



## **Safeguarding Children Policy & Procedures**

**Prepared by:** Liam Sutcliffe - Chief Welfare Officer for ProChance Football

**Approved by:** Approved by the Director/s of The Caerus Sports Group T/as ProChance Football

**Resources:** Working Together to Safeguard Children (2015), The Children's Act (1989 + 2004), The Premier League, The FA.com and the EFL

**Review date:** June 2024

Definition - The Caerus Sports Group T/as ProChance Football will be referred to ProChance or ProChance Football for the entirety of this document.

**ProChance Football will review this policy annually. However, the policy will be reviewed as necessary in line with any change to legislation or following any learning outcomes from safeguarding incidents, concerns or allegations.**

### **ABOUT THIS POLICY**

- 1.1 The directors are committed to continually ensuring the wellbeing and safety of all children directly connected with our business activities, and to providing a safe and suitable environment for all those children attending our premises for any purpose. It is the duty of all adults working in the Club to safeguard the welfare of children and young people by creating an environment that protects them from harm.
- 1.2 This policy applies to all staff members of the business, including full time, part time, casual or pieceworker as well as any consultants and volunteers who working within the parameters of those at risk groups of staff, customers or clients. All staff members, consultants and volunteers are required to adhere to this policy.
- 1.3 ProChance may amend this policy at any time.
- 1.4 This policy applies to The Caerus Sports Group Limited and all subsidiary companies, projects, brands and affiliates. It applies to all locations owned or operated by the club including hired venues and facilities for any purpose deemed necessary.
- 1.5 Failure to comply with this policy may be treated as misconduct and dealt with as appropriate. If a breach amounts to gross misconduct this may result in dismissal, possibly criminal prosecution and reporting of any incident to the appropriate regulatory or investigative body.

- 1.6 Caerus Sports Group accepts it has a responsibility for the wellbeing and safety of all children and young people who are under the ProChance care or using its facilities, (the definition of a “child” or “young people” means those under the age of 18 years old).
- 1.7 The wellbeing of children and young people is paramount for all staff and accordingly, they must read and fully understand this policy. Where appropriate, the following guidelines will be supplemented by in-service training and additional guidance.
- 1.8 ProChance works closely with the Local Authority Designated Officers for children and adults at risk. The Chief Welfare Officer liaises with the respective safeguarding teams for advice, guidance and referrals. The Head of Safeguarding will be guided by and adhere to Local Authority and Police protocols.
- 1.9 All staff; full time, part time, casual, pieceworker, consultants and volunteers have the responsibility to report any concerns to the Chief Welfare Officer

Statutory Agency referral policies and procedures take precedence over any internal or Governing Body guidance. For further details go to:

<http://www.thefa.com/~media/files/thefaportal/governance-docs/safeguarding/raising-awareness/affiliated-footballs-safeguarding-policy-and-procedures.ashx>

## 2 RULES & REGULATIONS

- 2.1 ProChance is governed by the rules and regulations set out in the Children Act 1989, Children’s Act 2004, FA Safeguarding Children and Adults at Risk guidance and the FA Safeguarding Children and Adults at Risk guidance.
- 2.2 For detailed information on current legislation – in particular the changes to the original Act of 1989 - please refer to the following NSPCC link and Working Together to Safeguard Children link:  
NSPCC inform:  
[http://www.nspcc.org.uk/inform/research/questions/child\\_protection\\_legislation\\_in\\_the\\_uk\\_pdf\\_wdf48953.pdf](http://www.nspcc.org.uk/inform/research/questions/child_protection_legislation_in_the_uk_pdf_wdf48953.pdf)  
Working Together to Safeguard Children (2015):  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/419595/Working\\_Together\\_to\\_Safeguard\\_Children.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf)
- 2.3 ProChance is fully committed to ensuring that the best practice recommended by these bodies is employed throughout and has a responsibility to maintain regular dialogue and work in partnership with the FA

### **3 AIMS & KEY PRINCIPLES**

3.1 The aims of this policy are:

- To safeguard all children who interact with ProChance activities;
- To demonstrate best practice in the area of safeguarding children;
- To develop a positive and pro-active welfare programme to enable all children and young persons to participate in an enjoyable and safe environment;
- To promote high ethical standards throughout ProChance activities.

**The key principles underpinning this policy are:**

The child or young person's welfare is, and must always be, the paramount consideration; All children and young people have a right to be protected from abuse, exploitation and poor practice regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity;

To acknowledge and commit to address the additional vulnerability of some participants and the extra barriers they may face e.g. those in care, looked after children, those with mental health issues, physical disabilities and children living in substitute accommodation;

All allegations of abuse will be taken seriously and responded to efficiently and appropriately;

- To encourage parents and other members of the child or young person's family to be involved in a relationship with ProChance;
- To ensure that coaches, parents and other adults who come in contact with children and young people provide good role models of behaviour.

### **4 Safeguarding and Welfare**

4.1 Chief Welfare Officer & any Safeguarding Officers

ProChance has a Chief Welfare Officer who has responsibility for the safeguarding of children in ProChance care. The nature of our project and business often means that we work with safeguarding officers at the venues we use in order to provide the best possible safeguarding processes on the day of an event or at a camp.

Anyone with a concern about a child's welfare should contact the Chief Welfare Officer.

4.2 Safeguarding Management System

ProChance is committed to ensuring that all children that we interact with are protected to the highest standard possible. To make sure that we meet this standard, we record all data on our system.

## 5 HUMAN RESOURCES & DISCLOSURE

### 5.1 Recruitment

As part of the ProChance recruitment and selection process, offers of work to positions which involve working with children are subject to satisfactory DBS Criminal Record Checks (CRC) with barred list check, if necessary and appropriate references are obtained. All requests for CRC are applied for online through the FA.

All staff and volunteers are also bound by all relevant internal policies, including this Safeguarding Policy and Code of Ethics. Any breach of any internal code or applicable law is subject to ProChance Limited disciplinary procedures and may amount to gross misconduct.

Should an individual's CRC Disclosure reveal any convictions ProChance Limited will consider whether the nature of the offence/offences renders the person concerned unsuitable for working with children. In such circumstances, when the nature of any disclosure has to be considered, a risk assessment will be carried out by the Chief Welfare Officer and on occasion our legal team to assess the information contained within the disclosure certificate. On occasion the member of staff/volunteer may also be asked to attend an interview prior to a recruitment decision being made.

### 5.2 New Appointments who already have a Disclosure Certificate

If a new member of staff has had a disclosure check with their previous employer, e.g. another football club the original Disclosure certificate must be shown to us, it must be dated within six months of the employee's start date at ProChance and it must be for a similar role of that which the person has been appointed.

ProChance will apply immediately for a Company CRC and it is at the discretion of the Chief Welfare Officer whether the employee can start work before receipt of the Company CRC.

### 5.3 Existing Staff

All staff that have one-to-one contact with children and young people must complete a CRC and for those undertaking regulated activity an Enhanced CRC with Children's barred list check. These are updated at least once every three years.

### 5.4 Temporary Staff and External Consultants

ProChance Football CIC will ensure that all temporary staff and external consultants sign a Self-Declaration form and will not have unsupervised access to children and young persons during their time with ProChance Football CIC or ProChance Education and Training Limited

### 5.5 Staff Training

All staff working in direct contact with children shall be required to complete the FA workshop on Safeguarding Children or equivalent Safeguarding Course 16-18. Details of those satisfactorily completing this course are retained by ProChance. All other staff will be required to complete any other training that is deemed appropriate by the Chief Welfare Officer.

## 5.6 Good Practice

All employees, workers, consultants, agency staff and volunteers working with children or young people should adhere to the following principles:

- Always work in an open environment. Avoid private or unobserved situations and encourage open communication with no secrets.
- Make the experience of the sporting activity fun and enjoyable, promote fairness, confront and deal with bullying. It is important that although we as a project are looking for the talent level to be high and with that comes a demand for high standards in players, we must be mindful that players should enjoy the game, training or activity.
- Treat all children and young people equally, with respect and dignity.
- Always put the welfare of the child first.
- Maintain a safe and appropriate distance with children and young people and avoid unnecessary physical contact.
- Where any form of manual/physical support is required it should be provided openly and with the consent of the child or young person.
- Physical contact can be appropriate so long as it is neither intrusive nor disturbing and the child or young person's consent has been given.
- If groups have to be supervised in changing rooms always ensure coaches etc. work in pairs.
- Request written parental consent if ProChance officials are required to transport children and young people.
- Gain written parental consent for any significant travel arrangements e.g. overnight stays.
- Coaches are qualified in line with the FA minimum requirements. A qualified first aider [as a minimum] is in attendance at all training sessions and games. Our policy is provide Bsc or Msc in Sports therapy as medical provision as a minimum.
- Ensure that at away events adults should not enter a child or a young person's room or invite children and young people to their rooms.
- Be a good role model, this includes not smoking, drinking alcohol or use foul abusive or language in the company of children and young people.
- Always give enthusiastic and constructive feedback rather than negative criticism.

- Secure written parental consent for ProChance to act in the place of a parent to give permission for the administration of emergency first aid or their medical treatment if the need arises.
- Keep a clear and appropriately detailed written record of any injury that occurs, along with details of any treatment given and any individual who provided such treatment.
- All other good practice/common sense principles given the varying situations. Failure to apply such good practice will be a breach of this policy and may lead to disciplinary action, up to and including dismissal, being taken.

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#### 5.7 Health & Safety

ProChance CWO gives guidance to those whose roles involve working with children and young persons. Where a child or young person is involved, a risk assessment must take account of their particular vulnerabilities which will include the safeguarding. The risk assessment should set out what arrangements are in place for their care and supervision.

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#### 5.8 Data Protection

The Data Protection policy adopted by ProChance is in line with current legislation.

## 6 ProChance Football Procedures

### 6.1 Parental Consent

ProChance will make every effort to obtain parental consent for all activities using a signed parental consent form. ProChance will do everything it can to safeguard children in its care but recognise that in extreme circumstances, due to the nature of the work carried out by ProChance, obtaining parental consent for activities is not always possible.

### 6.2 Use of photography & film image

ProChance uses guidance from The FA. All images are taken by ProChance officials who have been briefed by the Chief Welfare Officer.

Before taking images of children or young people, parental consent is sought in writing. ProChance will inform parents, carers, guardians of how the image will be used and they will not allow an image to be used for something other than that for which it was initially agreed. ProChance Football will follow the guidelines below:

- All children or young people featured in ProChance or marketing partner publications will be appropriately dressed.
- Where possible, the image will focus on the activity taking place and not a specific child.

- Where appropriate, images represent the broad range of people participating safely in the event.
- Designated ProChance photographers will, where applicable, undertake a CRC/DBS check and attend a FA Safeguarding Children workshop and will be personally responsible for keeping up to date with the latest guidelines on the Use of Images policies from the FA.
- ProChance will take steps to ensure that children who are subject of a court order will not have their images published in any way.
- No images of children featured in ProChance publications or that of marketing and media partners will be accompanied by personal details such as their home address.
- Recordings of children for the purposes of legitimate coaching aids are only filmed by officials and are stored safely and securely.
- Mobile cameras are not to be used in changing rooms.
- Any instances of inappropriate images in football should be reported to the CWO
- ProChance does not put young player profiles with images and personal information on its website.
- ProChance does not condone inappropriate unauthorised photographs to be taken with players, staff or at ProChance facilities and will actively take measures to prevent this. Such measures include appropriate signage, security and stewarding as well as making all staff and parents aware of the our policy on taking photos or other recording of images at our sites, matches or training sessions. The Club recognises that as Players progress through to the Development squad's specific guidance and consideration are to be given to areas off field and are needed to needed to ensure that they are given equal opportunity to develop their footballing talent. Whilst Players under the age of 18 are taking part in activities relating to the Development squad and First Team, the Club will continue to ensure that they fulfil their obligation of duty of care towards the Players and safeguard the welfare of children and young people by taking all reasonable steps to ensure they are protected from harm.

### 6.3 Children who are not picked up on time

ProChance has procedures in place for children whose parents do not collect them from an activity at a specified time. All parents/carers are made aware that their children should be met no later than 30 minutes after an activity has finished. Should the child not be collected within 15 minutes, coaching staff have emergency contact numbers and communication with the Saints Foundation office to seek alternative numbers if necessary. In the event that a child is not collected on time, a minimum of 2 coaching staff will wait at the venue until the parent / carer arrives. If it has not been possible to make contact with parents/ carers after the initial 30 minutes, the coaching staff will make contact with the Chief Welfare Officer who will make the decision on whether to contact Children's Services and the Police.

## 6.4 Ratio of Adults to Children

ProChance adopts best practise regulations laid down by the FA in relation to the supervision of Adults to Children. Procedures are in place to fully risk assess the types of activity and participant ability to ensure appropriate ratio of staff/coaches to participants.

## 6.5 CRC

In accordance with the procedures detailed in points 5.0 to 5.4, and in line with the recognised FA guidelines, all staff undergo a DBS CRC check at least once every 3 years.

# 7 GUIDELINES IN THE EVENT OF CONCERN

## 7.1 Highlighting Concern

Although ProChance is committed to doing the utmost to safeguard children from harm, there may be an occasion when concern is raised over the treatment of a child. Staff are trained to report concerns directly to the CWO. Should staff need to report a concern/incident the procedure is to listen to what is being said, inform the chief welfare officer where the concern will be taken seriously. If the concern/incident is life threatening, the member of staff should call the police immediately then call the Head of Safeguarding.

## 7.2 Recognition – Signs of Abuse

Child abuse and neglect are generic terms encompassing all ill treatment of children as well as cases where the standard of care does not adequately support the child's health or development. Children may be abused or suffer neglect through the infliction of harm, or through the failure to act to prevent harm. Abuse can occur in a family or an institutional or community setting. The perpetrator may or may not be known to the child.

There are five main forms of abuse identified in sections 7.3 to 7.7 inclusive. Should you have any concern that abuse is occurring you should contact the CWO immediately.

## 7.3 Physical Abuse

Physical Abuse is a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or young person. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or young person.

## 7.4 Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child or young person is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children or young people in looking at, or in the production of, sexual images, watching sexual activities, encouraging children or young person to behave in sexually inappropriate ways, or grooming a child or young person in preparation for abuse (including via the internet).



Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children and young people.

## 7.5 Neglect

The persistent failure to meet a child's or young person's basic physical and/or psychological needs, are likely to result in the serious impairment of the child's or young person health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child or young person from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to a child's or young person's basic emotional needs.

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## 7.6 Emotional Abuse

Emotional Abuse is the persistent emotional maltreatment of a child or young person such as to cause severe and persistent adverse effects on the child's or young person's emotional development. It may involve conveying to a child or young person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child or young person opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children or young people. These may include interactions that are beyond a child's or young person developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children or young people frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child or young person, though it may occur alone.

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## 7.7 Bullying

ProChance define bullying as the repetitive, intentional physical or hurting of one person or group by another person or group, where the relationship involves an imbalance of power.

The club also recognises the concept of hazing. Hazing is any action or situation, with or without the consent of the participants, which recklessly, intentionally, or unintentionally endangers the mental, physical, or emotional wellbeing of a child or young person. Hazing is not tolerated by ProChance Limited.

## 7.8 Child Sexual Exportation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

## 7.9 Radicalisation

ProChance aims to prevent radicalisation and extremism through training and educating for staff and all children in the activities they undertake within ProChance. Radicalisation and extremism is a form of psychological/emotional abuse. The aim of radicalisation is to attract people to a particular extremist ideology. In many cases it is with a view to inspiring them eventually to become involved with harmful or terrorist activities. Radicalisation can take place through direct personal contact, or indirectly through the internet or social media. Extremism is defined as vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

For more detailed information on the main forms of abuse refer to:

[www.thefa.com/football-rules-governance/safeguarding/safeguarding-children](http://www.thefa.com/football-rules-governance/safeguarding/safeguarding-children)

The information above has been taken from this source.

<http://www.thefa.com/football-rules-governance/safeguarding/dealing-with-concerns>

## 8 RESPONDING TO A REPORT OR SUSPICION

Where possible the CWO, should be contacted as early as possible, however it is recognised that an individual may need to respond to a situation immediately. With this in mind the following guidelines offer help and support in responding to abuse or a suspicion of abuse:

Do:

- If the child is hurt or ill - seek medical attention if necessary – call the Police 999 and ask their advice if you are unsure - or Local Authority Designated Officer – if the child is immediately at risk of significant harm treat any allegations extremely seriously and act at all times towards the child to show you believe what they are saying - LISTEN
- tell the child they are right to tell you
- reassure them that they are not to blame
- be honest about your own position, who you have to tell and why

- tell the child what you are doing and when, and keep them up to date with what is happening
- take further action – you may be the only person in a position to prevent future abuse
- 3R's Respond, Record, Refer (Report on to the appropriate person)
- write down everything said and what was done as soon as you can - use the child's own words directly. Do not record your own opinion or what you think they said.
- inform parents/carers unless there is suspicion of their involvement.

Don't:

- make promises you cannot keep
- interrogate the child – it is not your job to carry out an investigation/interview – this will be up to the police and local authority professional staff, who have experience and are trained specifically to sensitively manage the disclosure – ask the most basic questions and then let the child talk, you LISTEN and ensure that you do not jeopardise any potential criminal investigations
- cast doubt on what the child has told you, don't interrupt or change the subject
- say anything that makes the child feel responsible for the abuse
- promise to keep secrets or keep the information confidential.

**INACTION IS NOT AN OPTION – Safeguarding is Everyone's responsibility**

Make sure you tell the Chief Welfare Officer immediately, they will know how to follow this up and where to go for further advice.

- You can contact the MASH team in one of the following ways:
  - online form: [concerned about a child](#)
  - online form: [concerned about an adult](#)
  - telephone: 0300 500 80 90
  - fax: 01623 483295
  - email: [mash.safeguarding@nottsc.gov.uk](mailto:mash.safeguarding@nottsc.gov.uk)
- Contact Details: Chief Welfare Officer: Liam Sutcliffe 07753908343
- Police: 999 (in an emergency)

- **RECORDING ALLEGATIONS OR SUSPICIONS**

The CWO, will ask for a written factual statement from the person making the report. If the report involves an allegation about another member of staff, that person will also be asked to write a brief report. Any statement made by the child or young person should be reported in their own words. These reports should be confined to facts and should not include any opinion, interpretation or judgement.

ProChance will ensure that any child concerned is immediately removed from any possible risk of harm.

Investigations into possible abuse will require careful management. The CWO should seek the advice of the Local Authority Safeguarding Children Board, the Police, or in cases of low level poor practice The Football Association Safeguarding Children & Vulnerable Adults Case Management Team before setting up an internal inquiry and take their advice on informing the child or young person's parents. In any case of suspected abuse, as soon as the Local Authority Designated Officer has been informed, ProChance must provide a report to the FA Head of Safeguarding and the FA Head of Safeguarding Children & Vulnerable Adults via the referral form which is held with the Chief Welfare Officer of ProChance Limited

## **Confidentiality**

There is always tension and caution around issues of confidentiality. The advice for all staff at ProChance is that no guarantee of confidentiality can be given to a child or young person (although this does not necessarily mean that the parents of the young person have to be told).

You cannot promise to keep their disclosure a secret or that you will not have to speak to someone else about the issue – reassure them that it will be on a 'need to know' basis and that their dignity and privacy will be respected at all times.

A child or young person should never be pressured to give information or show physical marks unless they do so willingly. If they chose to show markings, two members of staff should be present.

There are actions which staff have to and are obliged to take once we are aware of a problem. Undertakings of confidentiality should not be given either to the person making the allegations or to the person being interviewed. A matter is confidential on a need to know basis and nobody should have any reservations about referring a safeguarding children issue to the CWO.

## **10 Safeguarding Code of Conduct**

Everyone plays a role in safeguarding the welfare and development of children and young people. As an individual responsible for children or young people taking part in a ProChance activity you have a duty to:

- Ensure that the safety and welfare of all participants is your first priority and ensure that any planning, preparation, delivery or review reflects this duty and all actions are in the best interests of those in your care.

- Treat children and young people with respect, regardless of their gender, ethnic or social background, language, religious or other beliefs, disability, sexual orientation or other status and encourage them to treat others the same way. Always consider the age, maturity, understanding and emotional condition of participants when working with them.
- Listen carefully to children and young people about their needs, wishes, ideas and concerns and take them seriously.
- Reward effort as well as performance.
- Only use physical contact with participants where absolutely necessary. If contact is necessary, (e.g. for the purposes of coaching or first aid), then explain to the child what the contact is for, and change your approach if he or she appears uncomfortable and conduct this in an open and transparent way.
- Establish clear codes of conduct for participants and apply disciplinary policies equally and fairly in respect of poor behaviour. Physical punishment or discipline or use of aggressive physical force of any kind towards any participant in your care is prohibited.
- Always use language or behaviour towards participants and others that is appropriate and do not use language or behaviour that is or could be considered harassment, abuse, sexually provocative or demeaning. You are a role model to both participants and other members of the workforce. Your appearance, attitude, behaviour and language has a direct effect on your role.

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- Not supervise or care for others whilst under the influence of alcohol or illegal drugs or any medication that may impair your ability to ensure a players welfare.
- Not appear to favour one child or show interest in one child more than another.
- Wherever possible, ensure that more than one member of the workforce is present when working in the proximity of children or other vulnerable people. It is inappropriate to spend excessive time alone with those children you supervise or care for or to take them to your home.
- Always maintain professional boundaries in person and online. Do not engage in physical 'horseplay' with any participants and where possible avoid personal involvement in the activity you are responsible for. Be careful when engaging participants in 'banter' as this can easily be misunderstood. Recognise the danger to self and others when online.

- Not engage in any form of sexual activity with or involving a child or vulnerable person in your care. Such activity is prohibited regardless of the legal age of consent, and is considered a breach of this Policy.
- Report any concerns you have over a person in your care or the actions of a member of the workforce. If you witness or are told about any incident or issue that may put a vulnerable person at risk or harm, or may breach this policy, you have a duty to report it to the appropriate person (and only share the information with those who need to know). This may be your line manager or designated safeguarding officer.  
Contact Details for our Chief Welfare Officer  
Chief Welfare Officer - Liam Sutcliffe - 07753908343 or liam@yourprochance.com
- 0300 555 1373 (out of hours)  
Local Authority Vulnerable Adults Safeguarding Team – 02380 833003
- The Police 101 or (in an emergency) - 999
- The Football Association/NSPCC  
Safeguarding Children & Vulnerable Adults Helpline Tel: 0808 800 5000  
Text phone for Deaf Users  
Tel: 0800 056 0566