wish to review the Crewe Alexandra Football Club child protection and safeguarding policy (March 2018) and any related documents."*

Sincerely

Tom

Tom Perry

From: Tom Perry

Date: 17 April 2018 at 10:45

Subject: Fwd: Crewe Alexandra Football Club Child Protection and Safeguarding Policy (March 2018)

To: Alison Bowler

Cc: Paul Antrobus

Alison,

May I please have the policies I've requested which enables me, and anyone else, to understand your safeguarding policy in full.

Thank you,

Tom

Tom Perry

From: Tom Perry

Date: 19 April 2018 at 10:07

To: Alison Bowler

Cc: Paul Antrobus

Unfortunately, because of the Club's non-response it became necessary to set a deadline in order to stop 'drift.' The request was for '*related safeguarding portfolio policies*' that the Club mistakenly claimed were available on its website.

Alison,

Having had no reply to my last two emails I feel compelled to write for the final time to inform you that if I have not received the requested documents in full by tomorrow, Friday 20th April by 17.00 hrs., I will have to conclude that you and the officers of Crewe Alexandra Football Club ('CAFC') decline to fulfil my request.

On page four of the Child Protection and Safeguarding policy (Version 5 March 2018), under the heading 'Policy statement and principles,' the fourth bullet point states: Safeguarding is everyone's responsibility.

Whether the claim is meaningful will be discovered tomorrow.

Sincerely

Tom

Tom Perry

On 19 April 2018 at 10:34, Alison Bowler wrote:

Morning Tom

I feel it is appropriate that we have an understanding of who your representing and the purpose you require the documents for.

Alison Bowler - Business Operations Manager/Football Secretary

From: Tom Perry

To: Alison Bowler 19 April 2018 at 12:35

Alison,

I have already provided the reason for my request, although there is no need for me or anyone else to do so. Once again, and as stated in my emails of 9th and 13th April : *"I wish to review the Crewe Alexandra Football Club child protection and safeguarding policy (March 2018) and any related documents."* According to your own policy, these are meant to be publicly available policies.

I look forward to receiving them on or before Friday 20th April 17.00 hrs.

Thank you,

Sincerely

Tom

Tom Perry

Crewe Alexandra Football Club the contacted Mr Rowan whose EFL role is stated below this next email.

On 19 April 2018 at 14:34, Mark Rowan wrote:

Mr Perry

Further to your correspondence with our member Crewe Alexandra, the matter has been brought to our attention. It should be pointed out that both the Club and the EFL are intent on providing an appropriate response but in avoiding to respond directly to our request, this places us in an uncomfortable position as we need to understand on what basis you are asking. Do you represent a media organisation, fan group or any other body. It's important to understand this as this is the context required to deal with this matter. Is there any reason you have refused to provide this information as it is fairly common practice when making a query. Furthermore, on what basis are you presenting the Club with a deadline to respond. What is the significance of Friday at 5pm? Again, the answers to the questions will help shape the overall response. I look forward to hearing from you.

Regards

Mark Rowan

Communications Director

EFL

Sent from my iPhone

Sent: 20 April 2018 10:22

To: Mark Rowan; Alison Bowler

Cc: Paul Antrobus

Subject: Re: Crewe Alexandra Child Protection and Safeguarding Policy

Dear Mr Rowan,

Thank you for your email.

1. It has been necessary to write to Crewe Alexandra Football Club because on 9/4/18 as my email to Paul Antrobus detailed, the Child Protection and Safeguarding policy is only partly available on the club's website. On page 8 the policy states : **Safer Recruitment** *'The Club's Staff Recruitment policy and procedures set out the process in full and can be found on our website.* They cannot be found, they are unavailable on the website.

2. On page 14 of the policy under the heading '**Related safeguarding portfolio policies**, it states : *'This policy should be read alongside our other Club safeguarding policies and procedures.'* Fifteen policies are listed. They cannot be found, they are unavailable on the website.

3. The 'whistle blowing policy,' is a component which must be read in order to understand the Club's safeguarding policy. It cannot be found, it is unavailable on the website.

You state:

Do you represent a media organisation, fan group or any other body. It's important to understand this as this is the context required to deal with this matter.

Like the Club, you seem to be suggesting that a decision to send me safety critical child safeguarding documents, which the Club mistakenly claims are publicly available on its website, is predicated upon me answering questions asked by both the Club and now you. You both seem to be attempting to assess whether I am 'a suitable person' to receive the documents. You may be surprised to learn I am under no obligation to provide any information to the club before it provides me or anyone else with documents which are central to the protection of children at Crewe Alexandra Football Club, and which through oversight are unavailable on the Club's website.

Furthermore, the Club (/you) demanding information of anyone who unnecessarily has to request all the safeguarding policies, could have a significant adverse impact on a live child protection matter. Mr Antrobus, the Designated Safeguarding Officer at Crewe, should be able to explain. Despite this, and as a matter of courtesy, my first email on 9/4/18 clearly stated the reason for my request.

On page 4 of its safeguarding policy, the Club claims '*safeguarding is everyone's business.*' Am I to be excluded?

If the Club does not provide the information by today (Friday) at 17.00 hrs, then it is a decision made by the officers of the Club. There is no point extending beyond this date - ten working days will have passed since my original request together with an unnecessary and avoidable amount of correspondence.

I remain optimistic the Club's officers will send me the documents electronically and in full.

Thank you.

Yours Sincerely,
Tom Perry

From: Mark Rowan

Date: 20 April 2018 at 15:25

Subject: RE: Crewe Alexandra Child Protection and Safeguarding Policy

To: Tom Perry, Crewe Alexandra - Football Secretary/Operations Manager <abowler>

Cc: Crewe Alexandra - Academy Secretary /DSO <pantrobus>

Dear Mr Perry

Thanks for your latest email. I remain concerned that you refuse to identify the stakeholder group you represent, I certainly don't think the lengths you have gone to avoiding that question are necessary. Therefore, I have to assume you are a supporter and your request will now be dealt with under the terms of the Club's customer charter.

Please do note that that the Club's policies are currently undergoing a review and during this period have been taken offline, which is why you have not been able to locate them.

The Club will endeavour to fulfil your request with the time frame set out in its charter as opposed to the demands as set out in your correspondence.

This is our final position on the matter.

Regards
Mark Rowan
Communications Director

From: Tom Perry

Sent: 23 April 2018 16:39

To: Alison Bowler

Cc: Paul Antrobus; Mark Rowan

Subject: Fwd: Crewe Alexandra Child Protection and Safeguarding Policy

Alison,

Would you please confirm the Club has appointed Mr Rowan to deal with the safeguarding matter I raised on 19/4/18 when I requested a full copy of the Crewe Alexandra Child Protection and Safeguarding Policy. At the time it was only partly available on the Club's website.

The email from Mr Rowan sent to me on Friday 20th April makes an already poor situation worse for those officers of the company who have statutory responsibility for safeguarding. Mr Rowan is applying corporate logic to my request rather than having any apparent appreciation of safeguarding 'statutory guidance.' First rule in this realm; apply experience.

Mr Rowan's email states :

Please do note that that the Club's policies are currently undergoing a review and during this period have been taken offline, which is why you have not been able to locate them.

This morning I took a time stamped screenshot from the CAFC webpage (attached) that still offers the Club's incomplete and therefore unsatisfactory child protection and safeguarding policy to those members of the public who wish to read it. Contrary to Mr Rowan's assertion, none of the '**related safeguarding portfolio policies**' that '*should be read*' as recommended in the Crewe policy, were ever present on the website so they cannot have been 'taken offline.' Their nonexistence was the very reason I found it necessary to write to the Club a fortnight ago. The Safeguarding and Child Protection Policy was approved by the board in March 2018 as stated on the cover of the policy. The '*Related safeguarding portfolio policies*' which are vital to the functionality of safeguarding at Crewe, **should have been approved simultaneously, yet have never been available.**

Mr Rowan considers it appropriate to 'assume' I am a 'supporter' to justify my request being dealt with under the Club's 'customer charter.' **Putting anyone with a safeguarding inquiry / concern into a process that permits the club to not respond for six weeks is astonishing.**

I hope the Club provides the information by return.

Thank you.
Sincerely
Tom Perry

On 24 April 2018 at 09:38, Alison Bowler wrote:

Dear Mr Perry

Thanks again for your email. I am hopeful, as a result of this latest communication, we can start to bring to an end this matter.

Mr Rowan is the Communications Director at the EFL and as such will not be directly dealing with the specific query. The advice of the EFL was sought when it was not clear which stakeholder group you represented. **To be clear this was not an evasive tactic but one to fully understand how the Club should respond to your query.**

We remain confused as to who you represent and it is our view that it would have been more helpful to have a more upfront discussion at the outset. For example, if you are a member of the media we would have communicated matters in a slightly different way, than say if you were a parent. As we are unaware, we had to make a general assumption.

That point, however, was never going to change the outcome of what is an important issue and, as previously communicated, **we will be in a position to provide the policies referenced once a review has been completed by our external consultant.** This is the simple reason why they are not available at present, either on or offline. **Your comments in regard to the policies being 'taken offline' are noted and accepted.**

I also think it is incredibly important to point out that whilst the Club does have a period of up to six weeks to respond, we would all be in agreement that it is in the **best interests of the concerned parties to respond as quickly as possible, given such a sensitive subject.**

The work currently being completed is part of a wider review of our policies and procedures in this area to ensure Crewe Alexandra continues to create a safe, positive and enjoyable environment for all participants in the Club's activities.

The Club is confident that robust safeguarding procedures are in place and will continue to respond appropriately to anyone raising concerns. We also remain committed to working with the statutory agencies to ensure that the safeguarding of children and adults at risk is prioritised.

I trust this clarifies your latest query and as indicated above, the Club will respond in due course.

Kind regards
Alison Bowler
Business Operations Manager/Football Secretary

From: Tom Perry
Date: 27 April 2018 at 08:56
Subject: Re: Crewe Alexandra Football Club Child Protection and Safeguarding Policy
To: Alison Bowler
Cc: Paul Antrobus

Dear Ms Bowler,

Thank you for your email of the 24/4/18.

My safeguarding request remains simple. The introduction of Mr Rowan to manage my request was unhelpful and concerning. All I have politely requested are copies of the '*related safeguarding portfolio policies*' that Crewe states in its Child Protection and Safeguarding Policy, 'should be read.' These documents were not available on your website as you acknowledge in your most recent email.

You say in your email:

"We remain confused as to who you represent and it is our view that it would have been more helpful to have a more upfront discussion at the outset. For example, if you are a member of the media we would have communicated matters in a slightly different way, than say if you were a parent. As we are unaware, we had to make an general assumption."

As I said in previous correspondence both to you and Mr Antrobus, your assertion is wrong. I am requesting documents Crewe has omitted to provide on its website about a safety critical subject. No one is under any obligation to provide Crewe with personal information when asking for these documents. With the Club asking for such information, a safeguarding concern could disappear. Despite me explaining this repeatedly, the Club continues its mistaken attempt to blame me for its poor response to my simple request.

The Club now claims that the '*related safeguarding portfolio policies*,' which form an integral part of the Safeguarding and Child Protection Policy and which were approved by the board in March 2018, are undergoing review hence their unavailability. Your email continues :

“The Club is confident that robust safeguarding procedures are in place and will continue to respond appropriately to anyone raising concerns. We also remain committed to working with the statutory agencies to ensure that the safeguarding of children and adults at risk is prioritised.”

The '*related safeguarding portfolio policies*' are an integral part of the Child Protection and Safeguarding Policy as the policy itself states. With these having been removed, both online and offline, how can Crewe be confident that 'robust safeguarding procedures are in place' and that the Club 'will respond appropriately to anyone raising concerns?'

In the circumstances presented within your email, one is prompted to wonder if the '*related safeguarding portfolio policies*' ever existed. If they did not, how did the board approve the Club safeguarding policy in March 2018?

I look forward to my request being fulfilled,

Sincerely,
Tom Perry

Edit _____

From: Tom Perry
Sent: 04 June 2018 16:08
To: Alison Bowler
Cc: Paul Antrobus

There is now further reason to believe the '*related safeguarding portfolio policies*' did not exist. The Club has acknowledged they were never uploaded to the website to have been removed as claimed. The whistleblowing policy, which is key to the safeguarding policy for the reasons explained in our safeguarding review, seems to have been prepared/authored on 4/6/18 at/by someone at [USS Ltd of Mill Lane Halesowen which seemingly provides steel slitting services](#) to industry. See links in email from Beverley Dyer of 6/6/18 on page 12.

Subject: Re: Crewe Alexandra Football Club Child Protection and Safeguarding Policy

Dear Ms Bowler,
Further to your email of 24/4/18 I have yet to receive the 'Related Safeguarding Portfolio Policies' that are integral components of the Crewe Alexandra Child Protection & Safeguarding Policy. The fifteen policies are listed on pages 14 and 15 of the March 2018 board approved safeguarding policy that remains on your website but which is incomplete without these related documents.

They are :

- Adults at risk policy
- Photography and digital images policy
- [Whistle blowing policy](#)
- Complaints policy
- [Anti-bullying procedures](#)
- Staff and Volunteers Code of Conduct
- Data Protection Policy
- Transport Policy

• [Equality and Diversity Policy](#)

- Trips, visit and tournaments policy
- Health and Safety Policy
- Safer recruitment policy
- Scouts and Furry Mascots Policy
- Host families policy
- Use of changing facilities policy

Your email of 24th April said:

I also think it is incredibly important to point out that whilst the Club does have a period of up to six weeks to respond, we would all be in agreement that it is in the best interests of the concerned parties to respond as quickly as possible, given such a sensitive subject.

Wednesday 6th June is the last day of the sixth week (30 working days) that you allotted to provide me with the information.

I look forward to receiving the Related Safeguarding Portfolio Policies so that finally, I can read

Crewe Alexandra Football Club's Child Protection policy in full.

Thank you.

Sincerely,
Tom Perry

On 4 June 2018 at 17:30, Alison Bowler wrote:

Good Evening Tom

Our current policies that have been due for review in April/May have now been formally adopted I will ask Bev Dyer to forward you a copy of these tomorrow.

Once the remainder of the policy's currently being reviewed are finalised and formally adopted we will again forward to you.

Regards

Alison
Alison Bowler
Business Operations Manager/Football Secretary

From: Beverley Dyer
Sent: 05 June 2018 09:48
To: Tom Perry
Cc: Paul Antrobus; Alison Bowler; Andrew Blakemore
Subject: Safeguarding Policies

No safeguarding documents were attached to this email which claimed to provide them. Note the date of the email 5/6/18 and see our preceding boxed comment on Page 9. The key whistleblowing policy was only produced at 10pm on 4/6/18.

Dear Mr Perry,

Please see attached Crewe Alexandra's Child and Adult Safeguarding Policies and linked policies as requested. We are wholly committed to safeguarding everyone involved in the Club's activities and programmes across all of our sites. The other policies you have requested are currently being reviewed in line with our practice of reviewing and updating our policy framework annually. We will of course forward each to you once they have been signed off by the Board in due course. Thank you for your interest in the Club. We would welcome any feedback as part of our commitment to continuous improvement and have also engaged with the local LSCB and the EFL to ensure that our policies and safeguarding framework is as robust as possible.

Kind Regards
Beverley
Beverley Dyer
Stadium Operation Manager

From: Tom Perry
Sent: 06 June 2018 14:45
To: Alison Bowler; Paul Antrobus
Subject: Re: Crewe Alexandra Football Club Child Protection and Safeguarding Policy

Dear Ms Bowler,

Thank you for your email of 4/6/18.

1. Please confirm the documents you will be providing me with.
2. By what date will I receive each of the documents?
3. Why do the documents I've requested need reviewing when they are integral components of the Crewe Alexandra Child Protection and Safeguarding Policy which was approved by the board in only March 2018?

It is very disappointing that despite you informing me on 24/4/18 that I would be provided with the information within six weeks, this has clearly not happened. No documents arrived from Bev Dyer yesterday.

What documents, that apparently cannot be made available to me, has the club been operating to during the last six weeks?

Thank you.

Sincerely,
Tom Perry

From: Beverley Dyer
Date: 6 June 2018 at 15:08
Subject: FW: Safeguarding Policies
To: Tom Perry
Cc: Andrew Blakemore , Alison Bowler , Paul Antrobus

Dear Mr Perry

I have been informed that you did not receive my email yesterday as below, unfortunately I used [Redacted] rather than your actual email of [Redacted]
Please could you acknowledge receipt of this email?
Kind Regards

Beverley
Beverley Dyer
Stadium Operation Manager

Sent: 06 June 2018 15:27
To: Tom Perry
Subject: Fwd: FW: Safeguarding Policies

The attachment links provide the 'properties' of each of the documents showing production dates on computer at USS Ltd.

Attachments: [CAFC Whistleblowing Policy_May 2018.pdf](#); CAFC Child protection and safeguarding policy_May 2018.pdf; [CAFC Recruitment and Selection Policy_May 2018.pdf](#); [CAFC Safeguarding Adults Policy_May 2018.pdf](#); [CAFC Anti bullying Policy_May 2018.pdf](#); [Crewe Alexandra Football Club Equality and Diversity Policy_May 2018.pdf](#); NOTICEBOARD VERSION_Safeguarding_Structure.pdf

Beverley
Beverley Dyer
Stadium Operation Manager

Only some of the 'related safeguarding portfolio policies' were provided by Crewe, despite them all contributing to the (May) approved safeguarding policy. Quite how the policy was approved yet the 'related safeguarding portfolio policies' were not attached is unexplained by anyone from Crewe Alexandra.

See highlighted points. The Club did had an out of date policy on its website.

From: Tom Perry
Date: 6 June 2018 at 17:04
Subject: Re: FW: Safeguarding Policies

To: Beverley Dyer
Cc: Andrew Blakemore , Alison Bowler Paul Antrobus

Dear Ms Dyer,

Thank you for your email. I acknowledge receipt of the attached documents.
In the interests of keeping my communications simple, I address the following points to Ms Bowler.

There remains a question I am still keen to have answered. The attachments in the email contain a May revision of the club document titled 'Child Protection and Safeguarding Policy' which was first uploaded to the Club's website during late March 2018. No policy had been available before then. The policy cover states that it was approved by the board in the same month - March 18.

Unfortunately the integral 'Related Safeguarding Portfolio Policies' that are key to understanding the club's policy were never uploaded to the club's website and it prompts one to speculate whether they ever existed, particularly in light of my next paragraph.

In the email from Ms Dyer today she kindly provided a revised version of the 'Child Protection Safeguarding Policy' that indicates this latest version was approved by the board in May 2018, and she kindly provided the following 'Related Safeguarding Portfolio Policies' :

- Whistleblowing policy
- Recruitment and Selection Policy
- Safeguarding Adults Policy
- Anti Bullying Policy
- Equality and Diversity policy

The question arises: how did the board approve a policy when the 'Related Safeguarding Portfolio Policies' which are integral to safeguarding are missing?

To quote from page 16 of the May board approved 'Child Protection and Safeguarding Policy' : "*This policy should be read alongside our other club safeguarding policies and procedures.*"

When might I receive the balance of the policies?

There is a final but important point. The attached screenshot was taken from your website a little earlier today. The club's new child protection and safeguarding policy is not on your website. Why not?

I look forward to you reply.

Sincerely
Tom Perry

This outdated policy remained on the website

Approved By	Version	Issue date	Review date	Contact person
Board	5	March 2018	March 2019	Paul Antrobus

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Policy principles

[Click here](#) to open a larger version of the outdated safeguarding policy that at the time of our 6th June email was still on the CAFC website.

The revised and current version was eventually uploaded

Child Protection and Safeguarding policy

Approved By	Version	Issue date	Review date	Contact person
Board	6	May 2018	May 2019	Paul Antrobus

[Click here](#) to open a larger version. This revised and current safeguarding policy that we have now reviewed, had not been uploaded to the CAFC website as our letter indicates.