



THE LENSBRURY

Safeguarding Children and Young People Policy

1. Key Information

1.1 The welfare of children is paramount. All children, regardless of their Age, Race, Religion or Belief, Disability, Gender identity or Sexual Orientation, have the right to protection from abuse.

A reference to a child in this document is a reference to anyone under the age of 18 years. A reference to members in this document includes a reference to guests or any other persons visiting The Lensbury or using the facilities.

All concerns and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately. The Lensbury will work with children, their parents/carers and external organisations to safeguard the welfare of children.

The Lensbury will conduct a risk assessment of Lensbury activities with regard to safeguarding and take appropriate action to address identified issues within suitable timescales.

1.2 We recognise the authority of the statutory agencies and are committed to complying with Local Safeguarding Partnerships, Working Together under the Children Act 2004, and any legislation and statutory guidance the supersedes these.

1.3 The Lensbury owes a legal duty of care to children on their premises or engaged in their activities. That duty is to take reasonable care to ensure their reasonable safety and the duty is higher than it would be for adults.

1.5 The Lensbury's Welfare Officer is the Activities Manager and is identified on the Lensbury's website along with two Safeguarding Officers, the Leisure Operations Manager and Members' Reception Supervisor. Each department also has a lead Welfare Officer who can be identified as the Head of Department.



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2. Policy aims

2.1 This policy is intended to expand upon the objectives and principles set out in the Lensbury's Child Protection Statement which can be found on the Lensbury website. It will also be available at the main Reception and Leisure departments.

2.2 This policy applies to Club members, employees, volunteers or anyone visiting the Lensbury. Employees and volunteers are additionally subject to more extensive guidance and training requirements.

3. Objectives

In relation to safeguarding children and young people, the Lensbury aims to:

- Provide a safe environment for children and young people and try to ensure that they enjoy the experience of participation.
- Ensure robust systems are in place to manage any concerns or allegations.
- Support adults (staff, volunteers, coaches, members, and visitors) to understand their roles and responsibilities with regard to their duty of care and protection of children.
- Provide appropriate level training, support and resources for staff, volunteers, and coaches to make informed and confident responses to specific safeguarding issues and fulfil their role effectively.
- Ensure that children and their parents/carers are informed and consulted and, where appropriate, fully involved in decisions that affect them.
- Reassure parents and carers that all children and young people will receive the best care possible whilst participating in activities and communicate policy and procedure to them through website/letter/consents.

4. Promoting good practice

4.1 Child abuse, particularly sexual abuse, can provoke strong emotions. It is important that any concern or issue which arises is dealt with calmly and objectively.



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4.2 Abuse can occur within many situations including the home, school and the sporting environment. Some individuals will actively seek employment or contact with young people in order to abuse or harm them. An employee or member, guest or resident is likely to have regular contact with children. Members, guests and residents have an important role to play in supporting the Lensbury's efforts to safeguard children.

5. Good practice guidelines (Appendices 1, 2, and 3 for Codes of Conduct)

5.1 All attendees at the Lensbury are encouraged to demonstrate exemplary behaviour both in the interests of children and in order to protect themselves from unjustified allegations.

5.2 The following guidelines should be routinely observed:

5.2.1 Where possible, avoid private or unobserved situations, interactions or communications with unaccompanied children (this includes for transportation purposes – parental consent would be required for any such arrangement).

5.2.2 Treat all children equally with respect and dignity.

5.2.3 Put the welfare of the child first.

5.2.4 Adults should respect children's privacy and right to be safe from abuse and harm and not do anything harmful or age inappropriate with or in front of them.

5.2.5 Set a good example showing sport to be fun, enjoyable and based upon fair play.

5.2.6 Whilst providing informal coaching or instruction avoid any form of manual/physical contact with any child other than your own.

5.3 The following are unacceptable forms of behaviour at the Lensbury:

5.3.1 Spending time alone in private with any child (other than your own) at The Lensbury unless engaged in coaching or caring capacity with the prior permission of parents.

5.3.2 Engaging in rough physical or sexually provocative games, including horseplay.

5.3.3 Engaging in any form of inappropriate touching.

5.3.4 Striking any child.



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5.3.5 Acting or dressing immodestly or engaging in any behaviours with sexual connotations in the presence of any child (either in person or online).

5.3.6 Engaging in exhibitionist behaviours involving nudity in the presence of children.

5.3.7 Subjecting any child to physical intimidation.

5.3.8 Using inappropriate language in the presence of children.

5.3.9 Making sexually suggestive comments to or about a child or children, either in person or via the use of technology.

5.3.10 Humiliating or shouting at a child or reducing them to tears.

5.3.11 Allowing allegations relevant to this guidance to go unrecorded or disregarded.

5.4 Use of photographic/filming equipment at sporting events and social media

5.4.1 Only film or take photos of children (other than your own) with the express consent of their parents or the child and be clear what the photos/videos will be used for. Only publish/onwardly transmit with the permission of their parents or the child.

5.4.2 There is general evidence (not related directly to the Lensbury) that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of children. Any concerns should to be reported to the Welfare Officers or Safeguarding Officers.

5.4.3 There is no intention to prevent Lensbury coaches and teachers using video equipment as a legitimate coaching aid. However, participants and their parents will be made aware that this is part of the coaching programme and be required to give permission. Any such film will be stored safely.

5.4.4 Social media provides unique opportunities for the Lensbury to engage and develop relationships with people in a creative and dynamic forum where users are active participants. It is important that all staff, volunteers, coaches, officials/referees, or anyone working on behalf of the Lensbury is aware of the Lensbury social media guidance (Appendix 4 for Social Media Guidance).

6. Information relating to the recruitment and training of staff

6.1 Recruitment



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6.1.1 The Lensbury recognises the necessity of ensuring that all reasonable steps are taken to ensure unsuitable people are prevented from having contact or working with children.

6.1.2 For employees (and volunteers in regulated activity roles) pre-selection checks will include the following:

(a) All employees must complete an application form against a clear job specification. The application form will elicit information about an applicant's past and a self-disclosure about any criminal record.

(b) Consent should be obtained from an applicant to seek information from the Disclosure and Barring Service (DBS).

(c) Two confidential references, including one regarding previous work with children.

(d) Evidence of identity should be provided prior to commencing.

6.2 Interview and induction

All employees will be required to undergo an interview carried out to acceptable protocol and recommendations. All employees should receive a formal or informal induction, during which:

6.2.1 A check should be made that the application form has been completed in full (including sections on criminal records and self-disclosures).

6.2.2 Their qualifications should be substantiated.

6.2.3 The job requirements and responsibilities should be clarified.

6.2.4 Child protection/safeguarding procedures are explained and training needs are identified.

6.2.5 All staff, volunteers and coaches involved with children and young people will be asked to read the Lensbury Code of Conduct relevant to their role, and sign to indicate their understanding and agreement to act in accordance with the code.

6.3 Training

In addition to pre-selection checks, the safeguarding process includes training after recruitment to help employees to:

6.3.1 Analyse their own practice against established good practice, and to ensure their practice is likely to protect them from unjustified allegations.



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6.3.2 Recognise their responsibilities and report any concerns about suspected poor practice or possible child abuse.

6.3.3 Respond to any concerns expressed by a child.

6.3.4 Work safely and effectively with children.

6.3.5 Any paid employee or volunteer working in regulated activity needs to undertake specific safeguarding training for the Lensbury, namely UK Coaching Safeguarding and Protecting Children. For the Club Welfare Officer role, and UK Coaching Safeguarding and Protecting Children qualifications, this training will need to be refreshed every three years.

7. Supervision of children

7.1 During coaching sessions, coaches should conduct a risk assessment to inform decision making about appropriate supervision levels. Regardless of the recommended ratio of adults to participants, it is recommended that a minimum of two adults should be present. This ensures at least basic cover in the event of something impacting on the availability of one of the adults during the activity.

7.2 Parents may be encouraged to stay for coaching/competitions and other events where their children are of an age where greater levels of parental supervision are required.

7.3 Parents should be aware that if children are left at a venue unsupervised, other than to attend specific coaching sessions, competitions, or other organised events, The Lensbury cannot accept supervisory responsibility.

7.4 Special arrangements will be made for away trips. Parents will receive full information about arrangements for any such trip and will be required to provide their consent for their child's participation.

8. Late collection of a child

8.1 Where a parent is late in collecting their child the following procedure will apply:

- Attempt to contact the parent/carer using the contact details on the Parental Consent Form.
- Attempt to contact the first, then the second emergency contact nominated on the Parental Consent Form.



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- Wait with the young person(s) at the venue with, wherever possible, other staff/volunteers or parents.
- If no one is reachable, contact the Lensbury Welfare or Safeguarding Officers for advice.
- If all attempts to make contact fail, consideration should be given to contacting the police for their advice.

Staff, volunteers and coaches should try to avoid:

- Taking the child home or to another location without consent.
- Asking the child to wait in a vehicle or the Lensbury with them alone.
- Sending the child home with another person without permission

9. Incidents that must be reported/recorded

9.1 If any of the following occur you should report this immediately to a member of staff who will record the incident and normally inform the child's parents, or arrange for the child's parents to be informed (unless doing so may place the child at increased risk of abuse or harm):

9.1.1 If you accidentally hurt a child.

9.1.2 If he/she seems distressed.

9.1.3 If you witness anything (including worrying content on devices, or overheard comments) which raises concerns that someone has acted inappropriately in relation to the Lensbury's Child Protection Policy. Concerns will not always be directly related to Club activity - but if a child is deemed at risk, whatever the circumstances, this should be reported.

(Appendix 6 for Categories of Child Abuse Guidance)

10. Dealing with allegations or suspicions – General

10.1 It is not the responsibility of the Lensbury or any employee, Welfare or Safeguarding Officer of the Club to decide whether or not child abuse, or any harm to children has taken place. However,



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there is a responsibility to act on any concerns. This may include, for example, reports to the police or robust measures to manage any possible risk of abuse or harm to children.

10.2 The Club will seek to communicate with a child in a sympathetic and appropriate way, normally in close consultation with the child's parents (this may not be appropriate, however, if they are implicated in the allegation).

In the event of a children making a disclosure of any type of abuse, the following guidance is given:

- Reassure them that they have done the right thing in sharing the information
- Listen carefully and do not actively question the child or lead them in any way. Only ask questions to clarify your understanding of what has been shared
- Do not make promises that cannot be kept, such as agreeing to keep the information secret
- Record what the child has said as soon as possible
- Explain to the child (and parents, where applicable) how information will be shared and why

10.3 The Lensbury assures all employees and members that it will fully support and protect anyone who in good faith reports his/her concern that an employee, member or visitor has abused or harmed, or may be abusing or harming, a child. The Lensbury will view any victimisation or threatened victimisation (whether direct or indirect) of any person raising any concern or providing relevant information as a very serious matter.

10.4 The Lensbury will expect any member, guest or resident who is the subject of any complaint or allegation to provide full and constructive cooperation to the Lensbury in seeking to resolve any issues arising. Every member, guest or resident is expected to support the Club's child protection objectives.

10.5 The procedures set out in sections 11 and 12 below may be varied if, in the Managing Director's opinion, the particular circumstances require it. The Lensbury's approach will be based upon the Managing Director's view of the risks in all of the circumstances.

10.6 The Lensbury will not be precluded from taking appropriate child protection measures solely on the basis that a member, guest or resident has not been convicted of any criminal offence nor been the subject of a finding of serious misconduct.

10.7 The Lensbury will seek to keep information concerning the allegations and the identity of any children or members, guests or residents involved confidential. The Lensbury may, however,



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provide information to the Police and/or Local Authority Children's Services in order to safeguard and promote a child's welfare.

10.8 Any concern relating to an employee will be dealt with in accordance with the Lensbury's employment procedures.

11. Dealing with child abuse/harm allegations or suspicions – Initial Process

If a child requires urgent medical attention, an ambulance must be called and the receiving medic must be informed that the injury relates to a safeguarding concern.

If the safeguarding concern presents an immediate risk of significant harm, Children's Social Care and/or Police should be called without delay.

11.1 Any concern relating to a member or visitor should be reported immediately to the Welfare Officer or Safeguarding Officers.

11.2 The Welfare Officer or Safeguarding Officers will take any action urgently required to make the child or children safe and refer the concern to the HR Manager and Club General Manager at the earliest opportunity.

11.3 If the concerns are not serious and there is no concern relating to harm or abuse, the Club General Manager and HR Manager will seek to resolve issues and this may include a discussion and/or advice to any of the individuals concerned. In these circumstances the following provisions of this section (11) may not apply. However, we reserve the right to report all concerns to the police/LADO or NGB of the respective sport if we deem necessary.

11.4 If there are concerns that a child is being or may be being harmed or abused, the Club General Manager will consult with the Managing Director with a view to urgent safeguarding action. This may include the relevant member, guest or resident's immediate suspension, the involvement of police or LADO or referral to NGB. The interests of any child will be considered to be of paramount importance throughout.

11.5 Where appropriate, the Managing Director may, inform the Police and/or Local Authority Children's Social Care Services, and consult with the Police and/or Local Authority Children's Social Care Services as to what to do. It is likely to be appropriate where there is a suspicion that a criminal offence may have been committed or there is a possible risk of harm to a child that a report to the Police and/or Local Authority Children's Social Care Services will be required.



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11.6 If a report to the Police and/or Local Authority Children's Social Care Services is made, the Club will refrain from any action which might hinder any related Police and/or Local Authority Children's Social Care investigation.

12. Dealing with child abuse/harm allegations or suspicions – Further Process

12.1 Once the Police and/or Local Authority Children's Social Care have completed their investigation(s) and confirmed that the following actions regarding the member, guest or resident involved would not impede any such investigation (and subject to any Children's Social Care Plan), the Managing Director will:

12.1.1 investigate the allegations or suspicions and collate relevant information; and

12.1.2 give the relevant member, guest or resident an early opportunity to provide an open oral explanation and account of events at the time of any alleged incident(s). The Club will expect the member, guest or resident to be truthful and co-operative in seeking to resolve any issues.

12.2 In cases where the Lensbury leads during this stage: if the Managing Director considers that any allegations or suspicions are credible and does not consider any explanation offered by the relevant member, guest or resident satisfactory, they will be provided with written information as to any allegations or suspicions, and related evidence, and be given an opportunity to attend a meeting with the Managing Director to provide a further explanation and/or representations.

12.3 The matter will then be referred to the Managing Director for consideration. Before the Managing Director considers the matter the member, guest or resident will be given a reasonable opportunity to provide a further written explanation and written representations to the Managing Director. When considering the matter:

- the Managing Director will adopt a risk based approach and consider the best interests of the Lensbury as a whole, taking into account all of the circumstances including but not limited to a paramount concern for the interests of any children concerned and junior members generally, the member, guest or residents representations and response generally, the outcome of any police and/or children's social care investigation and fairness to all those involved; and
- the Managing Director will consider the circumstances generally and whether any allegations remain credible or whether concerns have been resolved; and
- the Managing Director will decide what measures, if any, are appropriate.



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12.4 The Managing Director shall not attempt to determine whether the Member, guest or resident is, or is not, guilty of any criminal offence or other misconduct.

12.5 Any decision to suspend or terminate a membership may be subject to reconsideration in accordance with the Lensbury's Rules.

12.6 Any decision to terminate a membership will be communicated in confidence to the Member and the parents of any child concerned in writing with a summary of reasons.

13. Support to deal with the aftermath of abuse.

13.1 Consideration should be given to the kind of support that children, parents and members of staff may need. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process. In addition to Children's Social Care and GP and Health Services, the following may be useful in this regard:

The British Association for Counselling Directory is available from The British Association for Counselling, 1 Regent Place, Rugby CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189.

Childline – Tel: 0800 1111

Victim Support – Tel: 0845 30 30 900

NSPCC – 0808 800 5000

Samaritans – 116 123

Or contact the appropriate National Governing Body of the sport

13.2 Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

14. Allegations of previous abuse/harm

14.1 Allegations of abuse or harm to children may be made long after the relevant event.

14.2 Where such an allegation is made, The Lensbury should follow the procedures as detailed above (including reporting the matter to the Police and/or Local Authority Children's Social Care Services if appropriate). This is because other children may be at risk of being harmed or abused by this person.

15. Action to help the victim and prevent bullying



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15.1 The Lensbury's Guidance for employees deals with issues relating to bullying at length. Staff are expected to take the lead in combating bullying behaviours.

15.2 Members, guests or residents should, however, be aware of the issue and avoid any behaviour which may amount to bullying of children. If any member, guest or resident witnesses any behaviour they consider to amount to bullying they should report it immediately to a member of staff.

Bullying can be difficult to define and take many forms, which can be categorised as:

Physical – hitting, kicking, theft, unwanted physical contact

Verbal – homophobic or racist remarks, threats, name calling, persistent teasing, tormenting, abusive or offensive comments of a sexual nature

Emotional – isolating an individual from activities or a group, humiliation.

All forms of bullying include: deliberate hostility and aggression towards an individual; a victim who is weaker and less powerful than the bully or bullies; an outcome which is always painful and distressing for the victim.

15.3 The Lensbury and its staff, volunteers and coaches will not tolerate bullying in any of its forms during club matches, competitions, coaching or at any other time while at the Lensbury.

16. Whistleblowing

16.1 Safeguarding children and young people requires everyone to be committed to the highest possible standards of openness, integrity and accountability. The Lensbury supports an environment where staff, volunteers, parents/carers and the public are encouraged to raise safeguarding and child protection concerns. Anyone who reported a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously. (Appendix 5 for Whistleblowing Guidance)



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17. Status of the Policy, Guidance and Procedures

The Lensbury will from time-to-time change and update these documents. As well as periodic updates, they will be reviewed whenever there is a major change in legislation. They represent the Lensbury's approach to the matters with which they deal but are not intended to create any legally enforceable obligation upon the Lensbury or any Member, guest or resident. Insofar as they are inconsistent with the Lensbury's Rules, then the Rules prevail.



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Appendix 1 - Code of Conduct for staff, coaches and volunteers

- Respect the rights, dignity and worth of every person at the Club
- Treat everyone equally and do not discriminate on the grounds of age, gender, race, religion or belief, sexual orientation or disability
- If you see any form of discrimination, do not condone it or allow it to go unchallenged
- Place the well-being and safety of the young person above the development of performance
- Develop an appropriate working relationship with young people, based on mutual trust and respect
- Ensure that physical contact is appropriate and necessary and is carried out within recommended guidelines with the young person's full consent and approval
- Always work in an open environment (e.g. avoid private or unobserved situations and encourage an open environment)
- Do not engage in any form of sexually related contact with a young player. This is strictly forbidden as is sexual innuendo, flirting or inappropriate gestures and terms
- You should not have regular contact outside your club role with the juniors and should not engage in regular communication through text, email or social network sites
- Know and understand The Lensbury's safeguarding policies and procedures
- Respect young people's opinions when making decisions about their participation in sport
- Inform players and parents of the requirements of the sport
- Be aware of and report any conflict of interest as soon as it becomes apparent
- Display high standards of language, manner, punctuality, preparation and presentation
- Do not smoke, drink or use recreational drugs while actively working with young people in the Lensbury. This reflects a negative image and could compromise the safety of the young people
- Do not give young people alcohol when they are under the care of the Lensbury



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- Hold relevant qualifications and insurance cover. All staff, volunteers and coaches who work regularly with children must have current DBS clearance
- Ensure the activities are appropriate for the age, maturity, experience and ability of the individual
- Promote the positive aspects of sport e.g. fair play, fresh air, exercise and building comradeship
- Display high standards of behaviour and appearance
- Follow Lensbury procedures and good practice guidelines
- Ensure that you attend appropriate training to keep up to date with your role and the welfare of young people
- Report any concerns you may have in relation to a child or the behaviour of an adult, following reporting procedures laid down by the Club

Signed: Date:

PRINT NAME:



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Appendix 2 – Code of Conduct for Junior Lensbury Members

As a Junior Member taking part in activity at the Lensbury, you should:

- Help create and maintain an environment free of fear and harassment
 - Demonstrate fair play
 - Understand that you have the right to be treated as an individual
 - Respect the advice that you receive
 - Treat others as you would wish to be treated yourself
 - Respect other people and their differences
 - Look out for yourself and for the welfare of others
 - Speak out (to your parents or a club representative) if you consider that you or others have been poorly treated
 - Be organised and on time
 - Tell someone in authority if you are leaving the venue
 - Accept that these guidelines are in place for the well-being of all concerned
 - Treat organisers and coaches with respect
 - Observe instructions or restrictions requested by the adults looking after you
- You should not take part in any irresponsible, abusive, inappropriate or illegal behaviour which includes:
- Smoking
 - Using foul language
 - Publicly using critical or disrespectful descriptions of others either in person or through text, email or social network sites
 - Consuming alcohol, illegal performance-enhancing drugs or stimulants



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Child Signature _____ Print Name _____

Parent/Carer Signature _____ Print Name _____



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Appendix 3 – Code of Conduct for Parents/Carers of Junior Members

As parents you are expected to:

- Offer positive reinforcement to your child and show an interest in their chosen activity
- Do not place your child under pressure or push them in to activities they do not want to do
- Be realistic and supportive
- Promote your child's participation in playing sport for fun
- Complete and return the player profile forms (and consent forms) pertaining to your child's participation in activities at the Lensbury
- Report and update the Lensbury with any changes relevant to your child's health and wellbeing
- Deliver and collect your child punctually before and after coaching sessions/competitions
- Ensure your child has clothing and kit appropriate to the weather conditions
- Ensure your child has appropriate equipment, plus adequate food and drink
- Ensure that your child understands the rules of their chosen activity
- Teach your child that they can only do their best
- Ensure that your child understands their Code of Conduct
- Behave responsibly at the Lensbury and on the side lines; do not embarrass your child
- Show appreciation and support the coaches, volunteers and staff at the Lensbury
- Accept the decision and judgement of the officials during events and competition

As a parents/carer you have the right to:

- Be informed of problems or concerns relating to your child



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- Be informed if your child is injured
 - Have consent sought for issues such as trips and photography
 - Contribute to the decisions of the Lensbury
 - Be assured that your child is safeguarded during their participation in the sport
 - Have any concerns about any aspect of your child's welfare listened to and responded to
- any breaches of this code of conduct will be dealt with immediately by the Lensbury. Persistent concerns or breaches may result in you being asked not to attend if your attendance is considered detrimental to the welfare of young participants.

The ultimate action should a parent/carer continue to breach the code of conduct may be the Lensbury regrettably asking your child to leave the session, event or club.

Signed:

PRINT NAME:

Date:



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Appendix 4 - Social Media Guidance

This guidance gives procedures that will support and underpin the use of social networking and other online services within the Lensbury.

It is important that all Members, staff, volunteers, coaches, officials/referees, or anyone working on behalf of the Lensbury is aware of this policy and agree to the following terms.

Advice for Individual

- Do not accept children as contacts on social networking sites if you hold a position of trust with children/young people.
- Where contact through social networking sites is used for professional reasons, restrict the communication to professional content and obtain written consent from parents prior to establishing contact.
- Include a third party in any communications to children, e.g. copy parents into communications.
- Use the privacy settings on the various sites to ensure that your content will only be viewed by appropriate people.
- Ensure that any content you place on a social networking site is age-appropriate. Do not use the site to criticise or abuse others.
- Know where to direct junior members and their parents for information.
- Know how to report concerns.
- Know how to keep data safe and secure. This should include the personal contact data of individuals, such as mobile numbers, email addresses and social networking profiles.

Advice for Children

- Consider carefully who you invite to be your friend online and make sure they are who you actually think they are.
- There are websites that offer advice about protecting yourself online, such as www.ceop.gov.uk and www.childnet.com



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- Make sure you use privacy settings so that only friends can view your profile.
- Remember that anything you post on websites may be shared with people you don't know.
- Never post comments, photos, videos, etc., that may upset someone, that are untrue or that are hurtful. Think about whether you may regret posting the content at a later date.
- If you are worried or upset about something that's been posted about you, or by texts you receive from other juniors or adults involved with the Club, raise this with your Club Welfare Officer.

Do not suffer alone. You will be listened to and your concerns will be taken seriously.

- If you want to talk to someone anonymously, call Childline on 0800 1111, or contact them on the web at www.childline.org.uk. You can also call the NSPCC on 0808 800 5000.

Advice for Parents

- Make yourself knowledgeable about social networking platforms and how they work.
- Go on the internet with your child and agree what sites are acceptable to visit. Regularly check that they are staying within the agreed limits.
- Encourage your child to talk to you about what they have been doing on the internet.
- Make sure they feel able to speak to you if they ever feel uncomfortable, upset or threatened by anything they see online.
- Encourage children to look out for each other when they're online. Explain that it's all part of staying safe and having fun together.
- Explain to children that it's not safe to reveal personal information, such as their name, address or phone number on the internet. Encourage them to use a random username rather than their own name.



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- Attachments and links in emails can contain viruses and may expose children and young people to inappropriate material. Teach children to only open attachments or click on links from people they know.
- If you are concerned about any texts, social networking posts or any other use of communication technology by members of The Lensbury, guests, residents, volunteers or members of staff, raise this with the Lensbury Welfare Officer or Safeguarding Officers. They will look into the matter and take appropriate action.
- You should report possible online abuse to the Child Exploitation and Online Protection Centre (CEOP) or the police. Law enforcement agencies and the internet service provider may need to take urgent steps to locate a child and/or remove the content from the internet. Where a young person may be in immediate danger, dial 999.
- Do not post/send negative or critical comments or messages about other children in the Lensbury, staff or volunteers. If you have concerns about a person, these should be raised using appropriate channels within the Lensbury and not using social media.

If you wish to speak to an external organisation for advice, you can contact the NSPCC helpline on 0800 800 5000.

Appendix 5 - Whistleblowing Guidance

Safeguarding children, young people and adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. At the Lensbury, we are committed to encouraging and maintaining a culture where people feel able to raise a genuine safeguarding concern and are confident that it will be taken seriously.

You may be the first to recognise that something is wrong but feel that you cannot express your concerns as this may be disloyal to your colleagues or you may fear that you will be the victim of harassment or victimisation as a result.

Children, Young People and Adults at risk need someone like you to safeguard their welfare.

What is whistle blowing?

In the context of safeguarding, “whistle blowing” is when someone raises a concern about the well-being of a child or an adult at risk.

A whistle blower may be:



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- a player;
- a volunteer;
- a coach;
- other member of staff;
- an official;
- a parent;
- a member of the public.

Reasons for whistle blowing:

Those involved in sport must acknowledge their individual responsibilities and bring matters of concern to the attention of the relevant people and/or agencies. Although this can be difficult it is particularly important where the welfare of children may be at risk.

Each individual has a responsibility for raising concerns about unacceptable practice or behaviour:

- To protect or reduce risk to others
- To prevent a problem from becoming worse or more widespread
- To prevent becoming implicated yourself

If a child or an adult at risk is in immediate danger or risk of harm, the police should be contacted by calling 999. Where a child or an adult at risk is not in immediate danger the first person you should report your suspicion or allegation to is your Welfare and Safeguarding Officers.

If for any reason you cannot, or do not wish to report the matter to the Welfare and Safeguarding Officers please contact the Local Authority Designated Officer (LADO) or the NSPCC on 0808 800 5000.

Information to include when raising a concern

The whistle blower should provide as much information as possible regarding the incident or circumstance which has given rise to the concern, including:



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- their name and contact details (unless they wish to remain anonymous);
- names of individuals involved;
- date, time and location of incident/circumstance; and
- whether any witnesses were present.

The Lensbury assures that all involved will be treated fairly and that all concerns will be properly considered. In cases where suspicions prove to be unfounded, no action will be taken against those who report their concerns, provided they acted in good faith and without malicious intent.

What happens next?

- You should be given information on the nature and progress of any enquiries – this may vary depending on the nature and result of the investigations.
- All concerns will be treated in confidence. During the process of investigating the matter, every effort will be made to keep the identity of those raising the concern to the minimum number of individuals practicable. The Lensbury has a responsibility to protect you from harassment or victimisation.
- No action will be taken against you if the concern proves to be unfounded and was raised in good faith.
- Malicious allegations may be considered a disciplinary offence.
The Public Interest Disclosure Act 1998 protects whistle blowers from victimisation, discipline or dismissal where they raise genuine concerns of misconduct or malpractice.



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Appendix 6 - Categories of Child Abuse Guidance

Abuse can happen on any occasion or in any place where children and young people are present. Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger. Children can be abused by adults, either male or female, or by other children.

Safeguarding is defined as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best life chances.

Child Protection is the activity that is undertaken to protect specific children who are suffering or are likely to suffer significant harm.

There are 4 main types of abuse: neglect, physical abuse, sexual abuse and emotional abuse. Children and young people can also be harmed through poor practice and bullying within a sport setting.

Neglect is when adults consistently or repeatedly fail to meet a child's basic physical and/or psychological needs which could result in the serious impairment of the child's health or development e.g. failure to provide adequate food, shelter and clothing; failing to protect a child from physical harm or danger; or the failure to ensure access to appropriate medical care or treatment. It may also include refusal to give love, affection and attention.

Examples in sport could include a coach or supervisor repeatedly failing to ensure children are safe, exposing them to undue cold, heat or extreme weather conditions without ensuring adequate clothing or hydration; exposing them to unnecessary risk of injury e.g. by ignoring safe practice guidelines, failing to ensure the use of safety equipment, or by requiring young people to participate when injured or unwell.

Physical abuse is when someone physically hurts or injures children by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning or otherwise causing harm. Physical harm



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may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child whom they are looking after.

Examples in sport may be when the nature and intensity of training or competition exceeds the capacity of the child's immature and growing body; where coaches encourage the use of drugs or harmful substances to enhance performance or delay puberty; if athletes are required to participate when injured; or when sanctions used by coaches imposed involve inflicting pain.

Sexual abuse is where children and young people are abused by adults (both male and female) or other children who use them to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse, kissing and sexual fondling. Showing children pornographic material (books, videos, pictures) or taking pornographic images of them are also forms of sexual abuse.

Sexual abusers groom children, protective adults and clubs/organisations in order to create opportunities to abuse and reduce the likelihood of being reported.

Examples in sport may include coaching techniques involving physical contact with children creating situations where sexual abuse can be disguised and may therefore go unnoticed. The power and authority of, or dependence on, the coach if misused, may also lead to abusive situations developing. Contacts made within sport and pursued e.g. through texts, Facebook or Twitter have been used to groom children for abuse.

Child Sexual Exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity:

- (a) in exchange for something the victim needs or wants, and/or
- (b) for the financial advantage or increased status of the perpetrator or facilitator.

The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Emotional abuse is the persistent emotional ill-treatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.



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It may feature age or developmentally inappropriate expectations being imposed on children or even the over protection of a child. It may involve causing children to feel frightened or in danger by being constantly shouted at, threatened or taunted which may make the child very nervous and withdrawn.

Some level of emotional abuse is involved in all types of ill-treatment of a child.

Examples in sport may include children who are subjected to constant criticism, name-calling, sarcasm, bullying, racism or pressure to perform to unrealistically high expectations; or when their value or worth is dependent on sporting success or achievement.



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