



CHILD PROTECTION & SAFEGUARDING: Policy and Procedures

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Foreword

In 2010, Active Gloucestershire achieved the Advanced Safeguarding Standards for Sport, set up by the NSPCC Child Protection in Sport Unit (CPSU), on behalf of Sport England. Through the advice and support of the CPSU, Active Gloucestershire has developed policies and procedures that give us the confidence to safeguard children and young people in sport, and by following the framework standards set out by the CPSU, we are able to create a safe sporting environment for children and young people, and protect them from harm. These standards allow us to promote good practice and challenge practices that are harmful to children. Active Gloucestershire has developed an Action Plan that allows us to continually assess the changes and developments in Child Protection and Safeguarding advice.

Deborah Potts

Chief Executive Officer

Acknowledgement

Active Gloucestershire would like to publicly acknowledge and thank the NSPCC Child Protection in Sport Unit for their assistance, guidance and support in updating this document.

Important Note

- The term **parents** is used throughout this document as a generic term to represent parents, carers and guardians.
- The term **children and young people** also refers to children and young people with disabilities. Active Gloucestershire has a separate 'Adults at Risk' Safeguarding Policy, available upon request.
- The term **staff** or **employee** also refers to those working in a voluntary role.

For more information, please contact Tom Hall, Designated Child Protection Officer ('DCPO') at Active Gloucestershire on 01452 393609 / 01452 303528

If you would like this policy in a different format, such as large print or Braille, or if you require this document in a different language, please contact Tom Hall, DCPO at Active Gloucestershire:

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This policy is also available in electronic format on the Active Gloucestershire website: www.activegloucestershire.org

CHILD PROTECTION & SAFEGUARDING POLICY

“All children have the right to live their lives to the fullest potential, to be protected, to have the opportunity to participate in and enjoy any activity, and to be treated with dignity and respect. Although hundreds and thousands of children have wonderful experiences, abuse does happen within sport. In addition, adults involved with children in sport are uniquely placed to recognise and respond to safeguarding concerns arising outside the sports environment”.

1.0 INTRODUCTION

1.1 Active Gloucestershire – More People, More Active, More Often

Active Gloucestershire is a charity responsible for the strategic co-ordination and development of sport and physical activity across the Gloucestershire county. Working closely with a range of agencies, including Local Authorities (LAs), CPSU / NSPCC, local health agencies, schools, National Governing Bodies (NGBs) of sport and sports clubs, we aim to provide strategic direction for sport and physical activity across Gloucestershire, whilst also ensuring the provision of high quality participation and coaching opportunities that enable people of all ages and abilities to participate and develop in sport and physical activity.

It is widely accepted that it is the responsibility of every adult to protect children from abuse. The Children’s Act 1989, covers young people under the age of 18. As an organisation with responsibility for children, we have both a moral and a legal obligation to ensure a duty of care under the Children’s Act 1989 and the Protection of Children’s Act 1999. In 2014, NSPCC figures indicated that over 56,000 children were registered as being ‘in need of protection from abuse’. Children may be abused regardless of their age, racial origin, social class, gender, culture, religious belief, disability or sexual identity. They are often abused by people they know and trust, both from within and outside the family.

Active Gloucestershire is committed to providing safe, enjoyable activities and opportunities for young people. To this end, the Child Protection & Safeguarding Policy has been compiled with reference to principles of good practice. The purpose of the policy is to help protect children placed in our care, and to protect Active Gloucestershire, its staff, coaches, volunteers and its partners, and, as such, this policy is mandatory for all staff, coaches and volunteers working on behalf of Active Gloucestershire.

1.2 Policy Adoption, Implementation and Review

The Child Protection & Safeguarding Policy was initially written and adopted by Gloucestershire Sports Partnership in 2001, and subsequently reviewed in line with the new *“Standards for Safeguarding and Protecting Children in Sport”* (CPSU - 2005) and readopted by Active Gloucestershire’s Executive Board in February 2016.

An Implementation Plan has also been developed to ensure that the policy and procedures meet the recognised *Standards for Safeguarding and Protecting Children in Sport* (CPSU - 2005) produced by the NSPCC Protection in Sport Unit. The document will be subject to ongoing review, which will be led by the Designated Child Protection Officer (DCPO) (see overleaf) and will be formally reviewed at least every three years, or in light of changes in the organisation’s structure or in relevant legislation.

Following consultation with CPSU, Active Gloucestershire are in the process of reviewing our Child Protection Policy, to ensure it meets the requirements of the revised Working Together to Safeguard Children 2018 guidance, which can be accessed by following the link below:

<https://thecpsu.org.uk/news/2018/july/revised-guidance-working-together-to-safeguard-children-2018/>

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2.0 POLICY STATEMENT

Active Gloucestershire is committed to ensuring that children are protected and kept safe from harm (whilst they engage in any activity locally). We will endeavour to do this by meeting the requirements of the “*Standards for Safeguarding and Protecting Children in Sport*” (CPSU - 2005)

- Providing parents, children, staff and volunteers with information about Active Gloucestershire and its partners; what it does and what you can expect from us.
- Ensuring that our staff and volunteers are carefully selected, trained and supervised.
- Providing clear procedures for parents, staff, coaches, volunteers, children and young people to voice their concerns or lodge complaints, regarding child welfare, abuse or poor practice.
- Implementing and demonstrating best safeguarding practice when core staff, volunteers or others are providing services, activities and programmes for children and young people.
- Working with partners and schools to establish and implement agreed, consistent minimum safeguarding standards for activities locally.
- Requiring those individuals or organisations, who are funded or commissioned to provide any services for children and young people, to effectively address child protection and safeguarding requirements.
- Maximising its influence to promote safeguarding practice and principles within its wider partnership roles and relationships.

2.1 Policy Aims

Active Gloucestershire's Child Protection & Safeguarding Policy is provided as part of an induction package to all those employed by Active Gloucestershire (whether paid or unpaid) who will have direct contact with children for a regulated time. The aims of the Policy are:

- To create a healthy and safe environment during all activities.
- To ensure children are listened to and kept safe from harm.
- To support and encourage parents, staff, coaches and volunteers to voice their concerns regarding the welfare of their children.
- To ensure staff and volunteers who work with children are well informed, supported and protected.
- To influence partner agencies to produce and implement policies and procedures that raise safeguarding standards.

2.2 Policy Objectives

The specific objectives we pursue in order to achieve our aims are:

- To raise the level of awareness with staff, volunteers and partners about child abuse and to recognise signs that could indicate abuse.
- To ensure that all staff, volunteers, participants, parents and partners are aware of how to respond appropriately to concerns about poor practice or abuse.
- To promote the general welfare, health and full development of children through the promotion of good practice.
- To develop effective procedures for recording and responding to accidents, complaints and to alleged or suspected incidents of poor practice or abuse.

Active Gloucestershire's Board of Trustees endorses these aims and objectives and supports the work and the development of our Implementation Plan.

3.0 RECRUITMENT, EMPLOYMENT AND DEPLOYMENT OF STAFF AND VOLUNTEERS

All reasonable steps must be taken to ensure that people are suitably qualified, and/or experienced to work with children and young people. The same procedures should be adopted whether staff are paid or unpaid, full or part time.

3.1 Pre Application Information

Any form of advertising to recruit staff will reflect the aims and objectives of Active Gloucestershire's policy, and the main responsibilities of the role including the level of experience or the qualifications required.

An application pack, requested by potential applicants, must include:

- An Application Form, together with a clear job description and person specification, stating clearly the skills and characteristics that are expected and required to fill the post, specifically with regards to working with children and young people.
- Conditions of Employment, provided by the employing authority including information on statutory obligations, i.e. sick pay, holiday pay, grievance and disciplinary procedures.

3.2 Applications

All applicants must complete an application form which should elicit the following information:

- Past career, relevant experience, qualifications and training undertaken, relevant interests, any gaps in employment and reasons for leaving.
- National Insurance number (to confirm identity and right to work.)
- Personal Disclosure and Self-Declaration Form (Appendix A,) upon which they must disclose any previous criminal convictions, cautions or formal warnings.
- A minimum of two references will be taken up from reputable sources for all members of staff and, where relevant, followed up by letter or telephone. Where applicable, references should specifically include the person's suitability to work with children.
- The application form must state that failure to disclose information will result in disciplinary action, and possible dismissal from the organisation.
- It should be made clear that effective measures are in place to ensure confidentiality of information under the Data Protection Act (1998).

3.3 Checks and References

- Successful applicants may be subject to the Disclosure and Barring Service (DBS) criminal record check to an enhanced level, if this is eligible for their role – if they are working with children for a ‘regulated’ period – “once a week or more often, or on 4 or more days in a 30-day period, or overnight” (*Regulated Activity in relation to Children: scope; Factual note by HM Government*).
- Confirmation of personal identification should be made by the inspection of an original passport or birth certificate. Similarly, another form of identification which gives the applicant’s full name, date of birth and current address, together with signature and photograph, for example, a driving licence should be checked.
- The employing agency will check coaching qualifications with the National Governing Body (NGB). All coaches working for Active Gloucestershire will be qualified to the level stipulated in the sports framework or other such direction, as stipulated by the NGB.
- Only original documentation will be accepted as proof of qualification. A copy of these will be taken prior to interview, and the original will be returned to the applicant.

3.4 Interview

- At least two representatives of Active Gloucestershire will conduct an interview at which, information contained in the application form should be explored against the kind of qualities and skills needed in the post.
- All coaches will undergo a formal interview and may be asked to give a practical demonstration by leading a coaching session. A reference will be sought to assess competency and suitability for the role.

3.5 Induction

It is important that the recruitment and selection process is followed up by relevant induction and training in awareness of child protection and safeguarding. All staff and volunteers require an awareness of the signs and indicators, and an understanding of the responsibility to act swiftly and sensitively when such concerns arise.

- Staff are aware that child abuse and poor practice can, and does occur and that it could be perpetrated by colleagues, who are members of staff within their own organisation.
- It needs to be made clear that most abusers are not the ‘monsters’ some people picture them to be, but ordinary men and women, more commonly men, and, at the extreme, clever, manipulative and powerful.
- Staff are aware that children can find it very difficult to speak about abuse. They need to be listened to, taken seriously, and have their concerns acted upon.

- Staff are aware of what they need to do in response to any concerns they may have.
- Managers should ensure that this policy document is read and understood by all new and existing staff, and the manager should ensure that he/she obtains the signed agreement on the Child Protection & Safeguarding Policy Declaration Form (Appendix B.)
- Staff must read and sign up to Active Gloucestershire’s Code of Ethical Conduct (Appendix C.)
- Staff must read and sign up to Active Gloucestershire’s Equity Statement (see Equity Policy.)
- Coaching Staff need to provide evidence of adequate professional liability insurance and/or personal liability insurance, where they are working with children for a ‘regulated’ period – “once a week or more often, or on 4 or more days in a 30-day period, or overnight” (*Regulated Activity in relation to Children: scope; factual note by HM Government*).

3.6 Training

Checks are only part of the process to protect children from possible abuse. Appropriate training will enable individuals to recognise their responsibilities with regards to their own good practice and reporting of suspected poor practice or concerns of abuse.

All staff working for Active Gloucestershire must be able to demonstrate that they have attended training, or are committed to attend training, within a three-month timeframe in the following areas:

- Safeguarding and Protecting Children
- Inclusive Awareness
- ‘Emergency First Aid’ Training

Active Gloucestershire is committed to organising training to ensure that staff will be able to access the above courses in the necessary time frame, and on an ongoing basis as part of continual professional development. Active Gloucestershire will facilitate and meet the full cost of these minimum requirement courses.

3.7 Monitoring and Appraisal

In general, staff work most effectively where there is a supervisory structure that ensures they are supported, managed and developed. Staff and volunteers working on behalf of Active Gloucestershire are required to work in accordance with the good practice guidelines contained within this policy. It is the collective responsibility of all representatives of Active Gloucestershire to ensure that good practice is observed. This should be done in a number of ways; for example:

- Observation of any activity sessions.
- Annual appraisals of staff.
- Providing feedback on performance against work programme.
- Collecting feedback from participants attending activities.

If poor practice is observed, it is the responsibility of staff to report it. It is the responsibility of the DCPO to ensure that appropriate advice, guidance and further training is provided to ensure that poor practice is not allowed to continue.

At regular intervals, all staff should be given the opportunity to give and receive formal feedback relating to their performance and to identify training needs in relation to safeguarding children, through a structured system of appraisal. This can be done at the monthly Team Meeting or monthly reviews with their manager.

3.8 Complaints

Active Gloucestershire will ensure that all people involved in its work are aware of their employing authority's procedure for complaints and have copies of the following:

- Disciplinary and grievance procedures (see Employee Handbook)
- Appeals procedures (see Employee Handbook)
- Whistle blowing procedures (see section 6.9)

These will be provided as part of staff induction and can be accessed in the Employee Handbook (see Employee Handbook).

4.0 PROMOTING GOOD PRACTICE

The following basic guidelines have been developed to help safeguard children, prevent abuse occurring and to reduce the likelihood of allegations being made against staff, volunteers, Active Gloucestershire or other organisations concerned. All staff working on behalf of the organisation are required to sign up to Active Gloucestershire's Code of Ethical Conduct (Appendix C) and to abide by National Governing Body (NGB) or other guidelines and requirements relating to specific sports and activities.

4.1 Good Practice Guidelines

Active Gloucestershire is committed to reducing situations where poor practice or abuse of children may occur, and promoting good practice to help to protect all staff. The following are specific examples of care that should be taken when working with children:

- Role modelling the behaviour you expect to see in others
- Executing a position of trust
- Giving enthusiastic and constructive feedback
- Always be publicly open when working with children. Avoid situations where a member of staff and an individual child are completely unobserved; encourage an open environment.
- Where possible, children should not be left unattended.
- Personal contact with a child should be avoided. If any form of personal contact is required, it should be provided openly, and with the consent and views of the child and parents / carers.
- Where possible, parents should take responsibility for their children in changing rooms. If groups have to be supervised in changing rooms, ensure staff, where possible, work in pairs and do not enter changing rooms of the opposite sex. Entering the changing rooms alone, or of the opposite sex, should only be done in an emergency situation, or in appropriate circumstances, with the consent of the children and parents/carers – for example, a coach giving a team talk before a game when the weather is adverse.
- Where there are mixed groups, supervision, where possible, should be by a male and female member of staff.
- Staff must respect the rights, dignity and worth of every person, and treat everyone fairly within the context of their sport and physical activity.
- The member of staff must place the well-being and safety of the performer above the development of performance.
- Building balanced relationships based on mutual trust that empowers children to share in the decision making process.

- Making sport and physical activity fun, enjoyable and promoting fair play.
- Awareness of any medication being taken by participants, or existing injuries. Should this information change, it is the responsibility of the child or parent/carer to inform their school and Active Gloucestershire.
- Keeping a written record of any injury that occurs, along with details of any treatment given, in accordance with guidelines in RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences, 2013)
- All Active Gloucestershire staff must comply with the Codes of Ethical Conduct.
- All clubs and coaches should have their own codes of conduct in accordance with their specific NGB regulations.

4.2 Off Duty Contact between Staff / Volunteers and Children

Members of staff must ensure that they maintain a professional relationship with children during any off-duty contact, continuing to follow the guidelines and policies set out for working contact. In particular, staff should ensure they limit, and if possible eliminate, any one-to-one contact. This should also include not driving children to and from events unaccompanied, even where a prior arrangement has been made with the child's parent.

4.3 Transport Policy Guidelines

As stated above, it is strongly advised that staff working on behalf of Active Gloucestershire do not take children in their vehicles unaccompanied, even with the prior consent of parents.

When transport is provided by the organisation to take children to sporting events, competitions or festivals, members of the organisation will take responsibility for ensuring the safety of children by ensuring that the following standards are adhered to:

- Use a reputable company providing transport and necessary insurance.
- A minimum of two members of staff must always be present.
- Parental consent must be obtained for all children and young people being transported.
- A qualified First Aider must always be in attendance.
- All vehicles must be fully roadworthy, fully insured and feature fitted seatbelts, which must be worn at all times.
- All staff, including drivers, involved in overnight trips, tours or events must undergo DBS checking.

- All supervisory staff are issued with all the relevant information for passengers, e.g. name/contact number, pick up/drop off point, name of parent/carer to collect and emergency telephone number.
- Participants are not to be left unsupervised, i.e. dropped off when a parent/carer is not there.

4.4 Photographic and Videoing Policy Guidelines

Parental consent will always be sought, via schools, prior to children and young people participating in an activity/event, organised through Active Gloucestershire. Only photographers and videographers acting on behalf of the organisation directly, or with the prior authorisation of the organisation, will be allowed to take photographs and record video footage.

In order to discourage inappropriate photography and videoing, event staff should feel confident to politely challenge or question any photographer/videographer. Concerns regarding inappropriate or intrusive photography should be reported to the Event Official at the main information point.

Active Gloucestershire follow the Child Protection in Sport Unit (CPSU) guidelines on “Guidance on photographing and videoing children in sport”. If you wish to see a copy of this document, it can be emailed to you at your request. Please contact Tom Hall, DCPO on tomhall@activegloucestershire.org.

“Parents/carers often want to be able to celebrate the achievements of their children when taking part in sporting activities by taking photographs or videos. Sports organisations may also want to promote their activities to encourage people to participate. This briefing will help to ensure that all necessary steps are taken to protect children and young people from inappropriate use of their images in resources and media publications, on the internet and elsewhere. The guidance applies whether images are taken using cameras, mobile phones or any other equipment.” (NSPCC / CPSU: Guidance on photographing and videoing children in sport 2012)

Active Gloucestershire reserves the right to use any official photographs or videos for appropriate publicity purposes. Parents who do not wish photos or videos of their children to be taken and used for promotional purposes should indicate their unwillingness, in the first instance, to their child’s school, or on Active Gloucestershire’s ‘Parental Consent for Photographing and Videoing Children’ form.

5.0 RECOGNITION OF POOR PRACTICE, ABUSE AND BULLYING

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Coaches and volunteers are not experts at such recognition, however they do have a responsibility to act if they have concerns about the behaviour of someone (whether an adult, or another child) towards a young person by reporting their concerns in line with these procedures.

5.1 Recognising Poor Practice

Staff should never:

- Condone or promote the use of illegal substances.
- Condone or promote the use of unhealthy activity, including the use or consumption of alcohol and cigarettes.
- Use inappropriate language in the presence of anyone under 18 years old.
- Allow children to use inappropriate language unchallenged.
- Bully:
 - Physical: pushing, hitting, kicking, pinching etc.
 - Verbal: name-calling, spreading rumours, constant teasing and sarcasm
 - Emotional: tormenting, ridiculing, humiliating and ignoring
- Be alone with an unaccompanied child.
- Take children to your home where they will be alone with you.
- Engage in rough, physical and sexually provocative games.
- Share a room with an unaccompanied child.
- Allow or engage in any form of inappropriate contact with a child.
- Spend time alone with children away from others.
- Take children alone on car journeys, however short.
- Ridicule a child, or reduce a child to tears, as a form of control.
- Make sexually suggestive comments to a child, even in fun.

- Allow allegations made by a child to go unheard, unrecorded or not acted upon.
- Do things of a personal nature that children can do for themselves.
- Enter the changing rooms of the opposite sex, unless:
 - in an emergency situation.
 - in exceptional circumstances – such as a coach, of the opposite sex, needing to give a team talk before the match and adverse weather prevents them from taking the team outside. In this situation, ensure all children are fully changed.
 - accompanied by a member of the staff, over 18 years old, of the same sex as the children.

If any of the above incidents occur, you should make a written note of the event, complete an Incident Report Form (Appendix D) and report it to the DCPO immediately (see section 6.2).

If a child is accidentally injured as a result of your actions, seems distressed in any manner, appears to be sexually aroused by your actions, misunderstands or misinterprets something you have done, report such incidents as soon as possible to the DCPO and make a written record using the Incident Report Form (see Appendix D). The DCPO should then inform parents of all incidents.

Members of staff, volunteers, coaches and partners must AVOID doing anything of a personal nature for children – such as any physical contact of any form: lifting or assisting, touching, cuddling or comforting, holding hands and so on. Should these duties be necessary for the physical activity –for example, lifting a child onto a gym bench or holding hands to help a child balance, they should only be carried out with the full understanding and written consent of parents/carers and the children involved, which has been sought by their school prior to the event, and with the confirmation of the school representative on the day. Members of staff, volunteers, coaches and partners should only have physical contact with a child if it is deemed wholly necessary to aid a child during physical activity.

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. It is acknowledged that Active Gloucestershire staff, whether in a paid or voluntary capacity, are not experts at such recognition. It is important to remember that it is not our responsibility to decide whether or not child abuse is taking place, but to report where we have concerns or an allegation has been made to protect the child.

5.2 Main Forms of Abuse

There are many forms of abuse. The following list is not exhaustive but gives an indication of what form of abuse a child may be suffering, and some signs of what to look out for:

- *PHYSICAL ABUSE*

Physical abuse is deliberately hurting a child causing injuries such as bruises, broken bones, burns or cuts. It isn't accidental - children who are physically abused suffer violence such as being hit, kicked, poisoned, burned, shaking or hitting babies, slapped or having objects thrown at them. Sometimes parents or carers will make up or cause the symptoms of illness in their child, perhaps giving them medicine they don't need and making the child unwell. In severe cases, physical abuse can cause death. In sport, this could relate to giving the wrong type of training for a specific group; telling a child to lose or gain weight; giving physical punishments for poor performances or recommending performance enhancing drugs.

- *SEXUAL ABUSE*

A child is sexually abused when they are forced or persuaded to take part in sexual activities. This doesn't have to be physical contact, and it can happen online. Sometimes the child won't understand that what's happening to them is abuse. They may not even understand that it's wrong. Where children are abused by adults, or other young people - both male and female - who use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing children or involving children in the production of pornographic material (books, videos, and pictures) is also a form of sexual abuse. Physical contact with children could potentially create situations where sexual abuse may go unnoticed. In sport, this includes taking photographs or videos taken in the changing rooms; using incorrect techniques for supporting children physically and placing your hands in inappropriate places on the child's body.

- *NEGLECT*

Neglect is the ongoing failure to meet a child's basic needs and is the most common form of child abuse. A child may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care. A child may be put in danger or not protected from physical or emotional harm. They may not get the love, care and attention they need from their parents. A child who is neglected will often suffer from other abuse as well. Neglect is dangerous and can cause serious, long-term damage - even death. In sport, this may include not giving a child enough attention or not following guidelines for quality coaching – enough breaks / rehydration, praise and encouragement and so on.

- *EMOTIONAL ABUSE*

Emotional abuse is the ongoing emotional maltreatment or emotional neglect of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them. A persistent lack of love and affection, where a child may be constantly shouted at, threatened or taunted which may make the child very nervous and withdrawn. Emotional abuse may also occur when there is constant overprotection (which prevents children from socialising), or there is neglect, physical or sexual abuse. Emotional abuse might occur if children are subjected to excessive criticism, inappropriate personal or sexual remarks, bullying, being exposed to undue or inappropriate pressure or exposed to danger.

Children who are emotionally abused are usually suffering another type of abuse or neglect at the same time – but this isn't always the case. In sport, this can include not following the code of conduct, for example, teachers / coaches / parents shouting or threatening a child before, during or after a sporting activity; not giving praise or feedback to a child, favouring children within the sporting activity and therefore ignoring others and not recognising effort.

- *ONLINE ABUSE*

Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones. Children and young people may experience cyberbullying, grooming, sexual abuse, sexual exploitation or emotional abuse. Children can be at risk of online abuse from people they know, as well as from strangers. Online abuse may be part of abuse that is taking place in the real world (for example, bullying or grooming); or it may be that the abuse only happens online (for example, persuading children to take part in sexual activity online). Children can feel like there is no escape from online abuse – abusers can contact them at any time of the day or night, the abuse can come into safe places like their bedrooms, and images and videos can be stored and shared with other people. In sport, this can relate to the use of social media to post comments, photos or videos.

- *GROOMING*

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse or exploitation. Children and young people can be groomed online or in the real world, by a stranger or by someone they know - for example a family member, friend or professional. Groomers may be male or female. They could be any age. Many children and young people don't understand that they have been groomed, or that what has happened is abuse.

- *RADICALISATION*

Radicalisation is a process by which a child comes to adopt increasingly extreme political, social, or religious ideals and aspirations that can reject or undermine the status quo, or undermine contemporary ideas and expressions of freedom of choice. We are obligated to prevent children from being drawn into terrorism, whether these come from within their family or are the product of outside influences. We must be aware of the increased risk of online radicalisation, as terrorist organisations seek to radicalise young people through the use of social media and the internet. In sport, look out for any concerning or unusual behaviours or language being used by an individual. Also, be aware of behavior or language being used by parents or spectators at an event. Another sign may be that of refusing to participate in physical activity.

(For *BULLYING* information, see below)

5.3 Bullying and Cyberbullying

Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.

Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there's no escape because it can happen wherever they are, at any time of the day or night.

It is important to recognise that in some cases of abuse, it may not always be an adult abusing a young person, as regularly is the case with bullying. Bullying may be seen as deliberately hurtful behaviour, often repeated over a period of time, and most commonly occurs where there is insufficient supervision. Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure and are sometimes singled out for physical reasons – being overweight, being small, having a disability or belonging to a different race, faith or culture.

The damage inflicted by bullying is frequently underestimated. It can cause considerable distress to young people, to the extent that it affects their health and development, or in extreme cases, causes them significant physical or emotional harm.

Active Gloucestershire strongly encourages staff to observe carefully the behaviour of children and young people and fellow colleagues, to ensure that bullying is not allowed to occur or persist. Where bullying persists, despite the attempts of staff to deal with it, or where more serious incidents of abuse (e.g. physical assaults) are reported or suspected, staff should report any incidents or their concerns to the DCPO in accordance with the Reporting Procedures outlined in Section 6.1.

5.4 Indications of Potential Abuse/Bullying

Indications that a child is, or maybe being abused include:

- Inconsistent, unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on parts of the body not normally prone to such injuries.
- An injury for which the explanation seems inconsistent.
- A child describing what appears to be an abusive act involving him/her.
- A child or adult expresses concern about the welfare of another child.
- Unexplained changes in behaviour in a child over time, e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper, tearful, depressed, emotionally up and down, reluctance to go to school training or sport/physical activity club.
- A drop off in performance at school or standard of play.

- They are not happy to go home with whomever is collecting them.
- Inappropriate sexual awareness.
- A child engages in sexually explicit behaviour in games.
- A child is distrustful of adults, particularly those with whom a close relationship would normally be expected.
- A child having difficulty in making friends.
- A child being prevented from socialising with other children.
- A child displaying variations in eating patterns, including overeating or loss of appetite.
- A child losing weight for no apparent reason.
- A child might disappear or fail to attend an activity for no apparent reason.
- A child has too much responsibility for their age.
- A child becomes increasingly dirty or unkempt, or may be constantly hungry and tired.

This list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place. Remember, it is not your responsibility to decide whether child abuse is taking place or not, but to report where you have concerns or an allegation has been made to protect a child.

5.5 Effects of Abuse

Abuse, in all its forms, can affect a child at any age. The effects can be so damaging that, if untreated, they follow an individual into adulthood. For example, an adult who has been abused as a child may find it difficult or impossible to maintain a stable, trusting relationship, become involved with drugs or prostitution, attempt suicide or even abuse a child in the future.

There have been a number of studies that suggest children with disabilities are at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves, or adequately communicate that abuse has occurred. Children from ethnic minorities, who may also be experiencing racial discrimination, may be doubly powerless.

6.0 RESPONDING TO DISCLOSURE, SUSPICION AND ALLEGATIONS

If a young person says, or indicates, that he/she is being abused, or information is obtained that gives concern that a person is being abused, immediate action must be taken.

As stressed, it is not the obligation of an employee to take individual responsibility for deciding whether or not child abuse is actually taking place. However, it is the responsibility of staff to protect children by reporting these concerns in order that appropriate agencies (e.g. local social services) can then make enquiries and take any necessary action. In being vigilant of child protection, it is crucial that all employees are aware of the steps used to recognise signs of child abuse (see section 5.4).

6.1 Dealing with Allegations

What to do when responding to allegations of abuse or bullying

Children who are being abused will only tell people they trust and with whom they feel safe. By listening to, and taking seriously what a child is telling you, you will already be helping to protect them. It is useful to think in advance how you might respond to this situation. Here are some brief guidelines:

- Create a safe environment by:
 - Staying calm and not rushing into actions that may be inappropriate.
 - Confirming you know how difficult it must have been for them to confide in you and that they have done the right thing.
 - Reassuring the child and stressing he/she is not to blame.
 - Listening to what the child says. Show you are taking what is being said seriously.
 - Where possible remain in view, do not go somewhere on your own.
- Be honest and do not make promises you cannot keep. Explain you will have to tell other people in order to stop what is happening.
- Ensure you are quite clear about what the child says so you can pass it on to child protection professionals. Keep questions to a minimum and avoid closed questions (i.e. ones which are answered by a single 'yes' or 'no'). Use open questions to encourage the child to use their own words. The law is very strict and a child abuse case can be dismissed if it appears the child has been led or words have been suggested.
- Record exactly what the child has said to you by completing an Incident Report Form (Appendix D), as soon as possible after the incident. Stick to the facts and do not give your opinions.
- Report the incident to the DCPO and pass a copy of the report onto them (see section 6.3 if the DCPO is unavailable).

The flow chart below, and in Appendix E, illustrates the steps that need to be taken in the event of a suspicion or allegation.

- Maintain confidentiality. It is extremely important that any allegations are not discussed (unless absolutely necessary) as any breaches could be damaging to both the child and to any investigation that may follow. Refer to section 6.4 'Confidentiality'.

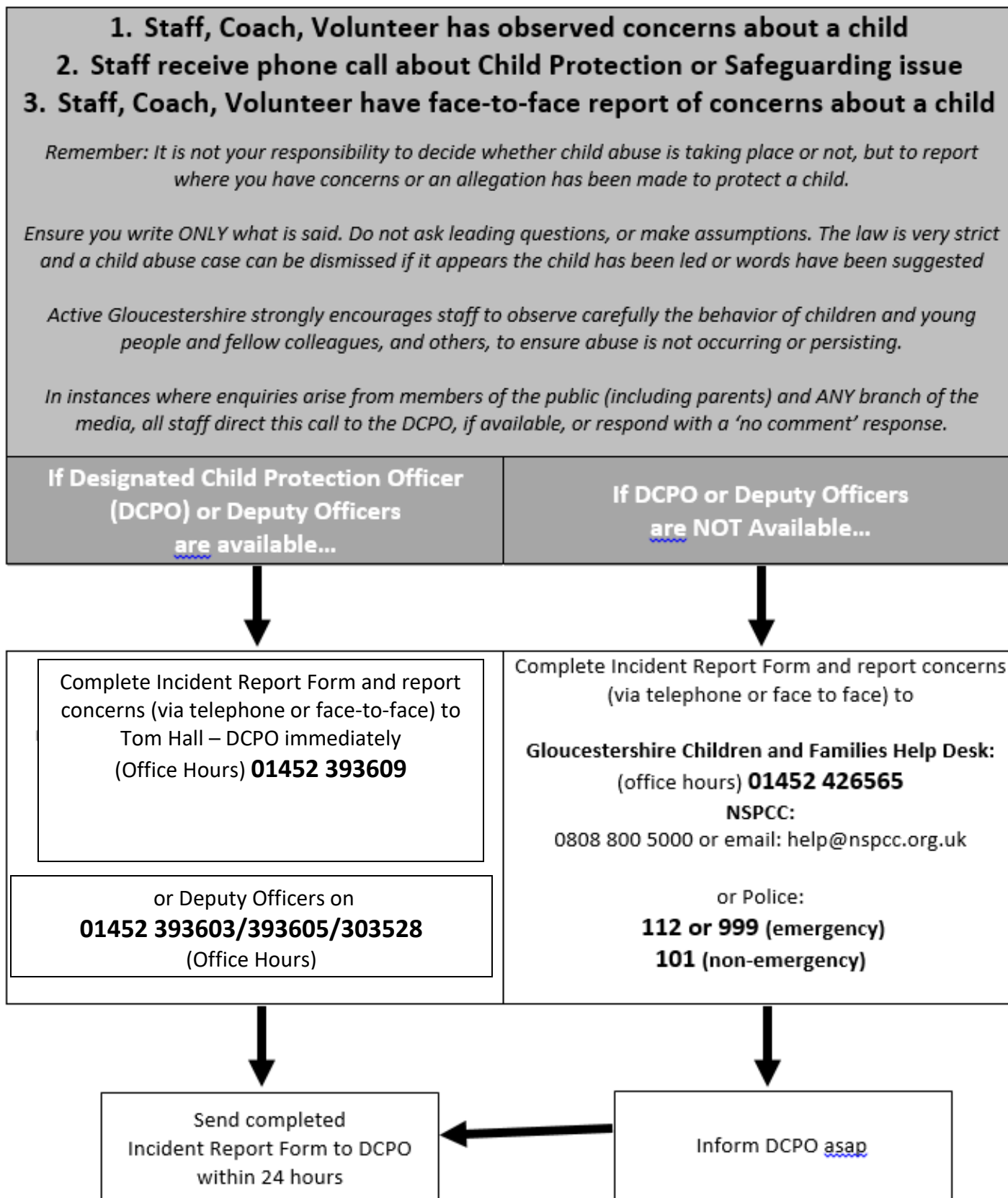
Often concerns are not made directly by the child being abused, but a non-direct disclosure is made by a girlfriend/boyfriend, parent, other coach, friend etc. If this happens, you must follow the same guidelines detailed above.

It is recommended that the person receiving the information DOES NOT:

- Panic
- Allow your shock or distaste to show
- Probe for more information than is offered
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Judge or investigate

FLOW CHART FOR REPORTING CONCERNS ABOUT CHILDREN: Part 1 – Staff procedure

****CONFIDENTIALITY is key in child protection work****



6.2 Designated Child Protection Officer (DCPO)

It is the responsibility of the DCPO to consult with, or refer, to Social Services where abuse is indicated or suspected. The DCPO will be responsible for following up any referral in writing within 24 hours. If the DCPO is not available, or the concern is about the DCPO, the referrer should contact the Lead Officer for Adults at Risk, or one of the Deputy Child Protection Officers, or Social Services or police directly.

Designated Child Protection and Safeguarding Officer

Tom Hall

Physical Activity Specialist for Children and young people

Telephone: 01452 393609 / 01452 303528

Lead Officer – Adults at Risk

Sarah Haden-Godwin

Physical Activity Specialist for
Older Adults and Disabled People

Tel: 01452 393603

Deputy Child Protection Officer

Sarah Haden – Children and Young People

Physical Activity Specialist for Older Adults and Disabled People

Tel: 01452 393605

6.2.1 *Role of the Designated Child Protection Officer*

A Designated Child Protection Officer should be:

- Someone who understands the context in which coaches and young people are operating.
- Someone who has basic knowledge of core legislation, government guidance and roles and responsibilities of statutory agencies, along with Active Gloucestershire's policy and procedures.
- Someone who has the skills, knowledge and understanding of development of young people.
- Someone who understands the need to safeguard and promote the welfare of young people and can recognise poor practice or abuse.
- Someone who has undertaken appropriate checks (e.g. DBS) and received the appropriate level of training (as a minimum the DCPO should have attended a basic recognised Child Protection Awareness Course. This should be followed by undertaking a course specifically designed to develop their knowledge and skills, to equip them to fulfil the role and responsibilities of the Designated Officer).

6.2.2 *Key Responsibilities of the Designated Child Protection Officer*

- Be familiar with child protection procedures of the organisation, national and regional policies, and maintain up to date knowledge.
- Ensure there are effective internal procedures to handle concerns.
- Ensure that systems are in place for effective record keeping.
- Be the link person with Social Services or the police and consult or refer to/with Social Services or Police on concerns that have been raised.
- Undertake such training as is necessary in pursuance of his/her role.
- Ensure information is reported (directly or via statutory agencies) to the relevant NGB or other partner (e.g. LA) if the allegations concern a volunteer/coach who operates in a specific sport or within another organisation.
- Receive, advise and act on all reports of incidents, allegations or suspicions of child abuse or poor practice.
- Offer an advice service to assist potential referrers to clarify their concerns.
- Update appropriate third parties (including NGB's, LA's and schools) on results of investigations in the interest of young people.
- Establish and maintain a record system in line with the requirements of the Data Protection Act.
- Act as the main contact point within the organisation when handling any enquiries from members of the public (including parents) and the media about any incident, allegation or report of child abuse or poor practice.

6.3 In the Absence of the Designated Child Protection Officer (DCPO)

If the DCPO is not available, the person being informed of the reported abuse should contact any of the officers listed below. Failing that, IMMEDIATELY contact Social Services or the police without delay. These agencies will decide how and when parents will be informed and ultimately become responsible for what steps to take next.

Emergency Contacts if the Designated Child Protection Officer is NOT available:

Deputy Child Protection Officer

Sarah Haden – Children and Young People

Physical Activity Specialist for Older Adults and Disabled People

Tel: 01452 393605

Children’s Help Desk:

Opening hours Monday to Friday between 08:00 to 17:00

01452 426565

NSPCC:

0808 800 5000 or email: help@nspcc.org.uk

Gloucestershire Police Control Room:

101 or email: 101@gloucestershire.police.uk

In an emergency: 112 or 999

Expert Advice

On occasions, the DCPO may be informed of situations where there is uncertainty about whether an allegation constitutes abuse or not and therefore is unclear about what action to take. There may be circumstances where allegations are about poor practice, rather than abuse, but the DCPO should always be informed, and may seek advice from Social Services, Police or NSPCC before agreeing on an appropriate course of action. This is because it may be just one of a series of other instances which together cause concern. If you are unsure of what to do, you can obtain advice by telephoning the NSPCC 24 hours free phone help line on 0808 800 5000 or email: help@nspcc.org.uk.

6.4 Confidentiality

Confidentiality is a key issue in child protection work. In dealing with any case, suspicion or allegation relating to child abuse, all staff should be made aware that any breaches in confidentiality can be very damaging to the child, family and any child protection investigations that may take place. Whilst information should not be shared freely, it must be shared with appropriate agencies to ensure that a child is not left unprotected. Decisions on who needs to be informed should be taken by the DCPO, after discussions with Social Services.

Information should be stored in a secure place with limited access to designated people, in line with Data Protection Act (1998).

6.5 Do Not Share Concerns with Parents / Carers

It is not your responsibility to decide whether child abuse is taking place or not, but to report where you have concerns or an allegation has been made to protect a child. It is not your responsibility to discuss any issues with anyone outside of the Flow Chart advice (see below and in Appendix E). You should not share concerns with Parents / Carers. If you have concerns about a child, please inform the DCPO, or a Deputy Officer. If they are not available, please follow the information on the Flow Chart (Appendix E).

6.6 Allegations against Staff or Volunteers

'Allegations against staff or volunteers' includes anyone working with children in a paid or voluntary capacity (e.g. helpers in clubs, tournament officials, team managers on training camps, coaches etc.).

Should an individual member of staff or volunteer become aware of an allegation of child abuse or poor practice against a colleague, it is vital to report it to the DCPO immediately and complete an Incident Report Form (Appendix D).

The following circumstances may lead a member of staff or volunteer to suspect that a colleague is abusing a child:

- An allegation is made by a child or adult.
- An allegation is made by a staff member against a fellow member of staff.
- A member of staff notices inappropriate behaviour by another member of staff.
- Concerning information comes to light through a DBS check.
- Information is received from another sports organisation, partner or statutory agency.

The flow chart (Appendix E) illustrates the steps that need to be taken in the event of suspicion or allegation against a staff member.

6.7 Whistle Blowing Procedures

Active Gloucestershire operates Whistle Blowing Procedures (Appendix F), which make it clear that concerns against another member of staff can be raised without fear of victimisation, subsequent discrimination or disadvantage. It is intended to encourage and enable employees to raise concerns. If you feel the situation allows, initial concerns could be raised with your line manager. However if the seriousness or sensitivity of the issue requires it, it is also possible to raise concerns direct with CEO, or Chair of the Board, if the allegation concerns the CEO.

6.8 Dealing with the Media

All staff and volunteers should be made aware that the media are very quick to respond to hints of an allegation and will often make extreme attempts to obtain information. Therefore, it is important that all staff and volunteers are expectant and alert to any media approaches.

In an instance where enquiries arise from members of the public (including parents) and any branch of the media, it is vital that all staff be briefed that they are not at liberty to make any comments regarding the case, but that they have been told to relay all enquiries to the DCPO or the CEO. The DCPO or the CEO should then meet all questions with the 'no comment' response. Under no circumstances should any other response be given.

If the DCPO or CEO is contacted, they may either give an agreed statement (negotiated within the authority) and discussed with social services and/or the police, or meet any enquiries with the 'no comment' response.

6.9 Timescales

All incidents of suspected abuse or poor practice must:

- Be reported within 24 hours
- Concerns involving the immediate safety of a child must be referred immediately to the DCPO (by telephone, or face-to-face) and followed up within 24 hours by a completed Incident Report Form (Appendix D) as an agreed action.
- The DCPO will report the incident to the relevant agency with 24 hours and report outcomes to those necessary, e.g. coach, manager, within seven days.
- If timescales slip (which may be necessary to ensure the best outcome for an incident) then communication must be provided with valid reasons given.

APPENDICES

APPENDIX A

Employment Self-Declaration and Disclosure Form

Private and Confidential

For roles involving contact with children (under 18 year olds).

All information will be treated as confidential and managed in accordance with relevant data protection legislation and guidance. You have a right of access to information held on you under the Data Protection Act 1998.

Part One

<i>For completion by the organisation:</i>	
Name:	
Address and Postcode:	
Telephone/Mobile No:	
Date of Birth:	
Gender:	Male / Female
Identification (<i>tick box below</i>):	
<input type="checkbox"/>	I confirm that I have seen identification documents relating to this person, and I confirm to the best of my ability that these are accurate.
Either	
UK Passport Number and Issuing Office	
UK Driving Licence Number (<i>with picture</i>)	
Plus	
National Insurance Card or current Work Permit Number	
Signature of authorised Employing Officer:	
Print name:	
Date:	

Part Two

NOTE:

If the role you are in or have applied for involves frequent or regular contact with or responsibility for children you will also be required to provide a valid DBS (Disclosure and Barring Service) certificate which will provide details of criminal convictions; this may also include a Barring List check depending on the nature of the role (see organisational guidance about eligibility for DBS checks).

<i>For completion by the individual (named in Part one):</i>	
Have you ever been known to any Children's Services department or Police as being a risk or potential risk to children?	YES / NO <i>(if Yes, provide information below):</i>
Have you been the subject of any disciplinary investigation and/or sanction by any organisation due to concerns about your behaviour towards children?	YES / NO <i>(if Yes, provide information below):</i>
Confirmation of Declaration <i>(tick box below)</i>	
<input type="checkbox"/>	I agree that the information provided here may be processed in connection with recruitment purposes and I understand that an offer of employment may be withdrawn or disciplinary action may be taken if information is not disclosed by me and subsequently come to the organisation's attention.
<input type="checkbox"/>	In accordance with the organisation's procedures if required I agree to provide a valid DBS certificate and consent to the organisation clarifying any information provided on the disclosure with the agencies providing it.
<input type="checkbox"/>	I agree to inform the organisation within 24 hours if I am subsequently investigated by any agency or organisation in relation to concerns about my behaviour towards children or young people.
<input type="checkbox"/>	I understand that the information contained on this form, the results of the DBS check and information supplied by third parties may be supplied by the organisation to other persons or organisations in circumstances where this is considered necessary to safeguard children.
Signature:	
Print name:	
Date:	

APPENDIX B

CHILD PROTECTION & SAFEGUARDING POLICY DECLARATION FORM

Active Gloucestershire is fully committed to safeguarding the well-being of children and young people, its staff and volunteers taking part in sport and physical activity in Gloucestershire.

When working with, or as, an employee of Active Gloucestershire, it is important that you have taken the time to thoroughly read this Child Protection and Safeguarding Policy. By being made aware of the policy, it is our intention to ensure that **all staff** are proactive in providing a safe and secure environment for the young people in their care.

Declaration

I certify that I have read and fully understood the Active Gloucestershire Child Protection & Safeguarding Policy and I agree that I will carry out my role in line with policy statements and procedures contained therein.

Signature:

Date:

Name (please print):

(Completed form to be photocopied and filed, as per Data Protection Act 1998)

APPENDIX C

CODE OF ETHICAL CONDUCT

All staff and volunteers working on behalf of Active Gloucestershire must comply with good ethical practice, especially when working with children and young people, and should work in ways that reflect the following:

DO:

- Be a positive role model to every person; displaying consistently high standards of behavior and appearance, and demonstrate good time keeping, showing commitment to your work.
- Follow all guidelines on conduct and behaviour laid down by the relevant NGB ('National Governing Body'), associated club or Active Gloucestershire, at all times.
- Ensure the safety of all participants by providing effective supervision and safe methods of work at all times; demonstrate appropriate pre-planning of work, including considering the wellbeing and safety of all; ensure the activities are age appropriate, as well as considering ability and experience.
- Encourage and guide participants to accept responsibility for their own actions, performance and behaviour. Discourage others from bullying behaviour or using bad language and challenge these actions.
- Develop an appropriate working relationship with all participants, based on mutual trust and respect, treat everyone fairly and have no favourites; ensure they are respected, listened to, and feel valued. Ensure their rights and responsibilities are enforced. Be positive, approachable, offer praise and expect participants to have respect for each other.
- Maintain confidentiality about any sensitive information, sharing only with necessary officers, such as the DCPO at Active Gloucestershire and your club/NGB designated person.
- Ensure you hold the appropriate certificates and insurances, as appropriate.

DO NOT:

- Abuse children or young people physically, emotionally or sexually. Do not bully or use sanctions that humiliate or harm children or young people. Do not use bad language or engage in inappropriate behaviour.
- Discriminate on the grounds of religious beliefs, race, gender, sexual orientation, social class or ability, and encourage others to behave in the same manner.
- Spend time alone with children or young people, or engage in sexually provocative, overly-physical or rough play, and never take children in your car alone, nor take them to your house.
- Smoke or consume alcohol whilst working, or work under the influence of alcohol or illegal drugs.
- **Let allegations of abuse or poor practice go unchallenged, or unrecorded.** Incidents and accidents must be recorded in line with Active Gloucestershire / Club / NGB procedures, and always given to the Designated Child Protection Officer at Active Gloucestershire.

APPENDIX C *(continued)*

CODE OF ETHICAL CONDUCT *(continued)*

Consequences:

- Any minor misdemeanors or general misbehavior will be dealt with immediately, and/or reported to the designated person within the club, NGB or Active Gloucestershire, as appropriate.
- A serious or persistent breach of the code will result in disciplinary action from club, NGB or Active Gloucestershire, as appropriate, and could lead to dismissal from the role.
- Dismissal can be appealed, with the final decision taken by the club committee, Active Gloucestershire board or followed up by NGB disciplinary procedures, as appropriate.

Declaration

I certify that I have read and understood the Active Gloucestershire Code of Ethical Conduct and agree to abide by the guidelines that are outlined:

Signature:

Date:

Name (please print):

(Completed form to be photocopied and filed, as per Data Protection Act 1998)

APPENDIX D
CHILD PROTECTION INCIDENT REPORT FORM

CHILD PROTECTION INCIDENT REPORT	
Date of incident	
Time of incident	
Location of Incident	

SECTION A – CHILD’S PERSONAL DETAILS			
Name of Child			
Date of Birth		Ethnicity	
Disability Y/N <i>If yes, please detail:</i>			
Full Address		Telephone	
Name of Parent/Carer			
Address <i>(if different from above)</i>			

SECTION B – NATURE OF INCIDENT
<p>Is this report based on: (please tick as appropriate)</p> <p><input type="checkbox"/> An incident you have witnessed?</p> <p><input type="checkbox"/> A concern you have based on potential indicators of abuse?</p> <p><input type="checkbox"/> An allegation or concern that has been reported to you by someone?</p> <p>If the allegation has been reported to you by someone else, other than the child, please give their details:</p> <p>Name:</p> <p>Address:</p> <p>Post code:</p> <p>Telephone Number:</p>

CHILD PROTECTION INCIDENT REPORT FORM *(Continued)*

SECTION C – DETAILS OF THE INCIDENT/CONCERN/ALLEGATION

DETAILS - Please give full details of the incident(s) / concern(s) / allegation(s) including exactly where (venue / exact location), when (date/time) and what is alleged or believed to have happened:

OBSERVATIONS - Please include a description /location of any visible injuries and a description of the child's behavior, and physical and emotional state:

CHILD'S ACCOUNT OF INCIDENT - Complete this section if the child reported the incident to you, recording exactly what the child has said has happened (including how any bruises or other injuries have been caused) and anything you have said to the child:

OTHER DETAILS

Tick here if you have continued on a separate sheet. Ensure you have attached the sheet to this document.

ALLEGED ABUSER - Do we have the name and any contact details of the alleged abuser?

CHILD PROTECTION INCIDENT REPORT FORM (Continued)	
SECTION D – REPORTING OF INCIDENT	
Are parents / carers aware of the concerns / allegations?	
If yes, how did they become aware?	
Is the alleged abuser aware of the concerns/allegations?	
If yes, how did they become aware?	
Have Social Services been informed?	
If so, who did you speak to?	
At what time did you speak to them?	
Case Reference Number:	
Have the police been informed?	
If so, who did you speak to?	
At what time did you speak to them?	
Case Reference Number:	
SECTION E – YOUR DETAILS	
Your Name	
Your Address	
Contact Telephone Number – Daytime	
Contact Telephone Number – Evening	
Signature	
Date	

**This form must now be passed immediately to:
Designated Child Protection Officer,
Active Gloucestershire, City Works, Alfred Street, Gloucestershire, GL1 4DF**

APPENDIX E(i)

FLOW CHART FOR REPORTING CONCERNS ABOUT CHILDREN: Part 1 – Staff procedure

****CONFIDENTIALITY is key in child protection work****

- 1. Staff, Coach, Volunteer has observed concerns about a child**
- 2. Staff receive phone call about Child Protection or Safeguarding issue**
- 3. Staff, Coach, Volunteer have face-to-face report of concerns about a child**

Remember: It is not your responsibility to decide whether child abuse is taking place or not, but to report where you have concerns or an allegation has been made to protect a child.

Ensure you write ONLY what is said. Do not ask leading questions, or make assumptions. The law is very strict and a child abuse case can be dismissed if it appears the child has been led or words have been suggested

Active Gloucestershire strongly encourages staff to observe carefully the behavior of children and young people and fellow colleagues, and others, to ensure abuse is not occurring or persisting.

In instances where enquiries arise from members of the public (including parents) and ANY branch of the media, all staff direct this call to the DCPO, if available, or respond with a 'no comment' response.

If Designated Child Protection Officer (DCPO) or Deputy Officer are available...

If DCPO or Deputy Officers are NOT Available...

Complete Incident Report Form and report concerns (via telephone or face-to-face) to Tom Hall - DCPO immediately
(Office Hours) **01452 393609**

or Deputy Officer on
01452 393605 /303528
(Office Hours)

Complete Incident Report Form and report concerns (via telephone or face to face) to

Gloucestershire Children and Families Help Desk:
(office hours) **01452 426565**

NSPCC:
0808 800 5000 or email: help@nspcc.org.uk

or Police:
112 or 999 (emergency)
101 (non-emergency)

Send completed Incident Report Form to DCPO within 24 hours

Inform DCPO asap

APPENDIX E(ii)

SUGGESTED QUESTIONS TO ASK REGARDING REPORTING CONCERNS ABOUT CHILDREN

Remember:

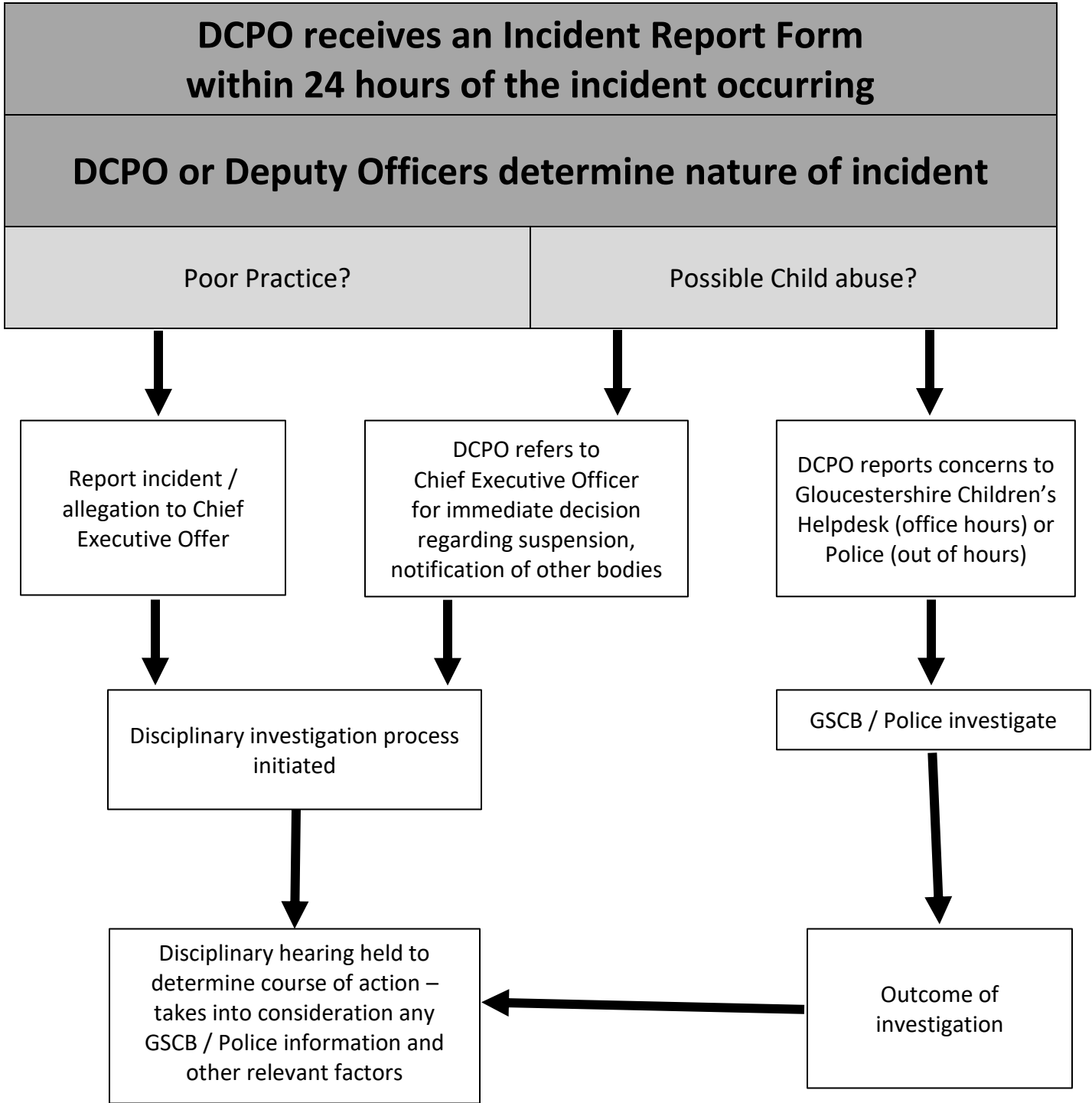
- ✓ Stay calm and don't rush. Do not allow your personal opinion to show, or influence your actions.
- ✓ Be sensitive.
- ✓ Reassure the person / child.
- ✓ Confirm you realise how difficult it must have been to confide in you, and that they have done the right thing.
- ✓ Confidentiality: Let them know that you won't be able to keep everything they tell you confidential. In order to stop it happening, you will have to ask certain child protection professionals to help you
- ✓ Listen to what they have to say and take it seriously.
- ✓ Keep questions to a minimum and keep questions open-ended, in order to let them speak.
- ✓ Remain in view of others (*if face-to-face.*)
- ✓ Record exactly what is said (either at the time or immediately after) – do not ask leading questions or make assumptions. Stick to the facts... but do encourage for as much information as possible.

Questions:

1. What is your name?
"Hello _____. My name is _____."
"I realise how difficult it must have been to confide in me; you have done the right thing. I won't be able to keep everything you tell me confidential. In order to stop it happening, I will have to ask certain child protection professionals to help me. Do you understand that?"
2. Is this something you have witnessed, have concerns about, or have been a part of?
Add detail here:
 - Where, when? Date, time and location of incident?
 - What happened / what did you see? Provide description.
3. Details of the child in question.
4. Any visible injuries? Description of the child's behavior / emotional state.
5. Do you know who did this? Are they aware?
6. Are parents aware? Or Social Services, or the Police?
7. Can I take your details?

APPENDIX E(iii)

FLOW CHART FOR REPORTING CONCERNS ABOUT CHILDREN – Part 2: DCPO role



APPENDIX F

WHISTLEBLOWING POLICY & PROCEDURES

General Statement

This Policy is designed to encourage employees to raise legitimate concerns in a responsible way through the Grievance Procedure in circumstances where they believe that there has been some form of malpractice and where disclosure is in the public interest.

General Principles

- Any disclosure made under this Policy must be in good faith. If you make an allegation you must have a reasonable belief that the allegation is true and it must not be made for personal gain.
- These procedures should not be used for the purpose of furthering a personal grievance or private dispute - such matters must be dealt with through the Company's Grievance Procedure (see Employee Handbook.)
- Victimising employees who make a disclosure, or deterring them from raising a genuine concern about fraud, corruption, malpractice or unethical conduct, will constitute a serious disciplinary offence.
- Abuse of this procedure, by maliciously or mischievously raising unfounded allegations, either internally or externally, will be regarded as a serious disciplinary offence.
- Where an allegation is made, the person(s) against whom the allegation is made will be informed of the allegation and the evidence supporting it, and be allowed to comment, before the investigation is completed.
- Any allegation of malpractice will be treated in the strictest confidence and investigated immediately.

Procedure

This procedure applies to allegations where any of the following has occurred, is occurring, or is likely to occur:

- A criminal offence
- A breach of a legal obligation
- A miscarriage of justice
- Danger to the health or safety of an individual
- Damage to the environment
- Fraud
- Corruption
- Accounting irregularities
- Dishonesty
- Deliberate concealment of any of the above

WHISTLEBLOWING POLICY & PROCEDURES *(continued)*

Any allegation covered by this procedure should be made in writing to the CEO, or Chair of the Board, if the allegation concerns the CEO.

A record will be made of receipt of the disclosure and the CEO, or Chair of the Board, if the allegation concerns the CEO, will either investigate the disclosure or arrange for an appropriate member of the senior management team to do so.

Once the investigation has been completed, the CEO, or Chair of the Board, if the allegation concerns the CEO, will report back to you as soon as possible, normally within 2 weeks and, subject to any third party rights, inform you of the outcome of the investigation.

If you have any concerns or complaints about the manner in which you feel you are being treated because you made the disclosure, whether by the alleged wrongdoer or any colleagues, you should raise this with the CEO, or Chair of the Board, if the allegation concerns the CEO, and this may be dealt with as a disciplinary matter in relation to such individuals.

If you are dissatisfied with the outcome of the investigation, or feel unable to report it to the CEO in the first instance, disclosure should be made in writing to the Chair of the Board, who will investigate the matter and report back to the individual. The decision of the Chair of the Board, will be final.