



1. Changes from Last Issue

2. Objective and Scope

This policy outlines the policy and procedures which the Company utilise to provide for the protection of children and vulnerable adults making use of its services and facilities. The Company follows Perth and Kinross Councils, child protection procedures 2008.

This policy is intended to outline a framework that all service areas must follow to ensure consistency of approach and ensure that situations that arise are dealt with as quickly as possible, sympathetically and fairly, whilst protecting the interests and rights of victims, the accused and the Company.

3. Reference Documents

INTERNAL	EXTERNAL
Staff Training Records	PKC Child Protection
Parents/ Carers Communications Form	
Child Protection Awareness Workshops	

4. Policy Detail

RESPONSIBILITIES

The Company will through the dispensation of this policy and its procedures:

- Accept the moral and legal responsibility to provide a duty of care for young people and vulnerable adults and implement procedures to safeguard their well-being and protect them from abuse whilst they are users of the Company's services
- Respect and promote the rights, wishes and feelings of young people and vulnerable adults

**TITLE: Live Active Leisure Health and Safety Policy: Child and Vulnerable Adults Protection**

- Recruit train and supervise its employees and volunteers to adopt best practice to safeguard and protect young people from abuse and its employees against false allegations (employees includes full time, part time, relief and volunteers)
- Require employees and volunteers to adopt and abide by the Company's Child Protection and Vulnerable Adults Policy and procedures
- Identify a Child Protection & Vulnerable Adults Officer with responsibility to ensure that the policy and procedures are followed
- Child Protection and Vulnerable Adults Officer: Dave Thompson, Health & Safety and Estates Manager (01738 454604). In the event of this person being unavailable the Facility Manager should contact Perth and Kinross Duty Child Protection Team, Pullar House, Kinnoull Street, Perth 01738 476 768 or out of hours 08453 011 120

PRINCIPLES

The guidance given in this Child Protection and Vulnerable Adults Policy and procedures is based on the following principles:

- The welfare of young people and vulnerable adults is the primary concern (the Children's Act 1989 defines a young person as being under 18 years of age).
- All young people whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse.
- It is the responsibility of the child protection experts to determine if abuse has taken place but it is everyone's responsibility to report any concerns.
- All incidents of suspicious behaviour and related allegations should be taken seriously and responded to swiftly and appropriately.

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- Similarly all incidents of poor practice and related allegations should be taken seriously and responded to swiftly and appropriately.
- Confidentiality should be upheld in line with the Data Protection Act 1989, the Human Rights Act 1998 and the Company's policies and procedures related to these areas.

MONITORING PROCEDURES

This Child Protection & Vulnerable Adults policy and associated procedures will be reviewed every 3 years. The policy will also be reviewed in the following circumstances:

- As a result of and changes in legislation
- Following a procedural review as a result of a significant incident

AWARENESS OF ABUSE

The Company accepts that abuse can become apparent in a number of ways:

1. Through observation
2. A child or vulnerable adult may tell us
3. A third party may have reported an incident, or may have a strong suspicion
4. An employee or volunteer may have a suspicion

TYPES OF ABUSE

Child abuse can take many forms

- Emotional
- Neglect
- Non Organic failure to thrive
- Physical
- Sexual
- Negative discrimination
- Bullying
- Abuse of position of trust

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This policy and procedures will cover dealings with all forms of abuse.

THE EFFECTS OF ABUSE

Abuse in all its forms can affect a child at any age. The effects can be so damaging, that if not treated, they may 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; may become involved with drugs or prostitution; may attempt suicide, or may abuse a child in the future.

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

RESPONDING TO COMPLAINTS AND ALLEGED OR SUSPECTED**INCIDENTS**

Children and young people participating in coached activity sessions are likely to confide in coaching staff/ teachers as children tell people that they trust. Sports coaches and teachers are 'role models' and often become aware of abuse.

It is not the responsibility of anyone working for the Company, to take responsibility or to decide whether or not child/vulnerable adult abuse is taking place. There is however, a responsibility to protect children/vulnerable adults in order that appropriate agencies can then make enquiries and take any necessary action to protect the child/vulnerable adult.

The Education and Children's Services department of Perth and Kinross Council has a statutory duty under the Children Act 1989 to ensure the welfare of a child. When a child protection referral is made its staff has a legal responsibility to investigate. This may involve talking to the child and family and gathering information from other people who know the child. Enquiries may be carried out jointly with the police.

WHAT TO DO IF THERE ARE CONCERNS

- There is always a commitment to work in partnership with parents or carers where there are concerns about their children. Therefore, in most situations, it would be important to talk to parents or carers to help clarify any initial concerns. For example, if a child seems withdrawn, they may have experienced bereavement in the family.
- However, there are circumstances in which a child might be placed at even greater risk were such concerns to be shared, e.g. where a parent or carer may be responsible for the abuse or not able to respond to the situation appropriately.
- In these situations, or where concerns still exist, any suspicion, allegation, or incident of abuse must be reported to the person in charge as soon as possible, and recorded.

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- It is the responsibility of the Child Protection & Vulnerable Adults Officer to inform the Social Services department without delay. In the event of this person being unavailable the Facility Manager should contact Perth and Kinross Duty Child Protection Team, Pullar House, Kinnoull Street, Perth 01738 476 768 or out of hours 08453 011 120
- If you're not sure about what to do, you can also obtain advice by telephoning the NSPCC free phone Helpline. The number is 0800 800 500
- It operates a 24 hour service. You do not have to give your name but it is helpful if you can.
- In these circumstances the Social Services department, together with the Child Protection & Vulnerable Adults Officer, where appropriate, will decide how and when parents or carers will be informed.

STEP 1 – LISTEN & REASSURE

- Stay Calm – do not rush into inappropriate action.
- Reassure the child/vulnerable adult - that they are not to blame and confirm that you know how difficult it must be to confide.
- Listen – to what the child/vulnerable adult says and show that you take them seriously.
- Keep questions to a minimum – use open ended questions to ensure the child/vulnerable adult tells you in their own words.
- Ensure that you clearly understand what the child/vulnerable adult has said.
- Maintain confidentiality at all times.

DO NOT – Panic, make promises that you can't keep or delay in responding.

STEP 2 – RECORD

- Complete a Parent/Carers Communication Form (PCC) making a full report of the allegation, suspicion, poor practice or incident.
- Confidentiality must be maintained at all times.

STEP 3 – REFER

- Refer the PCC form to the line manager who will make contact with the Child Protection & Vulnerable Adults Officer.
- Give the report to the Child Protection & Vulnerable Adults Officer.
- If the concern arises at a community campus school the PCC form should also be copied to the teacher with child protection responsibility.
- The Child Protection & Vulnerable Adults Officer will consider all reports and the appropriate action based on whether the report is abuse or related to poor practice.
- The Child Protection & Vulnerable Adults Officer will inform the Social Services department without delay. The police may be involved in some cases.

**ALLEGATIONS OF ABUSE AGAINST EMPLOYEES AND VOLUNTEERS**

Abuse can and does occur outside the family setting. Although it is a sensitive and difficult issue, abuse has occurred within institutions and may occur within other settings, for example, sport or other social activities. Recent reports indicate that abuse which takes place within a public setting, are rarely a one-off event. It is crucial that all employees and volunteers are aware of this possibility and that all allegations are taken seriously and appropriate action taken.

The Line Manager may be informed of situations where they are unsure about whether the allegation constitutes abuse or not, and are therefore unclear about what action to take. There may be circumstances where allegations are about poor practice rather than abuse but those responsible should always consult with senior colleagues, and gain advice from Education and Children's Services, or the NSPCC where there is any doubt. This is because this may be just one of a series of other instances which together cause concern. It is acknowledged that feelings generated by the discovery that an employee or volunteer is, or may be abusing, will raise concerns among other employees or volunteers, including the difficulties inherent in reporting such matters. However, it is important that any concerns for the welfare of the individual arising from abuse or harassment by a member of staff or volunteer should be reported immediately.

The Company would want to assure all employees and volunteers that it would fully support and protect anyone who, in good faith, reports his or her concern that a colleague is or may be abusing an individual.

Where there is a complaint of abuse against a member of staff, there may be three types of investigation:

- 1 A criminal investigation
- 2 A child protection & vulnerable adult investigation
- 3 A disciplinary or misconduct investigation

The results of the police and Social Services investigation may well influence the disciplinary investigation, but not necessarily.

- If, following consideration the allegation is clearly about poor practice then the Line Manager will deal with this as a misconduct issue.
- If the allegation is about poor practice by the Line Manager, or where the matter has been handled inadequately and concerns remain, then this should be referred to the Child Protection & Vulnerable Adults Officer or a Senior Manager. Senior Managers of the Company will need to decide how this will be dealt with and whether or not to initiate disciplinary proceedings.
- Any suspicion that an individual has been abused by either an employee or a volunteer will be reported to the Child Protection & Vulnerable Adults Officer or other Senior Manager who will take such steps as he or she considers necessary to ensure the safety of the child/vulnerable adult in question and any other child/vulnerable adult who may be at risk.
- The Child Protection & Vulnerable Adults Officer will refer the allegation to the Children's Services PKC who may involve the police.
- The parents or carers of the individual will be contacted as soon as possible following advice from the Social Services department.
- Every effort should be made to ensure that confidentiality is maintained for all concerned.
- If the Line Manager is the subject of the suspicion/allegation, the report must be made to the Child Protection & Vulnerable Adults Officer who is then responsible for taking the action outlined above.

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- The Company will make an immediate decision as to whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.
- Irrespective of the findings of the Education and Children's Services or police enquiries, the Company must assess all individual cases under the appropriate misconduct/disciplinary procedure, to decide whether an employee or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, the Company must reach a decision based upon the information that is available which could suggest that on a balance of probability it is more likely than not that the allegation is true. The welfare of children and vulnerable adults should always remain paramount.
- Consideration should be given to what support may be appropriate to children, vulnerable adults, parents, employees and volunteers

ALLEGATIONS OF PREVIOUS ABUSE

Allegations of abuse may be made at some period of time after the event. For example, by an adult who was abused as a child by an employee or volunteer who is still currently working with children or vulnerable adults. Where such an allegation is made, the Company will follow the procedures given above and report the matter to the Education and Children's Services department or the police. This is because other individuals may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children and vulnerable adults.

CODE OF CONDUCT FOR COACHES AND TEACHERS

Adherence to good coaching/teaching practices, aligned with open communication with parents, children and vulnerable adults should ensure that a safe and enjoyable environment is established and sustained. The duty of care commences from the point of receipt of the child to the point of return to the parent/guardian and the duty of care is non transferable.

OUR GUIDE TO GOOD PRACTICE

- Always be publicly open when working with children/vulnerable adults to avoid situations where a coach and an individual child/vulnerable adult/group of participants cannot be observed.
- Minimum contact with children/vulnerable adults is encouraged. Children/vulnerable adults will put their arms around coaches/teachers, take hold of their hands etc employees and volunteers will discourage this type of contact with all participants.
- Coaches/teachers will move around the whole group to discourage children/vulnerable adults seeking attention, paying equal attention to all in the group.
- Care should be taken when providing manual support particularly in activities such as gymnastics where a level of manual support is essential in developing skills. Any form of manual support should be provided openly and according to guidelines provided by the National Governing Body for your sport.
- Parents & carers are responsible for dressing participants in appropriate clothing for the activities.
- Maintain a safe and appropriate distance with participants.

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- Children/vulnerable adults will be escorted around Company facilities when under the care of coaching/teaching employees for sessions; this includes being escorted to toilet areas. Coaches/teachers will wait at the entrance to the toilet/changing room areas in public areas to safeguard themselves.
- All participants will be treated equally and with respect and dignity.
- Safety and welfare of participants will always be given the highest priority.
- Employees and volunteers must behave in an exemplary manner and be a role model for excellent behaviour.
- Employees and volunteers will keep up-to-date with technical skills, qualifications and professional development.
- Motivate the participants through positive and constructive feedback.
- Create a safe and enjoyable situation which challenges the individuals.
- Maintain a written record of incidents, accidents, repeated misbehaviour and actions taken which will be communicated to parents & carers through the coach.
- Make sessions fun, enjoyable and promote fair play.
- Where possible parents/carers are responsible for the supervision and changing of children/vulnerable adults in changing room areas. Where classes have to be supervised in changing rooms, employees and volunteers must remain in public areas at all times.

PRACTICES NEVER TO BE SANCTIONED

The following should never be sanctioned -

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

TRANSPORTATION OF PARTICIPANTS

Company employees are not permitted to transport participants in any type of vehicle. In situations where participants require transportation to a venue, the responsibility lies with the parent/carer.

APPLICATION OF SUN CREAM

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The Company will promote the responsibility of parents & carers for children/vulnerable adults to attend with sun cream applied. Our staff will not apply sun cream for any child or vulnerable adult. During periods of good weather it is advisable for children to attend wearing a sun hat or baseball cap.

PARTICIPANTS WITH MEDICAL REQUIREMENTS

Company employees and volunteers will not administer any medication to participants however we do have a procedure in place to allow for the safe keeping of medication to allow participants to self administer. This procedure allows parents or carers to discuss requirements in advance and a form to be completed to ensure that employees and volunteers are aware of the medication to be self administered and the time. The procedure includes a safe storage place which safeguards the participant, employee, volunteers and other participants of medication getting into the wrong hands or being tampered with.

GROUP MOVEMENT AROUND FACILITIES

In a number of Company programmes participants require to move from one area of a building to another. In these circumstances, groups will be escorted by the appropriate number of coaches/teachers at all times. Ratio's are governed by the Care Commission for sessions beyond 2 hours and by National Governing Body guidelines for sessions under 2 hours.

IDENTIFICATION OF EMPLOYEES AND VOLUNTEERS

The Company will ensure all employees and volunteers are identifiable by wearing a corporate uniform to ensure that participants are safe in the knowledge of attracting an employee or volunteer's attention. Coaching and Teaching staff are identifiable in a different coloured uniform from other centre employees for ease of identifying coaching staff.

EMPLOYEE/VOLUNTEER RECRUITMENT PROCEDURES

The Company operate a Recruitment Policy which governs the recruitment of employees and volunteers.

The following is a summary of the policy:

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- All employees and volunteers working for the Company must complete the relevant employment application form.
- The Rehabilitation of Offenders Act Exceptions Order 1975 applies, for all employees and volunteers working with young children and/or vulnerable adults, which means that a conviction must be declared and can never be regarded as 'spent'. Potential employees and volunteers recruited within this area will be required to complete and submit a PVG application request.
- At least two references will be taken up.

TRAINING

Appropriate training will enable employees and volunteers to recognise their responsibilities with regards to their own good practice and reporting of suspected poor practice/concerns of possible abuse.

It is recommended that all employees and volunteers working with children/ vulnerable adults must be up to date, or receive training on:

- Child protection awareness (e.g. scUK workshop on Good Practice and Child Protection / PKL Child protection awareness workshop)
- First Aid (FAAW or emergency)

Training needs will be monitored through the employee appraisal system and an annual training programme to meet these needs.

MONITORING AND APPRAISAL

At regular intervals all employees and volunteers should be given the opportunity to receive formal or informal feedback, to identify training needs and set new goals. Managers should be sensitive to any concerns about poor practice or abuse and act on them at an early stage. They should also offer support to those who report concerns/complaints.

CUSTOMER COMMUNICATIONS

Open communication is actively encouraged between coaches/teachers and parents/guardians. Channels include; face to face, customer comment cards, letters, & questionnaires.



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For full day sports camps, a Parent/Carers Communication form will be used to communicate issues arising to parents/carers. A sample is attached at Appendix 1. This form will be used to communicate misbehaviour issues, first aid, accidents, bullying etc. A copy may be provided for parents/carers which should be signed off by the employee or volunteer and the parent/guardian. Regular monitoring of trends with PCC forms occurs.

COMPLAINTS PROCEDURE

The Company's Complaints and Appeals Procedure should be used to deal with any formal complaints and/or appeals.