



Blackpool Safeguarding
Children Board



Safeguarding Children & Young People in Leisure Services

Policy and Implementation Procedures

CHAPTER 1

The following guidance has been developed to ensure that organisations providing Leisure Services in Blackpool to children and young people have appropriate safeguarding policy and procedures in place.

Organisations should use this guidance to develop their own internal policy and procedures.

POLICY STATEMENT

1.1 Responsibilities

Any organisation in Blackpool offering Leisure Services should:

- accept the moral and legal responsibility to implement procedures to provide a duty of care for children and young people, safeguard their welfare and protect them from abuse;
- respect and promote the rights, wishes and feelings of young people;
- recruit, train and supervise its employees and volunteers so as to adopt best practice to safeguard and protect young people from abuse, and themselves against false allegations;
- require staff and volunteers to adopt and abide by Safeguarding Regulations and all relevant statutory provisions including safeguarding approved codes of practice and guidance;
- respond to any allegations appropriately.

1.2 Aims of the Policy

The guidance in this policy document is based on the following aims and objectives.

- To safeguard and promote the welfare of children and young people within Leisure Services in Blackpool.
- To ensure organisations are better able to manage risks with regard to the safeguarding of all employees, all service users, all members of the general public who are exposed to leisure activities and all other people who work on, or visit, the premises.
- To create and maintain a positive safeguarding culture within all areas of leisure organisations, so that there is a continuous, cost effective improvement in safeguarding performance and approach.

These aims should be pursued regardless of whether the particular services which form part of the organisations undertakings are performed by employees, or by outside contractors acting on behalf of the organisation.

These aims should be borne in mind in all policy and operational decisions made by the organisation, especially in relation to the adequate provision of resources. It is recognised that managers could render themselves liable should they place requirements on staff that are contrary to this policy.

1.3 Core Values



The core values underpinning this policy mean that an organisation should demonstrate a commitment to:

- Ensuring that all people are valued and that their rights are respected
- Ensuring that everyone is treated with fairness and dignity
- Maintaining an environment in which everyone is free from the threat of intimidation, discrimination, harassment and abuse.
- Promoting equality of opportunity

It should be stated that any discrimination, prejudice, oppressive behaviour or language is **never acceptable**. Organisations must work in partnership to ensure that all young people, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity or social background are protected from harm and have the right to equal protections from all types of harm or abuse detailed in chapter 4 of this document.

1.3 Principles of the Policy

Leisure organisations should expect, and require, every one of its departments to work towards achieving the following objectives in the field of safeguarding.

- An adult has a moral and statutory duty for the care, custody and control of any child under the age of 18 under their supervision.
- All children and young people, whatever their age, culture, any disability they may have, gender, language, racial origin, religious belief and sexual identity have the right to protection from abuse;
- All incidents of poor practice, or suspicions of poor practice and allegations of abuse will be taken seriously and responded to swiftly and appropriately;
- It is the responsibility of the child protection experts and agencies to determine whether or not abuse has taken place but it is everyone's responsibility to report any concerns, if practicable through the Safeguarding Lead identified for the setting;
- To identify all significant hazards arising from our activities, to assess all the resultant risks to the safeguarding of our employees, guests/customers and other people and to develop the appropriate preventative and protective measures necessary to control these risks;
- To effectively plan, organise, implement, control, monitor and review the preventative and protective measures;
- To establish, and where necessary, implement appropriate emergency procedures to be followed in situations of serious and imminent danger. In this respect to co-operate and co-ordinate with emergency services;
- To provide employees with adequate safeguarding training and supervision and to take account of employees capabilities with regards to safeguarding matters when assigning them tasks;
- To provide employees with comprehensible information on safeguarding risks identified by assessments and on preventative and protective measures necessary to control these risks.
- To provide a safe place of work and working environment.

Working in partnership with young people, their parents and other agencies is essential for the protection of children and young people.

CHAPTER 2

SAFER RECRUITMENT AND SELECTION

INTRODUCTION

Anyone may have the potential to abuse children and young people, therefore organisations who work with or on behalf of children and young people need to be vigilant in their recruitment and selection of staff. Abusers will target these organisations and be extremely adept at presenting themselves as caring and trustworthy individuals. It is essential that the same procedures are used consistently for all posts whether staff are paid or voluntary, full-time or part-time. Under the Protection of Children Act 1999, all individuals working on behalf of, or otherwise representing, an organisation are treated as employees whether working in a paid or voluntary capacity.

Indicators of abusive behaviour can emerge through inappropriate attitudes or inconsistent reactions. A vigorous recruitment and selection process provides opportunities to deter and prevent offenders from gaining access to children and young people through their work.

Pre-Recruitment Checks

The following pre-recruitment checks should always be carried out.

2.1 Advertising

If any form of advertising is used in the recruitment of staff whether paid or voluntary it should reflect the:

- Aims of the service, and where appropriate, the particular activities involved;
- Key responsibilities of the role;
- Level of experience or qualifications essential and desirable (e.g. experience of working with children and young people is an advantage);
- The centres commitment to safeguarding and promoting the welfare of children;
- The need for the successful applicant to obtain an enhanced disclosure via the CRB, where appropriate; and
- Working knowledge of safeguarding and child protection procedures.

2.2 Pre-Application Information

Pre-application information sent to interested or potential applicants should contain:

- A job description (including roles and responsibilities);
- A person specification (e.g. experience of working with children and young people), skills, knowledge, qualifications and experience and whether these are essential/desirable requirements;
- An application form.

Some statements worth considering include:

- Experience of working with children and young people;



- Working knowledge of safeguarding & child protection procedures;
- Completed a minimum of 3 hour Safeguarding Children workshop or equivalent;
- The Company is committed to safeguarding and promoting the welfare of children;
- This post is subject to satisfactory references and enhanced CRB clearance;
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.

2.2 Applications for all posts

All applicants, whether paid or voluntary, full-time or part-time positions, should complete an application form, this should have been designed to elicit the necessary information.

If an applicant has no experience of working with children or young people, training is strongly recommended.

A minimum of two written references should be sought and taken up. At least one reference should be associated with former work with children or young people, (when the position has been offered to an applicant). The purpose of seeking references is to obtain objective and factual information to support appointment decisions.

Identification

It is important to be sure that the person is who he or she claims to be.

Qualifications

Employers must always verify that the candidate has actually obtained any essential qualifications legally required for the job and claimed in their application.

Enhanced CRB disclosure

For posts involving direct contact with children, young people or vulnerable adults, an enhanced CRB disclosure is required.

2.4 Short listing

Short listing should be a systematic process, not an ad hoc practice. Independent short listing by the designated committee will be made for each post in accordance with the application form and the relevant person specification. If a candidate does not meet the requirements as outlined, the individual should not be short listed.

Short listing decisions should be based on an objective assessment of evidence provided by the applicant and contained within the application form. The content of the application form is measured against the essential requirement on the person specification, and not on assumptions or knowledge held by a panel member, about the applicant.

2.5 Interview

A formal interview is always required for positions involving work with children and young people. The interview should be carried out in accordance with protocol and recommendations, and should include:

- An exchange of information which will help to assess the candidate against the agreed criteria;
- Exploration of the applicants suitability to work with children through conversation and careful questioning;
- Exploration of the applicants attitude towards children and young people;
- The applicants ability to support the centres' agenda for safeguarding children;
- Discussion around any gaps in employment;
- Discussion in relation to any concerns or discrepancies from the information provided by the applicant and/or referees.

Some example questions regarding safeguarding, and the candidates' attitude towards children and young people can be found below:

- What do you think constitutes a safe and caring environment?
- What kind of policies should an organisation have to support a safe environment?
- What do you think are your responsibilities in protecting children?

You may want to explore the applicant's attitude to power, authority and discipline, and ask for a response to a problem faced in your group/organisation to assess their commitment to promoting good practice and their ability to communicate with children and young people.

2.6 Induction

- Ensure all new recruits go through an induction process as soon as possible so that they are familiar with the organisation's policies and procedures and the responsibilities of the post.
- Ensure all new recruits are familiar with, and sign up to, the organisations Constitution and Rules, and any guidelines, codes of behaviour, regulations and policies.
- Ensure all new recruits register as a member of the club/organisation, if not already a member.
- Ensure all new recruits have either recently undertaken adequate training in safeguarding (if appropriate and in line with any National Governing Bodies requirements) or will do so as soon as possible, and no later than six months after taking up their post.

2.7 Probationary/Trial Period

Every new post should have a probationary/trial period set (usually 6 months), which should be reviewed within an agreed period of time. The length of time will vary depending on the nature of the post. It is good practice to have a review at conclusion of the probationary/trial period.

2.8 Update on 'New' Independent Safeguarding Authority (ISA) Vetting and Barring Scheme

2.9

This has been introduced with an aim to prevent unsuitable people from undertaking certain paid or voluntary work with either children or vulnerable adults.

Important Dates:



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- From **12th October 2009**: Any leisure facility employing people or using volunteers, in regulated or controlled activities – such as teaching, instructing or providing guidance to children and young people – and subsequently dismissing them, or ceasing to use them because it is thought they have harmed or pose a risk of harm to children or adults, must refer the case to the ISA.

Current guidance and a referral form can be downloaded from:
www.isa.homeoffice.gov.uk

CHAPTER 3

SAFEGUARDING: SAFER ENVIRONMENT

INTRODUCTION

Organisations can make significant improvements to the design and operational management of leisure facilities to ensure they provide a safe, enjoyable and commercially successful venue.

It is worth acknowledging the crucial difference between health and safety advice and guidance, and the need to safeguard children and young people from the risk of abuse

Organisations should consider safeguarding as part of the planning process prior to building new facilities, refurbishment of existing buildings and during management decision making on service/activity delivery. This early approach will not only build a safeguarding culture into the organisation but eliminate the need to develop solutions retrospectively which are often time consuming and costly.

Designing Safely

Organisations may wish to consider their approach in three key areas;

- Facility Design
- Facility management
- Operational Management

Facility Design

Designing new buildings or refurbishing existing facilities to meet customers' needs is common sense and considering safeguarding as part of the process should not complicate or add costs to the process.

The organisation needs to identify the range of customers they are trying to attract and consider what the customers needs are likely to be. These needs can then be balanced against the organisations business plan, budget and long-term objectives in terms of building design.

Young people will be attracted to facilities that offer well-presented, clean, safe facilities – no different than every other customer. It is important to remember that customers who feel safe, comfortable and enjoy our services are more likely to return.

Facility design and refurbishments can support safeguarding protocols where good practice is developed in key areas, including:

- Security – clear visibility and open line of sight allows customers to feel more secure and less intimidated, e.g. avoid unnecessary walls, planting and display boards;
- CCTV – is a useful management tool that provides reassurance to staff and customers;
- Layout – the customer journey should be considered ensure logical and mobile phones. If a full ban on use is not appropriate consider registration procedures to control use;
- Clear routes are established. Customers do not feel 'lost in your facility';



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- Avoid quiet zones or 'dead ends' that may allow young people to congregate without supervision;
- Design refurbishment/relaxation space into open areas ideally close to staff supervision particularly if the area may be used by both adults and young people;
- Visual aids and signage confirming the organisations commitment to safeguarding children and young people. This could include information on the LSCB child protection procedures, and the outcomes under Every Child Matters.

Facility Management

An organisation can make significant improvements to the safeguarding culture and procedures within existing buildings without major design changes through its management policies.

Leisure organisations that target young people as a key target group should when considering the policies required to operate their business, ensure that its operating policies support the commitment to safeguarding.

Leisure organisations can support their safeguarding approach where consideration is given to policy in key areas, including:

- Admission – identify clear policy on availability of service with regard to age of customers and appropriate numbers allowed entry based on risk assessments;
- Photography – establish clear guidelines for the use of cameras and mobile phones. If a full ban on use is not appropriate consider registration procedures to control use;
- Contractors – procurement policies can stipulate that any external contractors have safeguarding policies in place and ask for evidence before awarding or renewing works orders;
- Maintenance – internal staff from other departments within the organisation should be appropriately cleared and follow safeguarding guidelines.

Operational Management

An organisation's day-to-day operational management approach is likely to play the most significant role in improving the safeguarding culture within a leisure facility.

The organisations strategic vision will outline the broader business objectives, managers will interpret this into a delivery model for daily operation.

Leisure organisations operational management should support the safeguarding commitment with consideration to the following key areas:

Marketing

- The brand values of the organisation should represent a professional image and outline expectations;
- Nationally recognised quality accreditation symbols should be used to promote organisational good practice;



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Programme/Activity Development

- The organisation should carefully consider appropriate levels of supervision required for young people dependent on age, experience and activity being undertaken;
- Effective programming of facilities can be used to avoid groups coming into contact and increasing safeguarding risks, e.g. adults and young people using changing rooms during off peak hours;

Staff

- Staff duties should include regular interaction with customers, including young people;
- All operational staff can be used to improve safeguarding; including cleaners, receptionists, maintenance staff, by training staff and schedule duties to include building patrols for litter picking, maintenance checks, housekeeping duties(e.g. notice board updating) to cover all areas of facilities thus increasing staff visibility;

CHAPTER 4

RECOGNISING POOR PRACTICE, ABUSE, AND BULLYING

Introduction

Whilst many people find it hard to believe that the abuse of children and young people exists in society it is nonetheless a fact. Moreover child abuse does not just occur in a family setting. Incidents of abuse can occur in any institution or in any group where children and young people are present. Therefore it is essential that individuals working with children within leisure services are able to recognise the signs and indicators of abuse. Child abuse is not always easy to recognise even for those who are experienced workers in this field. This is due to the fact that:

- Many perpetrators of abuse, particularly those involved in sexual abuse are devious and will carefully cover their tracks.
- There can often be a fine line between poor practice and abuse.
- Many children and young people are reluctant to disclose abuse.

However, those employed in leisure facilities where their working environment brings them into contact with children and young people have a responsibility to act upon any concerns they may have in relation to the abuse or bullying of children and young people who use leisure facilities, and to take the appropriate course of action outlined in this document.

4.1 Poor Practice

Allegations arising from poor practice relate to an adult's or another young person's inappropriate behaviour which is causing concern to another child or young person. Within the bounds of this policy poor practice constitutes any practice or behaviour which contravenes the Code of Ethics and Practice, or infringes on an individual's 'rights' and/or is a failure to fulfil the appropriate standards of care. Poor practice is unacceptable and will be treated seriously and appropriate action will be taken. (For further information on codes of practice see Chapter 6)

4.2 What is Child Abuse

Abuse can and does occur in a wide range of settings. The effects and consequences of abuse can be so damaging, they may follow a person into adulthood.

There are many forms of abuse but the law refers to four specific categories of abuse as:

- **Physical**
- **Sexual**
- **Emotional**
- **Neglect**

Abuse can commonly occur within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a child regardless of their age, disability, gender or race. Abusers can be adults (male or female) and other young people, and are usually known to and trusted by the child and family.

The abuser may be a family member, or they may be someone the child encounters in residential care or in the community, including during sports and leisure activities. An individual may abuse or neglect a child directly, or may be responsible for abuse because they fail to prevent another person harming that child.

Physical Abuse is where adults or young people physically hurt or injure children by:

- beating, whipping, paddling, punching, slapping or hitting
- pushing, shoving, shaking, kicking or throwing
- pinching, biting, choking, or hair-pulling
- burning with cigarettes, scalding water, or other hot objects
- poisoning, suffocating, drowning.

This category of abuse can also include cases where a parent or carer reports non-existent symptoms of illness or deliberately causes ill health in a child they are looking after, such as fabricated or induced illness.

Sexual abuse is when adults (male or female) or other young people use children to meet their own sexual needs. This could include:

- forcing or enticing a child or young person to take part in any sexual activity
- showing abusive images of children (books, videos, pictures, online abusive images)
- talking to children in a sexually explicit manner.

Emotional abuse is the persistent emotional ill treatment of a child, likely to cause severe and lasting adverse effects on the child's emotional development. It may involve communicating to a child that they are worthless or unloved, inadequate, or valued only in terms of meeting the needs of another person through:

- Withdrawal of attention or rejection
- Lack of physical affection
- Lack of praise, positive reinforcement, or saying "I love you"
- Negative comparisons to others
- Belittling, telling the child he or she is "no good," "worthless," or "a mistake"
- Using derogatory terms to describe the child (name-calling)
- Shaming or humiliating
- Habitual scapegoat or blaming.

It may feature expectations of children that are not appropriate to their age or development. It may involve causing children to feel frightened or in danger through:

- Constant shouting
- Taunting
- Ill treatment of children, whatever form it takes, will always feature a degree of emotional abuse.

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

Physical neglect is not providing for a child's physical needs, including:

- Failure to provide adequate food, shelter and/or clothing
- Lack of supervision and failure to protect a child from physical harm or danger
- Failure to ensure access to appropriate medical care or treatment
- Expulsion from the home or refusal to allow a runaway to return home
- Abandonment.

Emotional (psychological) neglect is a lack of emotional support and love, such as:

- Refusal to give children love, affection and/or attention
- Failure to provide necessary psychological care
- Domestic violence in a child's presence (spousal or partner abuse)
- Drug and alcohol abuse in the presence of a child, or allowing a child to participate in drug and alcohol use.

When authorities examine emotional neglect, they take into consideration cultural values and standards of care, as well as the level of family income, which may interfere with proper care.

Some overlap exists between the definitions of emotional abuse and emotional neglect, regardless, they are both child abuse.

4.3 Abuse of disabled children and young people

Some disabled children and young people are mentally or physically more vulnerable than others, which could make it easier for abusers to exploit them. They may also find it more difficult to recognise and report abuse, and to be believed. For example, if their disability means that they:

- Have limited life experiences and so have not developed the social skills needed to work out what the behaviour and attitudes of others mean. This could make them less able to understand what is; appropriate and inappropriate behaviour
- Have been encouraged to comply with other people's wishes and not to question authority figures
- Are afraid to challenge potentially abusive situations because of fear of the consequences. It is often easier to be compliant and pleasing rather than risk angering an authority figure and getting into trouble
- May not be able to report abuse either because there is no-one they can report it to or because they do not have the appropriate language to use
- May not be able to recognise that abuse has taken place
- Feel powerless because they have to depend on others for personal support
- May not be able to physically remove themselves from abusive situations
- Are not believed because their authority figures cannot accept that anyone would abuse a disabled child
- May not have anybody they can trust and confide in
- May feel guilt or shame about the abuse, which prevents them from reporting it
- May not have a sense of ownership of their own bodies because they are so used to being examined physically by others as part of their medical and physical care
- Have low self-esteem and a poor self-image.

In addition to the four main types of abuse shown above, disabled children in residential homes or other institutions might experience:

Institutional abuse

Is when staff in a home or other institutions sacrifices the needs, wishes and lifestyle of a disabled child in favour of the institution's regime. For example, by showing lack of respect for a child's dignity or privacy, or denying them opportunity to make day-to-day choices or decisions about their life.

Financial abuse

Is the deliberate misuse and exploitation of a disabled child's money or possessions. For example, if the child is not allowed to spend their money as they wish, or if someone takes it from them to spend on themselves.

Other forms of child abuse

Bullying, racism and other types of discrimination are forms of child abuse, even though those responsible are often young people. It is important to recognise the impact and extent of bullying and discrimination in the lives of young people. All organisations have a duty of care to safeguard children from harm, including disabled children and others who may be particularly vulnerable.

4.4 Bullying

The Child Protection Policy primarily deals with child/adult interactions but child abuse may occur between children of the same age or of an age which falls within the range of the Children's Act (18 years and below). Such abuse normally manifests itself as bullying.

Bullying can be psychological, verbal or physical in nature. It involves an imbalance of power in which the powerful attack the powerless, and occurs over time rather than being a single act.

In certain instances, bullying may occur inadvertently. For example, sports coaches must not adopt methods which may be construed as bullying in an attempt to improve performance.

Bullying is unacceptable behaviour. Employees who witness or suspect bullying must report it immediately to ensure the practice is stopped.

Staff are to take due regard to Safeguarding guidelines on any intervention of a bullying incident

Examples of bullying behaviour can include:

- **Cyber-bullying** – emails, chat rooms, message boards, social networking sites, instant messaging services, sms text messages, phone calls and misuse of camera phones
- **Physical** – physical assault (pushing, kicking, hitting, punching, etc) or threats of violence
- **Verbal** – name calling, insulting others, sarcasm, lying about others, spreading malicious rumours or persistent teasing
- **Emotional** – ignoring/excluding, tormenting, ridiculing, deliberately embarrassing or humiliating others, making people feel different or like an outsider

- **Racist** – using racial taunts, gestures or racist graffiti
- **Sexual** – unwanted physical contact, abusive comments or homophobic behaviour.

In an NSPCC study, Child Maltreatment in the UK, boys were found to be most likely to experience physical bullying or threats, or have property stolen or damaged.

Girls were more likely to be ignored or not spoken to. Bullying by adults was a less common experience but one in ten young people reported this. Their most common experiences of adult bullying were being deliberately embarrassed or humiliated, being unfairly treated or verbally abused and being ignored or not spoken to.

Within this context, extra vigilance should be observed where children who have special needs, disabilities or are from an ethnic minority; are involved.

4.5 Racism

Children from black and minority ethnic groups (and their parents) are likely to have experienced harassment, racial discrimination and institutional racism. Although racism causes significant harm it is not, in itself, a category of abuse.

All organisations working with children, including those operating where black and minority ethnic communities are numerically small, should address institutional racism defined in the Mac Pherson Inquiry Report on Stephen Lawrence as:

“the collective failure by an organisation to provide appropriate and professional service to people on account of their race, culture and/or religion.”

4.6 Indicators of Abuse

How would I know if a child was being abused?

It is important to be aware of signs that may indicate that a child is being abused.

Indicators and signs that a child or young person may be being abused include the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries;
- An injury where the explanation seems inconsistent;
- The child or young person describes what appears to indicate an abusive act involving him/her;
- A third party (a child, young person, or adult) expresses concern about the welfare of another child or young person;
- Unexplained changes in a child or young person’s behaviour (e.g. becoming quiet and withdrawn, or displaying sudden outburst of temper);
- Inappropriate sexual awareness;
- Engaging in sexually explicit behaviour;
- Distrust of adults, particularly those where a close relationship would normally be expected;
- The child or young person finds difficulty in making friends;



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- A child or young person is prevented from socialising with other children and young people;
- Displays variations in eating patterns, including overeating, or loss of appetite;
- Weight loss for no apparent reason;
- A child or young person becomes increasingly dirty or unkempt.

It is necessary to recognise that this is not an exhaustive lists and the presence of one or more of the above signs and indicators of abuse is not proof that a child or young person is being abused. A positive working relationship with the parents of children and young people may assist in identifying any concerns the child or young person may be experiencing such as a family bereavement.

It is not the responsibility of those working in the Leisure industry to decide if a child or young person is being abused but it is their responsibility to act on any concerns.

Please see http://proceduresonline.com/panlancs/scb/chapters/p_recog_significant_harm.html for further guidance.

CHAPTER 5

RESPONDING TO AND REPORTING CONCERNS

5.1 How to Respond to a disclosure from a child or young person

When a child or young person tells you directly that he/she or another person, is concerned about someone's behaviour towards them this is termed as a 'disclosure'. Following on from any such event the person should:

- Remain calm so as not to cause any fear or deter the child or young person from continuing with the disclosure;
- Tell the child or young person that they are not to blame, and that he/she has the right to tell someone about what is happening;
- Take what the child or young person says seriously, being aware of any difficulties in interpreting what is being said by the child or young person, if there are speech difficulties or differences in language;
- Keep questions to a minimum to ensure that the information is shared in a concise, clear and accurate way;
- Reassure the child or young person but do not give the child or young person the message that you will keep their disclosure confidential;
- Seek advice immediately from the local Social Services or police who will offer advice on the appropriate course of action. Expert advice can also be provided by the NSPCC Helpline on 0808 800 5000 or Child line 0800 1111.

5.1.2 The person involved in taking the disclosure should not:

- Panic;
- Allow their feelings which may include shock and distaste show;
- Do not ask questions other than to clarify information;
- Make assumptions or speculate about what is being disclosed;
- Make comments of a negative nature about the alleged perpetrator;
- Attempt to approach the perpetrator;
- Agree or promise to keep secrets or pass the information on appropriately.

5.2 Actions in a possible abuse situation:

If a child or young person discloses that they are being abused, information is provided in relation to an abusive situation or observations are made which give rise to concern that a child or young person is being abused, **REACTION MUST BE IMMEDIATE.**

- Make sure the child or young person is safe. If the child or young person is in need of medical attention, take them to the hospital or call an ambulance. Any medical personnel should be informed of any concerns if there is a child protection issue. If available contact the Designated Officer who will ensure the correct procedures are followed.

How to report a concern

- Seek advice immediately from Social Services or Police who will give advice on contacting parents or carers;
- Make a detailed and factual written account of events using the appropriate paperwork, and pass this to the relevant agencies. Contact the lead safe guarder who should also receive a copy of the paperwork.

5.3 How to respond to an allegation made against a member of staff or volunteer

If an allegation is made against a member of leisure staff, or a volunteer, an organisation *must* refer to Blackpool Safeguarding Children Board (BSCB) Procedures for Management Allegations Against Adults who Work With Children and Young People (www.blackpoolscb.gov.uk).

These procedures should be applied when there is an allegation that a person who works with the child has:

- Behaved in a way that has or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behave towards a child or children in a way that indicates that he or she is unsuitable to work with children

Whilst in connection with his/her employment or voluntary activity.

These procedures may also be used where concerns arise about:

- The person's behaviour with regard to his/her own children
- The behaviour in the private or community life of a partner, member of the family or other household member
- A person's behaviour in their personal life, which may impact
- Upon the safety of children to whom they owe a duty of care.

The Local Authority Designated Officer (LADO)

The LADO will:

- Provide advice and guidance to employers on the management of allegations against adults who work with children and young people.
- Ensure that the BSCB procedures are being followed.
- Be involved with the management and oversight of individual cases

Possible outcomes of disclosure

- A police enquiry
- Children's Social Care enquiry
- Criminal proceedings
- Civil proceedings
- Internal enquiry

CHAPTER 6

INDUCTION AND TRAINING

Introduction

The main purpose of implementing a safeguarding policy in any setting is to raise the awareness and increase the knowledge of staff members regarding safeguarding children and young people, and also increase safeguarding behaviours within leisure facilities.

In order to ensure all staff members understand and are committed to a safeguarding culture within leisure facilities, it is important to make them feel supported and part of a culture that considers the safeguarding of children and young people to be paramount.

Induction

The earlier this process starts the more effective it will be for all concerned. With this in mind, starting an individual's involvement/employment with a clear and specific Induction programme would be an ideal starting point.

An Induction programme can cover a wide variety of subjects such as the structure of the organisation – a “who's who” and description of their roles, but it is essential that it includes an introduction to safeguarding policies.

In order for a policy or procedures to have a positive impact there is a need to provide/develop a schedule for the presentation, training, and implementation within each leisure facility. It is necessary that all new members of staff are given the opportunity to become familiar with, and understand the importance of the safeguarding procedures within the organisation.

Training

A safeguarding training plan is essential and should be an integral part of any policy, and carefully implemented. It may be necessary to develop training on a number of levels depending on the structure of the organisation. There is a need to ensure that safeguarding training has a positive impact on staff and ultimately on the safeguarding of children and young people using leisure facilities. The following points should therefore be considered when a training programme is being developed:

- **Targeting**

Organisations should ensure that staff (paid and volunteer) with designated responsibilities in relation to safeguarding children have training to enable them to develop the necessary skills and knowledge and have regular opportunities to update their knowledge and understanding. In addition, all staff should receive an appropriate level of safeguarding training to ensure that they know what to do if they have worries or concerns that a child may be being abused; this should include managers, front line staff, volunteers, receptionists, cleaners, catering staff and any other groups or individuals who may form part of the organisation structure.



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- **Follow up and Evaluation**

Consideration should be given to ensure that training remains a high priority and staffs are regularly updated. Organisations must maintain an up-to-date record of any safeguarding training undertaken by staff.

To ensure that the training provided is effective, it should be evaluated so that the impact of it can be appropriately measured.

APPENDIX 1

DESIGNATED OFFICER

INTRODUCTION

All leisure facilities must identify at least one member of staff or management as the **Designated Officer**. The Designated Officer will take the lead in all issues relating to the protection of children and young people who use the leisure facilities. In the event that the Designated Officer is on holiday or away from the leisure facility the role should be deputised to another suitable individual, therefore each leisure facility may appoint more than one Designated Officer. Safer recruitment procedures should be followed in the appointment of the Designated Officer, including the required crucial records checks.

The role of the Designated Officer in leisure facilities is crucial in ensuring that all child protection policies and procedures work in practice to safeguard the children and young people who use the facilities. The Designated Officer is the first point of contact for all staff members, parents, children and young people who are concerned about the safety of a child or young person, or who are concerned with the manner in which a member of staff is dealing with a child or young person using the leisure facilities.

Therefore the Designated Officer should be approachable, and able to respond to situations in a child focused manner.

The experts in the field of child protection are within statutory organisations including police and social services and therefore a Designated Officer is not required to be an expert in safeguarding children and young people. However, it is desirable for those who are appointed to this role to have a background in working with children and young people.

The Designated Officer should have a role within the management team of the leisure facility and should be fully supported by that team. The management team should fully embrace the child protection policies, and ensure the protection of children and young people who use the facilities is a priority. This should include a plan to identify how child protection policies are put into practice and reviewed.

The Designated Officer duties include the following:

- Monitoring the leisure facilities to ensure it remains appropriate for children and young people;
- Ensure that written records relating to child protection matters are implemented, clearly recorded, and appropriately maintained;
- Ensure that staff child protection training is recorded monitored and reviewed;
- Promote and ensure that the management team adhere to an appropriate child protection training plan;
- Assist the management team to fulfil their responsibility to ensure the safety of children and young people using the facilities;
- Assist the management team to implement the child protection plan within the leisure facility;
- Ensure that up to date contact details are available for Local services including Social Services and Police;



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- Promote and ensure that anti-discriminatory practice is adhered to;
- Ensure that all areas of the leisure facilities are conducive to the safety of children and young people, and advise the management team of any security or monitoring methods that would increase the safety of children and young people using the facilities, i.e. CCTV to manage potential risks.

The Designated Officer should have the following core knowledge and skills:

Knowledge

- Basic knowledge of core legislation and the government framework for child protection
- Basic knowledge of the roles and responsibilities of the statutory agencies such as police and local children Social Care departments.
- Local arrangements in relation to the management of child protection and the reporting procedures.
- Knowledge of poor and good practice and all categories of abuse or harmful behaviours towards children and young people.
- It is recommended that the Designated Officer has a basic knowledge of how perpetrators may target and groom leisure facilities to abuse children and young people within leisure facilities.

Skills

- Basic administration to ensure appropriate record keeping and maintenance.
- Have a child centred focus and approach.
- An ability to promote the organisation's child protection policies and procedures;
- The ability to provide relevant and up-to-date contact details for key organisations, including the Police and Children's Social Care;
- The ability to provide relevant information about local resources in respect of the protection of children and young people;
- The ability to train and promote staff members awareness of the potential risk to children and young people whilst using the leisure facilities, and to advise staff what to do if concerns relating to the safety of child and young people arise.

APPENDIX 2

GUIDANCE FOR PRODUCING CODES OF PRACTICE

The following guidance should be included in any codes of practice to safeguard children and young people in any leisure setting. It should also be read in conjunction with '*Guidance for Safer Working Practice for Adults who work with Children and Young People*' Department for Children, Schools and Families 2009 (Further guidance can be found at http://www.blackpollscb.org.uk/Menu/Safer_Recruitment.aspx and http://proceduresonline.com/panlancs/scb/chapters/p_safe_recruitment.html).

Any code of practice should describe what an acceptable standard of behaviour is, and promote good practice. It should also reflect the organisation's child centred principles.

Children's leisure activities in Blackpool should be carried out in a safe, positive and encouraging atmosphere. Standards of behaviour for all set a clear benchmark of exactly what is acceptable. They can help minimise opportunities for abuse and also help to prevent unfounded allegations.

Guidance on expected and acceptable behaviour should cover both adult – child behaviour, together with behaviour of children towards other children.

The following provide examples of how staff in leisure activities can create a positive culture and climate.

Good practice means:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- Treating all young people equally, and with respect and dignity
- Always putting the welfare of each young person first, before winning or achieving goals
- Maintaining a safe and appropriate distance with children (e.g. it is not appropriate to have an intimate relationship with a young person)
- Building balanced relationships based on mutual trust, which empowers children to share in the decision making process
- Making leisure fun, enjoyable and promoting fair play
- Ensuring that if any form of **manual/physical support** is required, it should be provided openly and according to guidelines provided by the governing body. Young people should always be consulted and their agreement gained. Some parents are becoming increasingly sensitive about manual support and their views should always be carefully considered
- Keeping up to date with technical skills, qualifications and relevant insurance
- Involving parents and carers wherever possible. For example – encouraging them to take responsibility for their children in the changing rooms.
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people
- Giving enthusiastic and constructive feedback, rather than negative criticism
- Recognising the developmental needs and capacity of young people, and not pushing them against their will

- Where necessary, securing parental consent in writing to act in loco parentis, if the need arises to administer emergency first aid and/or other medical treatment
- Keeping a written record of any injury that occurs, along with the details of any treatment given

Practices to be avoided:

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable, it should be with the full knowledge and consent of someone in charge in leisure, or the child's parents. For example – child sustains an injury and needs to go to hospital, or parent fails to arrive to pick up a child at the end of a session

- Avoid spending excessive amounts of time alone with children; away from other staff
- Avoid taking or dropping off a child at an event

Practices never to be sanctioned:

The following should **never** be sanctioned. Staff should never:

- Engage in rough, physical or sexually provocative games, including horseplay
- Share a room with a child
- Allow or engage in any form of inappropriate touching
- Allow a child to use inappropriate language unchallenged
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for a child, that they can do for themselves
- Invite or allow a child to stay with them at their home unsupervised

Incidents that must be reported / recorded:

If any of the following occurs, staff should report the incident immediately to another colleague and record the incident. Parents of the child should be informed:

- If a child is accidentally hurt in a leisure activity
- If he/she seems distressed in any way
- If a child appears to be sexually aroused by the actions of a staff member
- If a child misunderstands or misinterprets something a staff member has done

Use of photographic / filming equipment at leisure venues

Leisure organisations should recognise that photographs of children and young people can pose direct or indirect risks to their subjects. For example, images accompanied by personal information could be used by an individual to learn more about a child prior to 'grooming' them for abuse. Or the content of a photograph featured on a website could be used or adapted for inappropriate use. This kind of adapted material has appeared on child pornography sites.

There is also evidence that certain individuals will visit events to take photographs or video footage of young and disabled participants for inappropriate use. Leisure Organisations should establish a policy and supporting procedures to mitigate identified risks. These actions will regulate the use of cameras at events as well as the publication of photographs and video footage.

For example, leisure organisations should:

- Always request that parents/guardians grant their consent for photographs and/or video footage of their child(ren) to be taken and to be used for publicity or promotional purposes
- Ensure that systems are both in place and well promoted to prevent photographs and/or video footage being taken where parental/guardian consent has not been given
- Avoid using children's names (first name or surname) in photograph captions. So, where a child is named, use of his/her photograph will be avoided and where a photograph of a child is used, he/she will not be named
- Ensure that photography or video recordings focus on the activity rather than a particular young person
- Limit the use of images to those featuring children wearing 'suitable' clothing
- Ensure that all staff paid or volunteer only use video for legitimate purposes

Electronic Communication

BSCB has a number of policies and practice guidance in relation to electronic communications. These can be found <http://www.blackpoolscb.org.uk/Menu/e-safety.aspx>.

There are growing concerns about what is and what is not permissible in the area of communication between adults and children and young people. Understandably, with use of mobile phones, text messaging, e-mail and other forms of electronic communication becoming commonplace, these methods of communicating have become a feature in all forums.

There is evidence of the use of mobile phones and other electronic communication for grooming or other purposes by professionals and others in positions of trust in relation to children. There have also been incidents of children and young people becoming very distressed as a result of bullying by people/professionals or others who have contacted them without parental knowledge on their mobile phones.

For this reason BSCB encourages leisure organisations to establish a policy guiding the use of electronic communication, which reflects good practice. We acknowledge the potential risks and additional vulnerability of children and young people, and advise against the use of mobile phones and other forms of electronic communication for the purposes outlined below.

Social Networking and Social Media

Interactive social media technology has revolutionised the way that people connect and interact. Facebook, Twitter, blogs, instant messaging and photo and video exchange sites are increasingly popular, and provide an opportunity for people from all environments to connect with children and young people. However the use of social networking sites also introduces a range of potential safeguarding risks to children and young people.

What are the potential risks to children and young people?

With all emerging technologies there is also the potential for misuse. Risks associated with user interactive services include: cyberbullying, grooming and potential abuse by online predators, identity theft and exposure to inappropriate content including self-harm, racist, hate and adult pornography.

Most children and young people use the internet positively but sometimes behave in ways that may place themselves at risk. Some risks do not necessarily arise from the technology itself but result from offline behaviours that are extended into the online world, and vice versa.

Potential risks can include, but are not limited to:

- bullying by peers and people they consider 'friends'
- posting personal information that can identify and locate a child offline
- sexual grooming, luring, exploitation and abusive contact from strangers
- exposure to inappropriate content
- involvement in making or distributing illegal or inappropriate content
- theft of personal information
- exposure to information and interaction with others who encourage self harm
- exposure to racist or hate material
- encouragement of violent behaviour, such as 'happy slapping'
- glorifying activities such as drug taking or excessive drinking
- physical harm to young people in making video content, such as enacting and imitating stunts and risk taking activities
- leaving and running away from home as a result of contacts made online.

Potential indicators of online grooming and sexual exploitation of children and young people

There is also concern that the use of social networking services may increase the potential for sexual exploitation of children and young people. Exploitation can include exposure to harmful content (including adult pornography and illegal child abuse images), and encouragement for young people to post inappropriate content or images of themselves. There have also been a number of cases where adults have used social networking and user interactive services as a means of grooming children and young people for sexual abuse. The Home Office Task Force on Child Protection on the Internet identifies that online grooming techniques include:

- gathering personal details, such as age, name, address, mobile number, name of school and photographs
- promising meetings with sports idols or celebrities or offers of merchandise
- offering cheap tickets to sporting or music events
- offering material gifts including electronic games, music or software
- paying young people to appear naked and perform sexual acts
- bullying and intimidating behaviour, such as threatening to expose the child by contacting their parents, and/or saying they know where the child lives, plays sport, or goes to school
- asking sexually themed questions, such as 'Do you have a boyfriend?' or 'Are you a virgin?'
- asking to meet children and young people offline
- sending sexually themed images to a child, depicting adult content or the abuse of other children



- masquerading as a minor or assuming a false identity on a social networking site to deceive a child
- using school or hobby sites (including sports) to gather information about a child's interests likes and dislikes.

Reporting Concerns about a child or young person

Staff should be familiar with the organisation's safeguarding procedures and refer all concerns to the Designated Officer or deputy. Where a young person may be in immediate danger, staff should dial 999 for police assistance.

Information Sharing

Guidance is available in the BSCB Child Protection Procedures – available on the BSCB website <http://blackpoolscb.org.uk/> or by visiting <http://proceduresonline.com/panlancs/scb/>

Whistle Blowing

Employees are often the first to realise that there may be something seriously wrong within an organisation. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the organisation. They may also fear bullying, harassment or victimisation.

The organisation should express its commitment to the highest possible standards of openness, professionalism and accountability. In line with that commitment there should be an expressed expectation that employees, who have serious concerns about any aspect of the organisation's work, will come forward and voice those concerns.

A Whistle Blowing Policy is intended to encourage and enable employees to raise serious concerns within the organisation rather than overlooking a problem or 'blowing the whistle' through inappropriate mediums.

Further guidance is available in the BSCB Child Protection Procedures – available on the BSCB website <http://blackpoolscb.org.uk/> or by visiting http://proceduresonline.com/panlancs/scb/chapters/p_whistle_blowing.html



APPENDIX 3

LEGISLATION, GUIDANCE, RESOURCES & USEFUL CONTACTS

Blackpool Safeguarding Children Board Child Protection Procedures; this is a shared Child Protection Manual in conjunction with the boards of Lancashire, Blackburn with Darwen and Blackpool <http://proceduresonline.com/panlancs/scb/>

Criminal Records Bureau - www.crb.gov.uk

Independent Safeguarding Authority - www.isa.homeoffice.gov.uk

Every Child Matters: Change for Children - www.everychildmatters.gov.uk

Working Together to Safeguard Children - www.everychildmatters.gov.uk

NSPCC Child Protection in Sport Unit - www.thecpsu.org.uk

Human Rights Act 1998 – sets out the rights of children to be protected by a series of articles covering specific areas - www.opsi.gov.uk

Safeguarding Vulnerable Groups Act 2006 – providing a legal framework and single approach for a vetting and barring scheme - www.opsi.gov.uk

Have Fun and Be Safe – a guide to help parents and carers choose children’s activities www.nspcc.org.uk

Specialist library catalogue of research, journal articles and other publications, latest child protection news, selective reading lists - www.nspcc.org.uk/inform

The UK’s free online specialist child protection resource. General list of 1,000 self help organizations - www.self-help.org.uk

Children’s charity with national 24 hour telephone helpline; offers children opportunity to talk in confidence - www.childline.org.uk

Charity for children that runs a helpline and training events, and has collaborated on many child protection initiatives - www.kidscape.org.uk

Information regarding the internet and child pornography – Child Exploitation and Online Protection Centre - www.ceop.gov.uk

Independent charity to pass on information about child abuse or any crime anonymously www.crimestoppers-uk.org

Blackpool Local Authority Designated Officer – 01253 477541



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Confidential helplines:

Childline – 0800 1111

NSPCC/FA Helpline – 0808 800 5000