

# **SAFEGUARDING POLICY**

## **Children & Adults at Risk Policy & Guidelines**

Date of last amendment: May 2019

Implemented from Review date: May 2019

### **Designated Safeguarding Officers**

Bobby Cole- Bournemouth Active & Portsmouth Active & Events

Nicola Coney- Bournemouth Events

Emily Davies – Fairfield Halls

Sharon Leech- HR Operations

### **Deputy Designated Safeguarding Officers**

Linda Simms- Bournemouth Active

TBC- Bournemouth Events

TBC- Portsmouth Active & Events

Dean Kilford – Fairfield Halls

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## **1 Introduction:**

### **What is Safeguarding?**

Safeguarding considers the wider practice around the needs of children, young people and adults at risk. It focuses on creating a safe environment where their welfare is actively promoted.

BH Live is committed to safeguarding the welfare of children and adults who may be considered at risk. We will ensure that recruitment policies and practices are robust and that the necessary checking and vetting procedures are in place.

This policy applies to all employees of BHLive, (hereafter BHLive or 'we'), and other workers including casual staff, agency workers authorised to work with children and vulnerable adults.

It is recognised that there is importance for the wide range of activities provided to be covered under this policy, and in particular where contact with children (under 18) and adults at risk is inevitable.

This document will be reviewed when there is a change to guidance or legislation.

### **Definition of a Child and Vulnerable Adult at Risk.**

For clarity, children" are defined as those under the age of 18.

An adult at risk is someone who is aged 18 or over and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or maybe unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation.

**What is Harm** - physical injury or ill treatment of a person which is usually caused on purpose.

**What is Significant Harm** –physical abuse, sexual abuse, emotional abuse, neglect and exploitation are all within the category of significant harm.

## **2 Policy Statement**

BH Live acknowledges the duty of care to safeguard and promote the welfare of children and adults at risk and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

The policy recognises that the welfare and interests of children and vulnerable groups are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all groups have a positive and enjoyable experience in a safe environment and are protected from abuse whilst participating in activities or making use of the facilities operated by BH Live.

### **2.1 Purpose and Aim of policy**

Abuse can occur within many environments. Some individuals actively seek employment or voluntary work in order to inflict harm.

BH Live undertakes to ensure that every effort is made to safeguard all those who participate in its activities or enter its buildings.

Safeguarding, where appropriate, is included in the induction process of all new staff so all are able to fully understand the appropriate reporting procedures.

Its purpose is:

- To recognise that all children and adults at risk (regardless of age, gender, race, religion, sexual orientation, ability or disability) have the right to enjoy their visit, be protected from harm and be in a safe environment.
- To support BH Live's Duty of Care to all customers.
- To ensure the use of safeguarding guidelines through procedures and codes of conduct for staff and volunteers.
- To ensure sound recruitment practices and processes.
- To ensure that staff are trained, informed, supported, protected and able to identify all forms of abuse and the reporting procedures in place.
- To support a whistle blowing culture that allows individuals to raise issues of poor practice or misconduct by employees.
- To ensure that BH Live activities are planned with the best practice of Safeguarding in mind.
- To support the effective management for staff through supervision, mentoring and training.
- To support our organisations policies and safeguarding relating to the use of photography, social media, communication and IT.

- To ensure that external clubs, event bookings, groups and contractors are given the appropriate guidelines with regard to safeguarding.
- To ensure appropriate action is taken in the event of incidents/concerns of abuse and that support is provided to the individual/s who raise or disclose the concern.
- To ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.
- To share information about safeguarding good practice with children, parents, users, staff and clubs through this policy statement

### **3 Designated Safeguarding Officer (DSO)**

BH Live has in place Designated Safeguarding Officers (DSOs). There will also be Deputies to ensure there is always someone available to contact for advice.

DSOs and their Deputies are dedicated, responsible members of staff who deal with all incidents, allegations and issues which may be of a safeguarding nature.

DSOs and their Deputies will receive training appropriate to their role and will be the person(s) who makes the key decision whether to make a formal referral to the authorities. They will therefore keep themselves up to date with 'best practice' and regulations relating to safeguarding.

The DSOs will also ensure that the BH Live Safeguarding Policy is reviewed and updated and that training is provided to members of staff and volunteers. Their other responsibilities will include:

- Acting as the first point of contact for staff about safeguarding issues.
- Advising and providing guidance to staff concerned about safeguarding issues.
- Ensuring the BH Live Safeguarding Policy and procedures are implemented and followed and in particular to inform the Local Authority and/or Police of safeguarding concerns.
- Maintaining complete and accurate records of any concerns or issues raised in relation to safeguarding.
- Managing any actions or outcomes following an incident.
- Liaising with, seeking advice from and making referrals to the Local Authority Safeguarding Team, Police, and Multi Agency Referral Unit as necessary in relation to safeguarding. Attending meetings as required.
- Keeping the BH Live Senior Management Team/Board informed about any action taken or further action required relating to allegations against a member of staff.
- Liaising with the training personnel to ensure that the appropriate level of safeguarding training is provided to staff.
- Regularly reviewing this policy and the associated sub policies, protocols and codes of conducts, ensuring practices continue to meet statutory requirements and best practice.

- Being aware of the Local Safeguarding Board procedures and contacts.

#### **4 Recruitment**

BH Live has a formal policy and code of practice on recruitment and selection. This ensures compliance with legislation, and encompasses best practice to assist with ensuring that appointees are suitable for the job role

It provides guidance when looking at new posts that are created and whether the role require DBS clearance. This also applies to internal appointees who move to a new job role, in that staff should not transfer to a post requiring DBS clearance, until such clearance and statutory checks have been received.

The process for checking and vetting potential employees is a critical part of this process, and for this reason, this aspect of the safe guarding is covered in the BH Live Recruitment and Selection Policy and Guidance, published separately.

#### **5 Posts requiring clearance**

BH Live will identify and maintain a list of posts requiring DBS clearance, indicating whether or not the position is within a regulated activity (whereby a barred list check is required) and those that do not. A process also exists for identifying and recording this requirement when creating new posts.

The decision as to whether or not a post necessitates clearance requires a consistent, sensible judgement across the organisation and most importantly must comply with the regulations surrounding DBS checks and in particular with reference to the new definitions of regulated activity as detailed below. The criteria applies equally to all types of employment such as permanent, temporary, zero hours, volunteer and unpaid.

##### Regulated Activity / posts

The new definition of regulated activity (i.e. work that a barred person must not do) in relation to children comprises:

(i) Unsupervised activities: teach, train, instruct, care for or supervise children, or  
Provide advice/ guidance on well-being, or drive a vehicle only for children;

(ii) Work for a limited range of establishments ('specified places'), with opportunity for contact: e.g. schools.

The new definition of regulated activity in relation to adults is primarily associated with health and personal care; therefore BH Live does not at the current time have roles that would fall within this category.

## **6 Training**

BH Live will provide appropriate training and guidance to its staff to enable it to maintain a safe environment to all who enter our premises.

Training will also raise awareness of staff in recognising abuse and understanding the necessary procedures for providing the protection of children and vulnerable adults.

Training will be arranged as follows:

A Code of conduct for all staff shall be provided on induction [Appendix C]

### **Level 1: 'Awareness in recognising abuse'**

In line with job roles

Delivered in house by safeguarding team

### **Level 2: 'BH Live Safeguarding Awareness'**

All staff that teach, train, instruct, care for or supervise children and/or vulnerable adults.

Delivered by local authority.

### **Level 3: 'Safeguarding Advanced Training'**

Designated Safeguarding Officer, Deputy and Crèche Managers/Supervisors. Inter-agency' 2-day Child Protection Advanced Training facilitated by the Local Safeguarding Children Board.

## **7 Managing Allegations against Staff**

An allegation against a member of staff may arise from a number of sources such as a report from a child (not necessarily the 'victim'), a concern raised by another member of staff or a complaint from a parent or carer.

The normal 'Dealing with allegations' should be followed. [Appendix I] as well as the BH Live disciplinary procedures and rules [Appendix B].

***HR should be informed at the earliest opportunity.***

## **8 Local Authority Designated Officer**

Every local authority has a statutory responsibility to have a Local Authority Designated Officer (LADO) who is responsible for co-ordinating the response to concerns that an adult who works with children may have caused them or could cause them harm. The Local Authority Designated Officer (LADO) works within Children's Services and gives advice and guidance to employers, organisations and other individuals who have concerns about the behaviour of an adult who works with children and young people. The role of the LADO is to coordinate all allegations and concerns made against a person who works with children.

It is important that BH Live maintains strong relationships with the LADO whose details are as follows:

Bournemouth: [LADO@bournemouth.gov.uk](mailto:LADO@bournemouth.gov.uk)  
01202 456708  
Laura Baldwin and John McLaughlin

Portsmouth: [LADO@portsmouthcc.gov.uk](mailto:LADO@portsmouthcc.gov.uk)  
02392 882500  
Hayley Cowmeadow

Croydon: [LADO@croydon.gov.uk](mailto:LADO@croydon.gov.uk)  
02082552889

Please ensure that you speak with BH Live's designated officer and HR before making direct contact.

## **9 All forms of abuse are recognised**

Recognising abuse is not always straight forward, even for those who have vast experience of working with children, young people and adults at risk. [Appendix D] provides specific detailed information, helping to assist with the understanding of indicators that may cause concerns and arouse suspicions.

## **10 Dealing with allegations**

Any child or adult anywhere can be abused at any time. Children and adults with disabilities are especially vulnerable. Abuse can be committed by anyone (adults or children).

It can take a great deal of courage for a vulnerable person to talk about what is happening and it can sometimes be hard to listen to or recognise what is going on.

They may 'disclose' (tell you) information about an abusive experience they have had or are having. It is therefore important that all members of staff respond appropriately following guidelines in

The key things to be remembered are;

- Remain calm and in control. Even if what they are saying is shocking to you try not to show this. Your reaction can be picked up and they may then stop talking to you and not open up to anyone else through fear of how they will respond.
- Listen carefully to what is being said – you need to remember as much as you can. Don't jump to conclusions, don't ask leading questions or put words into their mouth.

- Don't give your own view or opinions. Show that you are listening, it is often helpful to nod or make sounds to show that you understand what is being said.
- Only ask questions if you don't understand what is being said. You may need to keep questions short or save them to the end and all questions should be 'open' (who, what, where, when) and only used to clarify your understanding of what you have been told.
- Don't promise to keep a secret – a disclosure will often start with "Please don't tell anyone". You cannot keep this a secret so let them know that you can't and you will have to pass it on.
- It is common that you may be approached when you are on your own – It may not be appropriate to call over another member of staff but equally you may be putting yourself at risk of a later allegation. If possible try to have another member of staff within the close vicinity and keep doors open so that you can be seen.
- Try to reassure them that they have done the right thing – you could say something like "I'm glad you have told me this"
- Make notes straight after your meeting – write as clearly as possible using the incident form. Try to use as many of the words used rather than your own.
- Remember that it is not your job to prove if this information is true or not – any investigation will be carried out by the Local Authority and/or the Police. Your job is only to support child and forward your account to the DSO.

## **11 Safe use of Photography**

Photography refers to both still image and video recording on any device that is capable of taking photos and video. Examples may include items such as mobile phones, laptops and smart watches.

Photography and video recording has often taken place in our environment, particularly during children's birthday parties or sporting competitions. Having a picture history of your child's experience and achievement is big part of being a parent and is something we wish to help facilitate as far as possible at BH Live.

However, there are some people who visit our facilities who may upload images to the internet and this creates opportunities to record images in a whole new variety of places and situations, and consequent opportunities for potential misuse.

A blanket ban to all photography is neither appropriate nor enforceable and a more common-sense approach is required finding a "middle-ground" which addresses safety concerns whilst avoiding heavy-handed prohibitions. We therefore seek to allow the use of photography, within our activities and centres under *controlled conditions*.

### **Photography without written approval (controlled conditions)**



Controlled conditions are those in which the area is closed to the public and 'managed' by the person booking the area which is being solely used for that purpose at that time and at which the participants are from a controlled family/ social group can be classed as casual "one-off" photography.

Examples:

- Children's football parties.
- Pool parties where they have exclusive use.
- Club bookings studio or closed area.

Included in the booking terms and condition given to the person in charge of the event is the statement that photography is only permitted amongst the users within the area only. It is their responsibility to control this area in terms of photography.

### **Photography that requires written approval**

Where photography is beyond the conditions detailed above written approval must be gained from the event organiser prior to any photograph being taken.

Examples: Swimming Gala. Marketing.

BH Live would stipulate within the booking agreement that the event organiser ensures that the photographer should complete a Photography Consent form (appendix F) and wear a wrist band clearly marked with the word 'Photographer' and the day's date which identifies them as having obtained permission to use camera or video equipment on that day.

Even in situations above where approval to use photography has been granted should the Customer Operation Manager receive any complaints from other users of our facilities we will ask that the photographer stops immediately and may ask to see all the images that have been taken. If it is felt that any video/picture contains the image of someone who is not part of the group and that person is unhappy with their picture having been taken, the photographer will be asked to immediately delete the image from their camera.

Use of Photography is not permitted, under any circumstances in the changing rooms on poolside and poolside viewing areas. Only a controlled photo session with the swimming club in regards to training needs can be approved.

### **12 Suspicious persons check**

Any serious issues then please follow the main flow chart and contact the DSO who will likely recommend a referral to the Police. On occasions where a

regular customer is acting oddly and you feel a check may be required then this can be done via email to the Police MASH team. They will check their records and either inform us that they are aware of the person and arrange a visit or state they are not aware of the person but ask for details on their actions to see if they can help. See suspicious persons check [Appendix H].

### **13 Appendix**

**[Appendix A ]** – The BH Live Recruitment and Selection Policy can be located on the BH Live Intranet

**[Appendix B ]** – The BH Live disciplinary procedures and rules can be located on the BH Live Intranet

**[Appendix C ]** – Code of conduct for staff

**[Appendix D ]** – Recognising abuse

**[Appendix E ]** – Referral process

**[Appendix F ]** – Photography Consent form

**[Appendix G ]** – Photography Consent form (Internal)

**[Appendix H ]** – Suspicious persons check

**[Appendix I ]** - Dealing with allegations