



Safeguarding People Policy

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Safeguarding People Policy

1 Introduction

This policy has been written for the guidance of staff, volunteers, and Trustees of Leicester Outdoor Pursuits Centre (LOPC). It may also be used as guidance by the Clubs that use LOPC.

LOPC recognises that whilst in their care there is the need to provide a safe environment for children, young people, and vulnerable adults (hereafter referred to collectively as child(ren)) and to protect them from harm. The LOPC recognise that Children with Special Educational Needs and/or Disability (SEND) may be particularly more vulnerable and special consideration will be shown to these groups.

The delivery of activities by LOPC may be run or co-ordinated by LOPC staff members, freelance staff, volunteers, Trustees, or affiliated clubs or groups (hereafter referred to collectively as LOPC staff).

These guidelines will provide clear procedures to be implemented in the event of a suspicion, disclosure or an allegation of child abuse whilst under the care of LOPC.

Acknowledgements of material used to support the compilation of this document are shown in 11.2 in the appendix.

2 Policy statement

2.1 Responsibilities

LOPC accepts the moral and legal responsibility to implement procedures to provide a duty of care for all children, young people, and vulnerable adults, to safeguard their well-being and protect them from abuse. In order to ensure that this responsibility is fulfilled the following will be undertaken:

- Respect and promote the rights, wishes, cultural beliefs and feelings of everyone.
- Recruit, train and supervise its employees to adopt best practice to safeguard and protect people from abuse and themselves from false accusations.
- Respond to any allegations appropriately and implement the appropriate disciplinary and appeals procedures.
- Provide support to staff to whom situations and allegations are disclosed.

2.2 Principles

In order to fulfil the above policy statement, LOPC will abide by the following principles:

- Everyone regardless of age, gender, ethnicity, social background, ability,

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sexual orientation, religious belief, or political persuasion has a right to enjoy sport, arts, environmental and other associated activities free from all forms of abuse and exploitation.

- Everyone has equal rights to protection from harm.
- Everyone should be encouraged to fulfil their potential and inequalities should be challenged.
- Everybody has a responsibility to support the care and protection of people.
- It is the responsibility of child protection agencies to determine whether or not abuse has taken place, but it is everyone's responsibility to report any concerns.

3 Recognition of child abuse

Child abuse is described as the damage that has been done, or may be done to a child's physical or mental health. This damage may occur at home, at school or in another environment. It is not easy to recognise whether abuse may occur or has already taken place.

It is **not** the responsibility of LOPC staff to determine whether abuse has taken place or may do so, that is the responsibility of child protection professionals.

It **is** the duty of LOPC staff to act if there are concerns that abuse is taking place or may do so.

The Definitions and Indicators of abuse are summarised in 11.3 & 11.4 in the appendix.

4 Procedures for dealing with allegations of child abuse

If someone says or indicates that they are being abused then it is imperative that action is taken immediately. False allegations do occur, however, these are rare. If there are reasons to suspect a case of abuse, then there is a responsibility to provide a duty of care, and report any concern to the appropriate authorities. Consequently, there must be clear guidelines for all LOPC staff for reporting suspicions, allegations or disclosures of abuse.

4.1 Responding to disclosure or suspicions

If an allegation of abuse has been made or is suspected or disclosed, then it is important that the details are recorded on a Child Protection Incident Report Form as shown in 11.1 in the appendix. These forms are available in the office and can be photocopied from the appendix of this policy. On completion of the form it must be forwarded immediately to the Centre Manager or the designated Child Protection Officer for the Club. It will be the responsibility of that person to contact the appropriate agencies without delay, guidance on this is available on the LSCB



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website.

4.2 Responding to allegations against adults who work or volunteer with children and young people

If there are concerns that an adult working with children and young people may be involved in abuse then these concerns should be reported to the Centre Manager or Club Child Protection Officer immediately in writing, preferably using a Child Protection Incident Report Form.

In all cases the Local Authority Designated Officer (LADO) must be informed by the Centre Manager or Club Child Protection Officer.:

The contact number for the Leicester City LADO is: (0116) 4542440

The LADO will then advise on the appropriate course of action.

There may be three types of investigation:

1. Criminal.
2. Child Protection.
3. Disciplinary or Misconduct.

Any incident of abuse by a LOPC staff member will constitute an act of gross misconduct. In the circumstances that it is a LOPC staff member who the allegations are made against, then that person will be suspended on full pay whilst an investigation is carried out. Such a suspension is a neutral act and is not regarded as disciplinary action.

Irrespective of the findings of the social services or police inquiries, any allegation of child abuse will be carefully considered, and disciplinary action will be taken in accordance with the disciplinary procedure in order to assess whether a member of staff can be re-instated. The welfare of individuals (child and staff) must always remain of paramount importance.

- It is acknowledged that feelings generated by the discovery that a member of staff is, or may be, abusing people will raise concerns among other staff. This includes the difficulties inherent in reporting such matters.
- LOPC assures all staff that it will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's practice or the possibility that a person may be being abused.

4.3 Responding to allegations from children or vulnerable adults

When dealing with an individual who is divulging an alleged abuse to his or her self, it

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is important to remember the following:

- 1 React calmly to not frighten the person.
- 2 Tell the person that he / she is not to blame and that he / she is right to tell someone.
- 3 Take what the person says seriously.
- 4 Listen carefully.
- 5 Keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said.
- 6 Reassure the person but do not make promises of confidentiality which might not be feasible in the light of subsequent developments.
- 7 Tell them what you will do next and with whom the information will be shared.
- 8 Make a full record of what had been said, heard and / or seen as soon as possible – use the child's language exactly. Include the date, time and your signature.

Details of the disclosure should be recorded on a Child Protection Incident Report Form and given immediately to the Centre Manager or Club Child Protection Officer.

4.4 Sharing concerns with parents

There is always a commitment to working in partnership with parents or carers where there are concerns about their children. Therefore, in most situations, it would be important to talk to parents and carers to help clarify any initial concerns. For example, if a child seems withdrawn, there may be an explanation e.g. parental separation, divorce or bereavement.

4.5 When it is not appropriate to share concerns with parents

There are circumstances in which a young person might be placed at even greater risk if concerns are shared. In these situations or where concerns still exist, any suspicion, allegation or incident of abuse must be reported to the Centre Manager or Club Child Protection Officer as soon as possible and recorded. Advice and guidance should be sought from the LSCB with respect to consulting parents.

4.6 Recording and confidentiality

Information passed to the LSCB must be as clear, factual and concise as possible. The Child Protection Incident Report Form must be completed including information on the following:

1. The nature of the alleged incident.

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2. A description of any visible bruising or other injuries.
3. The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred – use the child's language exactly.
4. Witnesses to the alleged incident(s).
5. Any times, dates or other relevant information.
6. A clear distinction between what is fact, opinion and hearsay.

Every effort should be made to ensure that confidentiality is maintained for all concerned, and that information should be handled and disseminated on a need to know basis. Depending on the particular incident, allegation or disclosure of abuse, the following may be notified:

1. Centre Manager or Club Child Protection Officer.
2. LSCB – who will advise on the appropriate course of action.
3. The parents of the person alleged to have been abused.
4. The person making the accusation.
5. The alleged abuser (and parents if the alleged abuser is a child).
6. Designated officer within the National Governing Body of the Sport.
7. Social services / Police

4.7 Expert advice

If the Centre Manager, Trustee responsible for Safeguarding (Karen Cane), Chair of Trustees (Ann Barwell) or Club Child Protection Officer is not available then advice can be obtained by telephoning the LSCB on (0116) 4546520 – or by calling the NSPCC 24 hour free phone help-line on 0808 800 5000. Alternatively, the police have specially trained child protection teams who will give guidance and support, and deal with out-of-office hours enquiries.

4.8 Child Welfare Officer

The lead person for incidents, allegations or disclosure of abuse will be the Centre Manager, After School Club and Holiday Scheme Coordinator(s) or the Designated Club Child Protection Officer. The designated individual will have undergone an enhanced Disclosure and Barring Service (DBS) check, and will require appropriate support and training from the organisation in order to fulfil their duties. Details can be found in section 5.

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The responsibilities and duties of the Centre Manager, After School Club and Holiday Scheme Coordinator(s) or Club Child Protection Officer are as follows:

1. Ensure that Safeguarding training is carried out for all identified staff as part of their induction. The syllabus for this can be found in 11.10 in the appendix.
2. Be the point of contact for the reporting of all incidents, disclosures and allegations of child abuse for all staff and volunteers.
3. Assess and clarify the information provided as quickly as possible.
4. Consult the LSCB or LADO on any report of child abuse. All verbal communication with these organisations must be supported by written confirmation within 24 hours.
5. Record the name and designation of the LSCB or LADO member of staff to whom concerns have been passed, together with time and date of call, in case any follow up is needed.
6. Lead or delegate responsibility for further investigation as appropriate.
7. Contact any National Governing Bodies regarding the incident, allegation or disclosure of abuse as appropriate.

5 Recruitment

It is the responsibility of LOPC and affiliated clubs or volunteers to ensure that all reasonable effort is made to ensure all staff and volunteers are suitable for working with vulnerable people. As such the LOPC Safe Recruitment Policy will be used when appointing staff and volunteers. This policy identifies the processes for job advertising, application, selection and vetting.

6 Training

As part of the process to protect children and to inform all new and current staff and volunteers on relevant issues, Safeguarding training will be provided. The syllabus for this training can be found in appendix 11.10.

Child Welfare Officers will have additional training from British Canoeing, currently this is the “Time To Listen” course.

Training will also be needed for those who will deal with complaints and disciplinary procedures in relation to child abuse and inappropriate behaviour towards young people, and vulnerable adults.

Other suitable courses are provided by the LSCB.

7 Code of conduct

In order to reduce the possibility of incidents, allegations or disclosures of abuse being made about LOPC staff, affiliated Club members or volunteers, it is important that there are established guidelines to promote a positive culture and climate in the activity.

The following Code of Conduct is based around common sense, and it is underpinned by **Section 7.1 - "Practice to be avoided"**.

1. Always work in an open environment.
2. Treat all people with respect and dignity.
3. Always put the welfare of each person first before winning or achieving goals.
4. Maintain a safe and appropriate distance with children.
5. Keep up to date with technical skills, qualifications and professional development.
6. Be an excellent role model - this includes not drinking or smoking in the presence of young people.
7. Give enthusiastic, constructive feedback.
8. Avoid excessive training and competition and pushing children against their will.
9. Involve parents and carers wherever possible. If groups have to be supervised in changing rooms, always ensure that Centre staff, scheme providers, parents, teachers, coaches or officials work in pairs.
10. Secure written parental consent to act in loco parentis.
11. Have an awareness of any medical conditions of the participants.
12. Have an awareness of cultural restrictions or needs of the participants.
13. Encourage everyone to take responsibility for their behaviour and performance.

7.1 Practice to be avoided

The following should never be sanctioned:

1. Engage in rough, physical or sexually provocative games including

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horseplay.

2. Share a room with a child on your own.
3. Allow or engage in any inappropriate touching.
4. Allow a child to use inappropriate language unchallenged.
5. Make sexually suggestive comments to a child, even in fun.
6. Reduce a child to tears as a form of control.
7. Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
8. Do things of a personal nature for a child or vulnerable adult that they can do for themselves.
9. Invite or allow a child to visit your home unsupervised.
10. Giving out contact details to children.
11. Communicating with children or young people using social media e.g. becoming a friend on Facebook or following on Twitter.

7.2 Physical contact

There may be occasions where physical contact with young people or vulnerable adults is necessary, e.g. providing comfort or protecting them from harm. In such circumstances physical contact should only take place with the consent of the individual with the purpose clearly explained. If possible ensure that there is another adult in the immediate vicinity to prevent any possibility of a false allegation being made.

7.3 Transportation

Transporting children or vulnerable adults alone is not advisable in order to reduce the likelihood of false accusations being made. All parents or carers must be made aware of the finishing times of activities in order to arrange for the collection of the children or vulnerable adults. If a child or vulnerable adult has not been collected then arrangements will need to be made to ensure that the individual arrives home safely. In some circumstances it may be necessary to organise transport. This should be done with the consent of the parent (preferably written), and with the full knowledge of the Centre Manager.

When transport is used to collect children for the After School Club the driver should have an enhanced DBS check. They must be accompanied by a member of LOPC staff when driving and remain on the bus as much as possible.

When members of staff walk back from schools with children for the After School

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Club this should be done where possible with three or more people present. When only two people are present this is acceptable providing the member of staff uses recognised, busy public rights of way.

7.4 Intimate care

It may be necessary at times to do things of a personal nature for children or vulnerable adults, particularly if they are very young or disabled. These tasks should be carried out with the full understanding and consent of the parent / carer. In an emergency situation that requires this type of help, parents / carers should be fully informed as soon as is reasonably possible. In these circumstances they should be carried out ensuring that the sensitivities of the child or vulnerable adult are addressed, and discretion employed.

8 Visitors

Visitors, contractors and people attending LOPC for meetings are regular occurrences. If the visitor will be unaccompanied at any point they must sign into the Visitor's Book in reception and be given a Visitor's badge.

Staff are clearly briefed to challenge people that they do not recognise on site, especially if they are not wearing a Visitor's badge. This is a vital aspect of our aim to safeguard children at all times; a simple phrase that staff can use is "excuse me, can I help you?"

People who are on site for a legitimate purpose will not mind this challenge and will have a suitable response. People without a legitimate reason to be there will quickly be shown up and suitable steps can be taken to escort them to reception or off site.

9 Photography

In order to ensure that photography at events and activities is of an appropriate nature, it is necessary to ensure that there are robust guidelines in place. These guidelines will minimise the risk of inappropriate photos being taken and distributed.

9.1 Participants' cameras and phones

The majority of LOPC users will bring cameras, phones or tablets during their visit. It is the policy of LOPC to not require these to be handed in but to expect all users of LOPC to respect the privacy of all other users and to ensure these devices are only used to take pictures or videos in an appropriate way during activity time. If in doubt about what is appropriate visitors should check with a member of Centre staff.

Any usage of these devices in the changing room areas goes against this policy and will be dealt with by LOPC staff in an appropriate manner. Users of LOPC should feel able to report inappropriate usage to LOPC staff at the earliest opportunity to enable the matter to be effectively dealt with.

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9.2 Professional photographers

Professional photographers engaged to record events and activities on behalf of LOPC will have a clear remit to adhere to the Safeguarding People Policy.

- Where possible the photographer should seek accreditation by providing professional identification and for their details to be recorded. Ideally this should be at least five working days in advance.
- Where possible, notification should be given to children, vulnerable adults, parents and carers that a photographer will be in attendance, and their consent should be gained for the taking and publication of the footage.
- Permission must not be given for unsupervised one to one access to children or vulnerable adults.

9.3 Students / amateur photographers / film / video operators

Students or amateur photographers / film / video operators wishing to record at a LOPC or affiliated Club event or activity should seek accreditation by producing a student or Club membership card, and a letter from their educational establishment / Club outlining a motive for attending the event.

9.4 Public information

Specific details relating to photography / video filming should be published prominently at activities and events. The recommended wording is:

In line with the recommendations in Leicester Outdoor Pursuit Centre's Safeguarding People Policy, LOPC request that any person wishing to engage in any video, zoom or close range photography should consider registering their details with staff before proceeding. The organiser reserves the right to refuse any such photography or filming if there are concerns or complaints about its appropriateness, and decline entry to the activity or event to any person unable to meet or abide by the promoter's conditions.

9.5 Videoing as a coaching aid

There is no problem with coaches and teachers using video filming as a legitimate aid to improving and / or enhancing performance. However, children, vulnerable adults and their parents or careers should be made aware that it is part of the programme, and care should be taken with the storage of the footage.

9.6 Steps to reduce inappropriate use of footage

Wherever possible steps should be taken to ensure that the possible risks have been reduced. These can include:

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- Avoid using the person's full name with a photograph. This reduces the risk of inappropriate or unsolicited attention.
- Ask the person's permission and that of the parent or carer if the image is to be used in promotional material.
- Only use images of people in suitable dress. Care should be taken to concentrate on the activity rather than the individual, and should avoid full face or body shots.

10 Checklist

Below is a quick guide on the procedures to be followed in the event of an allegation being made or a suspicion of abuse.

10.1 What To Do

Concern or suspicion of staff, official or coach (As detailed in 4.2)

If there is a suspicion of abuse or poor practice by LOPC staff then the procedures below must be followed:

- Complete a Child Protection Incident Report Form.
- Report your concerns to the Centre Manager or Club Child Protection Officer.

Disclosure of abuse (as detailed in 4.3)

If an allegation is disclosed to you remember to:

- Remain calm.
- Reassure the person.
- Listen carefully.
- Do not promise to "tell no one".
- Tell the person what you will do.
 - Record what has been disclosed as soon as possible – use the individual's language exactly.
 - Include the date, time and your signature.

Detail the disclosure on a Child Protection Incident Report Form and contact the Centre Manager or Club Child Protection Officer immediately. The Centre Manager must be informed as soon as possible.

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11	Appendix
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- 11.1 Child Protection Incident Report Form.
 - 11.2 Acknowledgements.
 - 11.3 Definitions of abuse.
 - 11.4 Indicators of abuse.
 - 11.5 Bullying Policy.
 - 11.6 Administration of Medication Form.
 - 11.7 After School Club rules.
 - 11.8 Holiday Scheme rules.
 - 11.9 Bouncy castle rules.
 - 11.10 Staff induction child protection training syllabus.
 - 11.11 Flow chart for dealing with allegations against staff and volunteers.
 - 11.12 Latest Ofsted Inspection outcome.
 - 11.13 UN Convention on the Rights of the Child.
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11.1 Child Protection Incident Report Form

Your name:

Your position:

Child's name:

Does the Child have an identifiable Special Need and / or Disability Yes / No

If Yes..... please state (if known)

Child's address:

Parents / carers names and addresses:

Child's date of birth:

Date and time of any incident:

Your observations:

Exactly what the child said and what you said:
(Remember, do not lead the child – record actual details. Continue on a separate sheet if necessary)

Action taken so far:



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External agencies contacted (date & time):	
LSCB / LADO	If Yes – which
Yes / No	Name and Contact Number:
	Details of advice received
Social Services	If Yes – which
Yes / No	Name and Contact Number:
	Details of advice received
NGB	If Yes – which
Yes / No	Name and Contact Number:
	Details of advice received
Other (e.g. NSPCC)	If Yes – which
Yes / No	Name and Contact Number:
	Details of advice received

Signature:
Print name:
Date:

Remember to maintain confidentiality on a need to know basis – only if it will protect the child. Do not discuss this incident with anyone other than those who need to know.

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11.2 Acknowledgements

The policy has been developed with reference to the existing policies and guidance from the following organisations:

1. British Canoe Union “Child Protection and Harassment Policy” 2002.
2. Child Protection in Sport Unit “Standards for Safeguarding and Protecting Children in Sport” January 2003.
3. Arts Council “Keeping Arts Safe - protection of children, young people and vulnerable adults involved in arts activities”.
4. North West Leicestershire District Council “Child Protection Policy and Procedures” July 2002.
5. Harborough District Council - “Policy for the Protection of Children and Vulnerable Adults”.
6. Leicestershire, Leicester and Rutland Active Sports “Child Protection Policy for Active Sports” February 2002.
7. Institute of Port & Recreation Management “Child Protection Policy and Implementation Procedures” 2002.
8. Sports Coach UK “ Protecting Children - A Guide For Sports People” 2002.

Reviewed and updated from LOPC’s Child Protection Policy April 2008 written by Mark Youd and Laura Bridges.

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11.3 Definitions of abuse

The following definitions are based on those identified in Working Together 2015 to Safeguard Children

There are four main categories of abuse:

1. Physical
2. Sexual
3. Emotional
4. Neglect

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent fabricates the symptoms of, or deliberately induces illness in a child;

Sexual abuse

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 is aware of what is happening. The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

Sexual abuse includes non-contact activities, such as involving children in looking at, including online and with mobile phones, or in the production of, pornographic materials, watching sexual activities or encouraging children to behave in sexually inappropriate ways or grooming a child 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.

In addition; Sexual abuse includes abuse of children through sexual exploitation. Penetrative sex where one of the partners is under the age of 16 is illegal, although prosecution of similar age, consenting partners is not usual. However, where a child is under the age of 13 it is classified as rape under s5 Sexual Offences Act 2003.

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent effects on the child's emotional development, and may involve:

- Conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person;
- Imposing age or developmentally inappropriate expectations on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the



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- child participating in normal social interaction;
- Seeing or hearing the ill-treatment of another e.g. where there is domestic violence and abuse;
- Serious bullying, causing children frequently to feel frightened or in danger;
- Exploiting and corrupting children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties or a cluster of such issues. Where there is domestic abuse and violence towards a carer, the needs of the child may be neglected.

Once a child is born, neglect may involve a parent failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect a child from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers);
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional, social and educational needs

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11.4 Indicators of abuse

It should be recognised that indicators of abuse are not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place. Indications that someone may be being abused include the following:

Physical abuse

The harm caused to children by physical abuse can range from minor injuries to major trauma. These can include:

- Bruising:
 - on the cheeks, ears, palms, arms, feet, on the back, buttocks, tummy, hips and backs
 - of legs
 - on babies who are not yet crawling or walking
 - a history of bruising incidents
 - multiple bruises in clusters, usually on the upper arms or outer thighs
 - bruises which look like they have been caused by fingers, a hand, or an object
- burns or scalds:
 - burns of the backs of the hands, feet, legs, genitals or buttocks
 - burns which have a clear shape, like a circular cigarette burn
- large oval shaped bite marks
- fractures
- poisoning
- drowning or suffocating
- head injuries caused by a blow or by shaking
- fabricated or induced illness
- as well as the physical signs of abuse, children may also suffer mental ill health or behavioural problems.

Sexual abuse

- being secretive or withdrawn
- being hostile or physically aggressive in their relationship with parents/carers and other family members
- associating/developing relationships of a sexual nature with a significantly older man or a woman
- having money, mobile phones, clothes, jewellery or other items not given by parents/carers
- changing physical appearance - new clothes, more make-up
- staying out late and/or going missing; returning home after long intervals but appearing to be well cared for
- being defensive about where they have been and what they've been doing
- having marks or scars on their body which they try to conceal by refusing to undress or uncover parts of their body
- expressions of despair (self-harm, overdose, eating disorder, challenging behaviour, aggression, appearing drunk or under the influence of drugs,



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- suicidal thoughts or feelings, looking tired or ill, sleeping during the day)
- disclosure of sexual or physical assault followed by withdrawal of allegation
- sexually transmitted infections/become pregnant
- use of the internet that causes concern
- isolated from peers and social networks; not mixing with their usual friends
- lack of positive relationship with a protective, nurturing adult
- exclusion and/or unexplained absences from school or not engaged in education or training.

Emotional abuse

- low self-confidence/poor self-image
- unable to trust/fearful
- domestic abuse within the home
- dependent/withdrawn
- anxious/depressed
- over-compliant/hyper-vigilant
- detached
- has difficulty forming relationships
- little enthusiasm
- low perseverance
- social, emotional and/or academic delays
- unusual fears
- lack of empathy
- failure to thrive
- feelings of shame and guilt.

Emotional abuse can affect a child from childhood into adulthood.

Signs (observable behaviours) that a child may be suffering emotional abuse include:

- rocking, sucking on clothes, hands, hair, biting self or others
- crying
- avoids eye contact
- overly aggressive, destructive or cruel to others
- suffers from sleep, speech disorders
- restricts play activities or experiences
- demonstrates compulsions, obsessions, phobias, hysterical outbursts
- alcohol or drug abuse
- negative statements about self
- shy, passive or compliant
- physical, mental and emotional developmental delays
- self-destructive behaviour
- overly demanding
- bed-wetting.

The long term impact of emotional abuse can hold back a child's mental development, and affect their intelligence and memory. It can also increase the risk of a child developing mental health problems, such as eating disorders and self-harming, as well



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as being at greater risk of developing one or more behavioural problems.

Neglect

When a parent or carer fails to meet the needs of their child resulting in a lack of:

- clean, warm clothing
- enough food
- a safe place to live
- protection from dangerous situations
- love and affection
- attention when children are very upset
- proper supervision
- enough attention given to health and diet
- enough attention given to education

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11.4.1 Bullying

It is important to recognise that in some cases of abuse, it may not be always be an adult abusing a child, young person, or vulnerable adult. It can occur that the abuser may be a young person, for example in the case of bullying. Bullying may be seen as deliberately hurtful behaviour, it does not need to be repeated over a period of time, where it is difficult for those bullied to defend themselves.

Bullying is defined as "behaviour by an individual or group, usually repeated over time, which intentionally hurts another individual or group either physically or emotionally" (DfE definition).

Anyone has the potential to be a target or perpetrator of bullying.

The four main types of bullying are:

Physical – such as, hitting, kicking, shoving, theft;

Verbal – such as , threats, name calling, shouts of abuse or insults, using threatening language;

Emotional – such as , spreading rumours, being excluded from groups, intimidation.;

Cyber-bullying – such as nasty text messages, emails, phone calls, via social media and the wider use of technology.

Bullying can be fuelled by prejudice based on any of the following:

- Race (racist bullying);
- Religion or belief;
- Culture or class;
- Gender (sexist bullying);
- Sexual orientation (homophobic or biphobic bullying);
- Gender identity (transphobic bullying);
- Special educational needs or disability (SEND);
- Appearance or health conditions;
- Related to another vulnerable group of people.

Bullying is not when two people have a disagreement or fall out over something, it is 'the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power.' (Anti-Bullying Alliance) Such abuses of power, if left unchallenged, can lead to more serious forms of abuse, such as domestic violence, racial attacks, sexual offences and self-harm or suicide.

Under the Children Act 1989 a bullying incident should be addressed as a child protection concern when there is 'reasonable cause to suspect that a child is suffering,



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or is likely to suffer, significant harm'. Some acts of bullying may be a criminal offence. Consideration should be given as to whether there should be a referral to the Police.

The damage inflicted by bullying can often be underestimated. It can cause considerable distress to children, to the extent that it affects their health and development or, at the extreme, causes depression and self-harm.

Children may be held back from telling anyone about their experience either by threats or by a feeling that nothing can change their situation.

Parents, carers and agencies need to be aware of the possible signs of bullying and any changes in behaviour such as:

- Refusing to attend school or a particular place or activity;
- Becoming anxious;
- Becoming withdrawn and isolated;
- Change in behaviour relating to internet use;
- Damage to property or belongings going missing;
- Increased complaints of physical illness.
- Bullying should be taken seriously and a child offered support and reassurance that it is not their fault.

If bullying is suspected then the following should be adhered to:

1. Take all bullying seriously.
2. Encourage all children to speak and share their concerns.
3. Investigate all allegations and take actions to ensure the victim is safe.
4. Reassure the victim that you can be trusted and will help, although you cannot promise to tell no one.
5. Talk to the bully(ies).
6. Inform the bully(ies)'s parents.
7. Keep records of what was said. Complete an Incident Form.
8. If necessary report any concerns to the Centre Manager or designated Club Child Protection Officer.

It is unhelpful to label a child as a bully, the focus needs to be on supporting a change in their behaviour and identifying any wider support needs that the child may have.

It is important to recognise that children who bully may have significant needs themselves or be in need of therapeutic interventions

Bullying is not acceptable during LOPC activities whether it is by staff, visitors or children, and will be dealt with appropriately. If the bully is a young person involved in the activities then the bully will be given a warning. If this is not heeded then the bully will be removed temporarily or permanently from the activity.



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It is important to note that if the person is being collected at the end of the activity then they should not be sent away. The parent or guardian should be informed of the situation when they arrive to collect.

Any bullying from staff or volunteers will be subject to LOPC or affiliated Club disciplinary procedures.



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11.5 Bullying Policy

Bullying will not be tolerated at Leicester Outdoor Pursuits Centre!

At LOPC, bullying is defined as behaviour by an individual or group, usually repeated over time, which intentionally hurts another individual or group either physically or emotionally.

Bullying may be verbal, physical or emotional. It can take the form of:

- Name calling
- Teasing
- Physical assault
- Spreading of rumours
- Taking someone's money or property
- Harassment
- Ignoring someone on purpose
- Forcing someone to do something against their will

LOPC will not tolerate bullying in any form and will support anyone who is subjected to it.

If you witness or suspect that bullying is taking place please have a confidential conversation with a member of staff or ask to speak to the Child Welfare Officer. LOPC Child Welfare Officers are the Centre Manager and the After School Club and Holiday Scheme Coordinators.

LOPC Staff will inform people who do the bullying and their parents, and will expect these people to modify their behaviour. If they do not improve their behaviour, then they will be excluded from LOPC.

The following are national organisations supporting victims of bullying.

- If you are a child and are experiencing bullying problems you can call Childline on 08001111 (this call does not show on your phone bill) or www.childline.co.uk
- If you are a parent, guardian, concerned relative or friend of a bullied child you can call KIDSCAPE on 0207 7303300 or 08451 205204 (to talk to a counsellor)
- National Youth Advocacy Service 0800 616101 to make your voice heard
- Victim Support 0845 3030 900
- Anti-Bullying Campaign 0808 8002222 or www.bullying.co.uk



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11.6 Administration of Medication Form

Child's name _____

Name of medication _____

Directions of use (to be written by parent/guardian) _____

I give consent for LOPC staff to administer the medication detailed above to the named child.

Signed _____ Date _____

Print name _____

Date	Time	Staff name & signature	Staff name & signature (witness)

Confirmation by parent/guardian

I _____ have checked the administration of medication as delivered by LOPC staff.

Signed _____ Date _____

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11.7 After School Club rules

The After School Club rules are reviewed and agreed annually by all children attending the After School Club. All attendees are then asked to sign a sheet showing their acceptance of the rules:

Be kind and helpful to everyone.

Look after Property – Your own and LOPC's.

Play NICELY together.

NO spitting or swearing.

Share Activate things – toys, games and books.

Keep your hands and feet to yourself.

NO BULLYING.

Tidy up after yourself.

Listen to everyone (Instructors and each other).

Always try your best.

NO chewing or bubble gum.

Be friendly and polite.

NO fighting (or play fighting).

Use quiet voices when inside.

Respect everyone.

Do as you are asked to by Instructors.

These are the rules as written by the After School Club children 2010.

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11.8 Holiday Scheme rules

- Welcome, Introduction to staff.
- Where Things Are:
 - A Frame: where bags are kept (in group bags).
 - Valuables Box in office – confiscated if found on sessions.
 - Toilets / Changing Rooms.
- Fire procedure, what to do, FIRE ASSEMBLY POINT - On Picnic Field.
- OUT OF BOUNDS Signs (red triangle with black writing) you should not be going past these points unless you are with an Instructor.
- Medical conditions - medication to be kept in the office, inhalers should be kept with you and tell your Instructor that you are carrying one.
- We have a drinks vending machine you may use at break times only.
- At break times you should be out on the picnic field / or participating in sports on the camp field. In wet weather we will be in the A Frame. If there are no staff where you are, you shouldn't be there!
- Eat lunch sat at picnic tables or use a mat / chair if indoors. Please be considerate about rubbish and any mess. Do not leave the site full of rubbish, use the bins.
- At the start of each session line up at the session posts – the Instructor will meet you there. There are copies of the timetable up around the building.
- Smilies Chart – In your teams try and gain smilies from the Instructors for good behaviour, special achievements etc. However you can lose smilies for bad behaviour too. Prizes will be given at the end of the week.
- Treat people how you would like to be treated. Bullying will not be tolerated and any unwanted behaviour will be dealt with and if necessary parents will be contacted.
- Listen to your Instructor. The more attention you pay, the quicker they will be able to start your activity!
- Most importantly have fun!

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11.9 Bouncy castle rules

The following rules are to be followed at all times when on the bouncy castle:

1. Remove all jewellery.
2. Empty your pockets out.
3. Take off your shoes.
4. No somersaults.
5. No climbing on the walls.
6. No-one allowed on over age 11.
7. No play fighting or pushing.
8. Stay in front or to the side of the bouncy castle
9. HAVE FUN.

Safeguarding People Policy

11.10 Staff induction child protection training syllabus

Who does it apply to?

- All staff.
- Other adults using the Centre.
- We occupy a position of trust for customers, volunteers & work experience students.
- All under 18s.
- Vulnerable adults.

How to act – professionalism.

- General:
 - Mature.
 - Responsible.
 - Role model.
 - In control.
- Verbal language:
 - No swearing.
 - Use names of people.
 - Limit slang.
 - Beware of jargon, OK but needs definition.
 - Avoid in jokes.
 - No innuendo or adult humour.
 - No “isms”.
 - No gossip.
 - Appropriate content.
 - Rule of thumb, if the group don't understand it, don't say it.
- Body language:
 - Open and approachable.
 - Use eye contact.
- Appearance:
 - Appropriate clothing, worn in appropriate positions.
 - No jewellery.
 - Clean and presentable uniform.
 - Showered and odour free.
 - Sunglasses not worn when talking to children to enable eye contact, especially when using soft skills, helping a child or explaining something.
- Physical contact:
 - What is acceptable?
 - First aid.
 - Holding a child's arm or back for a safety or medical emergency.
 - What is not acceptable?
 - Sitting on laps.
 - Hand holding.
 - Play fighting.
 - Hugging.
 - Tickling.



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- Boundaries required and adhered to.

Keeping yourself safe:

- Avoid unnecessary physical contact.
- Avoid 1 on 1 situations:
 - Changing rooms and toilets.
 - Activate room.
 - High ropes tower.
 - First aid room.
- No contact outside LOPC including social media such as Facebook.
- No contact details to be given out under any circumstances.
- Requests to be added on Facebook should be ignored, blocked or reported as necessary.

Definitions of abuse and indicators – refer to 11.3 and 11.4:

Actions and protocols:

- If the visitor to the LOPC is identified as having Special Educational Needs and / or Disability (known as SEND), particular attention should be made when observing interactions as this persons may be more vulnerable to abuse.
- If you have a concern then:
 - Do not talk to other staff to see if they have noticed anything, this can contaminate the evidence.
 - Report it either verbally or on a Child Protection Incident Report Form.
 - Write down **exactly** what was said or done – use the child’s language exactly.
 - This can become evidence.
 - Include the date, time and your signature.
- Do not:
 - Ignore it.
 - Investigate it.
 - Gossip about it.
 - Directly intervene.
- If you get a disclosure then:
 - Listen carefully.
 - Reassure child.
 - Do not make promises.
 - Do not ask leading or closed questions.
 - Explain you cannot keep it a secret.
 - Do not make judgements.
 - Write down **exactly** what was said and done – use the child’s language exactly.
 - This can become evidence.

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- Write down **everything** that is fact.
- Include the date, time and your signature.
- Do not include your feelings or thoughts.

- Points of contact:
 - Designated safeguarding children people:
 - Stuart Fraser.
 - Line manager:
 - Stuart Fraser.
 - Chris Murnin.
 - Dave Robinson.
 - Other level headed people who can help you sort it out:
 - Cheryl Sheldon.
 - Katy Groom.
 - Rachel Smith
 - Aimee Busko
 - Trustee responsible for safeguarding children:
 - Karen Cane.

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11.11 Flow chart for dealing with allegations against staff and volunteers

