

Safeguarding Children and Young People Policy and Procedures



Our Safeguarding Policy

This policy applies to all staff, including senior managers paid staff, volunteers sessional workers, agency staff, students or anyone working on behalf of the Burgess Hill Golf Centre

The purpose of this policy:

To protect children and young people who receive Burgess Hill Golf centres services. This includes the children of adults who use our services;

To provide staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection;

Burgess Hill Golf Centre believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protects them.

Legal framework

This policy has been drawn up based on law and guidance that seeks to protect children, namely:

Children Act 1989

United Convention of the Rights of the Child 1991

Data Protection Act 1998

Human Rights Act 1998

Sexual Offences Act 2003

Children Act 2004

Safeguarding Vulnerable Groups Act 2006

Protection of Freedoms Act 2012

Children and Families Act 2014

Special educational needs and disability (SEND) code of practice: 0 to 25 years - Statutory guidance for organizations which work with and support children and young people who have special educational needs or disabilities; HM Government 2014 Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers; HM Government 2015

Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children; HM Government 2015

We recognize that:

- The welfare of the child is paramount, as enshrined in the Children Act.
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse.
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, their parents, careers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- Valuing them, listening to and respecting them
- Appointing a Designated Safeguarding Officer (DSO) for children and young people, a deputy and a lead board member for safeguarding
- Adopting child protection and safeguarding practices through procedures and a code of conduct for staff and volunteers
- Developing and implementing an effective e-safety policy and related procedures
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- Recruiting staff and volunteers safely, ensuring all necessary checks are made
- Recording and storing information professionally and securely, and sharing information about safeguarding and good practice with children, their families, staff and volunteers via leaflets, posters, one-to-one discussions
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and careers appropriately.
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- Ensuring that we have effective complaints and whistleblowing measures in place.
- Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.

Contact details

Designated Safeguarding Officer (DSO)

Mr. Mark Collins

01444 258585 enquiries@burgesshillgolfcentre.co.uk

Senior lead for safe guarding

Mr. Christopher Collins

01444 258585. chris@burgesshillgolfcentre.co.uk

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on:(date)

Signed:

.....(Chris Collins)

This Policy should be read alongside the following Procedures

1. Recruitment, induction and training
2. Role of the designated safeguarding officer
3. Emergencies and Incidents
4. Dealing with disclosures and concerns about a child or young person
5. Managing allegations against staff and volunteers
6. Recording and information sharing
7. Code of conduct for staff and volunteers
8. Anti Bullying
9. Complaints

1. RECRUITMENT / INDUCTION / TRAINING

Recruitment..

- Candidates applying for Positions as Golf Teachers at BHGC will go through an interview process undertaken by the Director of Golf and the Golf Operations Manager.
- CV's must include references and previous relevant roles. Previous employers will be contacted regarding the candidates suitability in focus of providing safety towards children / vulnerable people during their work at BHGC.
- Application and Self-Declaration Form All applicants will be requested to complete an application and self-declaration form. The purpose of this is to obtain from the applicant relevant details for the position, including information on past criminal behaviour, records or investigations.
- Any successful applicants must have, at that time, completed their first year of the PGA Diploma Qualification and therefore they must be DBS Certified, First Aiders and an up to date 'Children in Golf' Certificate.
- Golf Teachers must show a high level of maturity, mental stability and possess some experience of teaching children individually and as in a group. They will also be asked questions about what they think constitutes health and safety in their role, which the Director and Operations Manager will judge upon.
- Application and Self-Declaration Form All applicants will be requested to complete an application and self-declaration form. The purpose of this is to obtain from the applicant relevant details for the position, including information on past criminal behaviour, records or investigations.

Induction and Training..

- New members of the Teaching team will be under closer supervision from the Operations Manager (also a Golf Teacher) who will monitor their personal approach towards golf pupils regarding safeguarding.
- The Operations Manager will provide an induction session with the new teacher regarding the following specifics in and around the BHGC facility...

- The teacher must adhere to PGA standards of professionalism and Health and safety at all times. Any Golf Lesson Video or Picture capture must be approved with a signature by Parent / Guardian before the lesson (Forms for which are kept in the Golf reception)
- The teacher will be told where fire exits / fire assembly points / first aid kits / defibrillator / accident report forms are kept.

ON THE DRIVING RANGE Golf Teachers must..

- Show children where to stand and where not to stand to prevent injury from golf clubs or golf balls.
- Tell children to not retrieve golf balls from the field where other golfers are hitting balls into.
- Tell children to only swing / hit when told to and to only aim straight ahead down the field.

ON THE PUTTING / CHIPPING AREA Golf Teachers must...

- Tell children to be careful when swinging a club and to make sure they have space away from others
- Tell children to watch out for others who might be about to swing a club that could injure them.
- Show children where to stand and where not to stand to prevent injury from golf clubs or golf balls.
- Tell children to only swing / hit when told to and to only aim where they have been instructed.
- Tell children to not hit putts / chips too hard that could cause damage or harm.
- Tell children to not run for danger of slipping over on the grass.

ON THE GOLF COURSE Teachers must...

- Educate the children about the word 'fore' and what to do.
- Keep children safe from deep water or slippery slopes.
- Decide if the child is wearing suitable clothing ie Jacket in cold weather.
- Decide whether to leave the course if lightning or harmful weather conditions are present

2. ROLE OF THE SAFE GUARDING OFFICER (Mr. Mark Collins – Director of Golf)

- ✓ Drawing up and enforcing the company's safeguarding policy.
- ✓ Being alert to and recognising welfare issues, being sure to challenge poor practice.
- ✓ Sharing appropriate information with relevant people.
- ✓ Checking the List of Children to see who is subject to a Child Protection Plan.
- ✓ Gathering any other relevant information and evidence.
- ✓ Consulting local safeguarding children board procedures for additional information and guidance if needed.
- ✓ Making referrals to social services when appropriate.
- ✓ Continue working with the family, sharing information and contributing to plans if the concern is investigated.
- ✓ Ensuring that all staff having contact with children, vulnerable adults and/or their families have received appropriate training on safeguarding issues.
- ✓ Being the first point-of-call for all staff who have safeguarding concerns.

3. EMERGENCIES AND INCIDENTS

Parental Consent Forms will be obtained and retained by BHGC for all children who are participating in events or activities, or attending coaching organised by the Professional. These forms will be treated in confidence and only shared with those who require the information they contain to perform their role effectively.

In the event of a child requiring medical attention:

The parents will be contacted immediately. In the event of failure to contact parents, the alternative emergency contacts will be used. The consent form will be consulted to establish whether parents have given their consent for the centre representative to act in loco parentis. An adult centre representative will accompany the child to seek medical attention, if appropriate, ensuring that they take the consent form with them. A record of the action taken will be made and retained by the centre.

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. Wait with the young person(s) at the venue with, wherever possible, other staff/volunteers or parents. If no one is reachable, contact the Centre's Safeguarding Officer for advice. If all attempts to make contact fail, consideration should be given to contacting the police for their advice. Staff, Volunteers & PGA Pros should try to avoid:

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

Supervision

During coaching sessions and other activities the Professional will endeavour to ensure that the coach/volunteer to children ratio is appropriate, having considered the age of the participants, their level of experience and ability, the type of activity and the environment.

Parents will be encouraged to stay for coaching/competitions & other events where their children are of an age where their supervision is required.

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 Centre cannot accept supervisory responsibility.

4. DEALING WITH DISCLOSURES AND CONCERNS ABOUT A CHILD OR YOUNG PERSON

Recording suspicions of abuse and disclosures

Where a child makes comments to a member of staff that gives cause for concern (disclosure), observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect, that member of staff:

- listens to the child, offers reassurance and gives assurance that she or he will take action
- does not question the child
- makes a written record that forms an objective record of the observation or disclosure that includes:
- the date and time of the observation or the disclosure
- the exact words spoken by the child as far as possible

- the name of the person to whom the concern was reported, with date and time
- the names of any other person present at the time.
- These records are signed and dated and kept on file which is kept securely and confidentially
- The Safeguarding Office acting as the Designated Person is informed of the issue at the earliest opportunity

5. PROCEDURE FOR RESPONDING TO CONCERNS ABOUT THE CONDUCT OF A MEMBER OF STAFF OR VOLUNTEER

These procedures aim to ensure that all concerns about the conduct of a member of staff are dealt with in a timely, appropriate and proportionate manner. No member of the Golf Centre staff in receipt of information that causes concern about the conduct of a member of staff towards children shall keep that information to himself or herself, or attempt to deal with the matter on their own.

In the event of an investigation in to the conduct of a member of staff all actions will be informed by the principles of natural justice:

- Employees will be made aware of the nature of concern or complaint.
- Where the concern is about possible child abuse, advice will firstly be taken from the police as to what can be said to the employee.
- An employee will be given an opportunity to put forward their case.
- The Golf Centre will act in good faith, ensure the matter is dealt with impartially and as quickly as possible in the circumstances.

In all cases where there are concerns about the conduct of a member of staff towards children, the welfare of the child will be the paramount consideration.

At any point in the management of concerns about the conduct of a member of staff, advice may be sought from the police or social work services.

Initial Reporting of Concerns

Any concerns for the welfare of a child arising from the conduct of a member of staff must be reported to the Golf Centre's Child Protection Officer on the day the concern arises, as soon as practically possible.

Where the concern is about the Child Protection Officer it must be reported to the Senior Lead

Recording

Concerns must be recorded using the Significant Incident Form (in the Golf reception) as soon as possible. Reporting the concerns to the Golf Centre's Child Protection Officer should not be delayed by gathering information to complete the form or until a written record has been made.

All subsequent actions taken and reasons for decisions shall be contemporaneously recorded on the Significant Incident Form, signed and dated by the Golf Centre's Child Protection Officer or the person appointed to manage the response to the concerns.

Establishing the Basic Facts

Once the concerns have been reported, to the Golf Centre's Child Protection Officer will:

- Establish the basic facts
- Conduct an initial assessment of the facts in order to determine the appropriate course of

action.

- Consult external agencies such as the police and social work services for advice at any time. This is important because they may hold other important information which, when considered alongside the current concerns builds a significant picture of concern.

Conducting the Initial Assessment

The Golf Centre's Child Protection Officer will conduct the initial assessment.

The purpose of the initial assessment is to clarify the nature and context of the concerns. It should determine whether there is reasonable cause to suspect or believe that a child has been abused/ harmed or is at risk of abuse or harm. Every situation is unique so guidance cannot be prescriptive.

- Where the established facts support a concern about possible abuse, the initial assessment will not form part of the disciplinary investigation.
- Subject to the nature and seriousness of the situation, if it is not clear at this stage whether a criminal offence may have been committed the member of staff may be approached as part of the information gathering process.

Where the nature and seriousness of the information suggests that a criminal offence may have been committed, or that to assess the facts may jeopardise evidence, advice will be sought from the police before the member of staff is approached.

- An initial assessment of the basic facts may require the need to ask a child(ren) some basic, open-ended, non-leading questions solely with a view to clarifying the basic facts. It may also be necessary to ask similar basic questions of other children, or other appropriate individuals.
- Interviewing children about possible abuse and criminal offences is the sole remit of specially trained police officers and social workers. Questioning of children by those conducting an initial assessment should always be avoided as far as possible. If it is necessary to speak to the child in order to clarify the basic facts best practice suggests that consent from the parent be obtained.

Possible outcomes of initial assessment:

- (i) No further action (facts do not substantiate complaint).
- (ii) Situation is dealt with under procedures to manage poor practice; and/or,
- (iii) Disciplinary investigation (by the SGB).
- (iv) Child protection investigation (jointly by police and social work services).
- (v) Criminal investigation (by the police).

The results of a criminal investigation may well influence the disciplinary investigation, but not in all cases.

- (vi) Civil proceedings (by the child/family who alleged abuse).

Initial assessment supports concerns about poor practice and/or misconduct (but not possible child abuse)

The Golf Centre's Child Protection Officer will deal with the situation in line with the Golf Centre's Disciplinary Procedures.

Pending the outcome of any investigation precautionary suspension will be considered.

Initial assessment supports concerns about possible child abuse

Where the initial assessment of information gives reasonable cause to suspect or believe possible child abuse the Golf Centre's Child Protection Officer will refer the concerns to the police and/or social work services as soon as possible on the day the information is received.

The Golf Centre's Child Protection Officer will make a written record of the name and designation of the social worker or the police officer to whom the concerns were passed together with the time and date of the call, in case any follow up is required. Referrals to the police/social work services will be confirmed in writing by the Golf Centres Child Protection Officer within 24 hours. A copy of the Significant Incident Form should be provided to the police/ social work services on request. Appropriate steps will be taken to ensure the safety of the child(ren) or who may be at risk. The parents of the child(ren) involved will be informed as soon as possible following advice from the police/ social work services. Advice will firstly be obtained from the police/social work services about informing the staff member involved about the concerns. If the advice is to inform the staff member, they will be told that information has been received which may suggest an allegation of abuse. As the matter will be sub judice no details will be given unless advised by the police. All actions will ensure the best evidence is preserved for any criminal proceedings while at the same time safeguarding the rights of the employee. The Golf Centre will take all reasonable steps to support a member of staff against whom an allegation of abuse has been made.

Precautionary Suspension

Suspension is not a form of disciplinary action. The staff member involved may be suspended whilst an investigation is carried out.

Suspension will be carried out by the Director of Golf in accordance with the Golf Centre's Disciplinary Procedures. At the suspension interview the member of staff will be informed of the reason for suspension (within the confines of sharing information) and given the opportunity to make a statement should they wish to do so.

Notification of the suspension and the reasons will be conveyed in writing to the staff member in accordance with the Golf Centre's Disciplinary Procedures.

Disciplinary Investigation

Following advice from the police, cases that also involve a criminal investigation, will not preclude disciplinary action being taken provided sufficient information is available to enable the Golf Centre's Child Protection Officer to make a decision and that to do so does not jeopardise the criminal investigation.

False or Malicious Allegations

In the very exceptional circumstances that an investigation establishes an allegation is false, unfounded or malicious:

- The staff member involved will receive an account of the circumstances and/or investigation and a letter confirming the conclusion of the matter.
- All records pertaining to the circumstances and investigation will be destroyed.
- The Golf Centre's Child Protection Officer will take all reasonable steps to support the individual in this situation.
- In these circumstances the Golf Centre will review the child's participation in golf.
- Data collected for the investigation will be destroyed in accordance with the requirements of the Data Protection Act 1998.

6. RECORDING AND INFORMATION SHARING

Details of all juniors will be kept on file in the office and will not be shared with a third party without parent/guardian consent. Access to this information will be granted to Operations Manager / Director of Golf and the PGA Golf Professional. Details will be passed onto the County Organisations as requested when juniors have reached an ability level that meets the relevant county criteria.

All concerns/allegations will be dealt with confidentially by the Centre and information will only be shared on a need to know basis, either internally or externally depending on the nature/seriousness of the concern/allegation.

7. CODE OF CONDUCT

1. Anyone representing BHGC must remember that while they are caring for other people's children they are in a position of trust and their responsibilities to them and the organisation must be uppermost in their mind at all times.
2. Never use any kind of physical punishment or chastisement such as smacking or hitting.
3. Do not smoke in front of any child or young person.
4. Do not use unprescribed drugs or be under the influence of alcohol.
5. Never behave in a way that frightens or demeans any child or young person.
6. Do not use any racist, sexist, discriminatory or offensive language.
7. Do not give your personal contact details / personal website details to children, parents and carers (exempt childminders)
8. Do not use internet or web-based communication channels to send personal messages to/ befriend children.
9. The use of mobile phones or any other devices to take images of children must be carefully managed. In some settings/ agencies, it may be necessary to take photographs of children in order to evidence progression in terms of their development, particularly with very young children and those with disabilities. Attention must be paid to the way in which the photographs are used and stored, whether this is on a mobile phone or other device.
10. Generally staff should not give children presents or personal items. The exceptions to this would be a custom such as buying children a small birthday token or leaving present or help to a family in need such as equipment to enable them to participate in an activity. Both types of gift should come from the organisation and be agreed with the named person for child protection and the child or young person's parent. Similarly do not accept gifts yourself other than small tokens for appropriate celebrations, which you should mention to the activity leader.
11. Staff should not invite a child to your home or arrange to see them outside the set activity times. (exempt childminders) Should the need arise to invite a child into your home then a discussion with a senior manager must be conducted in order to ensure this is the most appropriate action.
12. Staff should not engage in any sexual activity (this would include using sexualised language) with a child you meet through their duties or start a personal relationship with them, this would be an abuse of trust.
13. Exercise caution about being alone with a child. In situations where this may be needed (for example where a child wants to speak in private) think about ways of making this seem less secret for example by telling another worker or volunteer what you are doing and where you are, leaving a door ajar, being in earshot of others and lastly note the conversation in the log.

14. Physical contact should be open and initiated by the child's needs, e.g. for a hug when upset or help with toileting. Always prompt children to carry out personal care themselves and if they cannot manage ask if they would like help.
15. Do talk explicitly to children about their right to be kept safe from harm.
16. Do listen to children and take every opportunity to raise their self-esteem.
17. Do work as a team with your co-workers/volunteers. Agree with them what behaviour you expect from children and be consistent in enforcing it.
18. If you have to speak to a child about their behaviour remember you are challenging 'what they did' not 'who they are'.
19. Staff should make sure they have read the Safeguarding children procedure and that feel confident that they know how to recognise when a child may be suffering harm, how to handle any disclosure and how to report any concerns.
20. Do seek advice and support from your colleagues, activity leaders or supervisors and your DSL.

8. ANTI BULLYING

We believe that every effort must be made to eradicate bullying in all its forms. Bullying can be difficult to define and can take many forms which can be categorised as; Physical – hitting, kicking, theft Verbal – homophobic or racist remarks, threats, name calling Emotional – isolating an individual from activities or a group All forms of bullying include; Deliberate hostility & aggression towards an individual(s) A victim who is weaker and less powerful than the bully or bullies An outcome which is always painful & distressing for the victim Bullying behaviour may also include; Other forms of violence Sarcasm, spreading rumours, persistent teasing Tormenting, ridiculing, humiliating Racial taunts, graffiti, gestures Unwanted physical contact or abusive or offensive comments of a sexual nature. Inappropriate use of social media The Centre and its Staff, Volunteers & Coaches will not tolerate bullying in any of its forms during competitions or coaching or at any other time while at the Centre

We are intent that we will:

- Provide a point of contact where those being bullied can report their concerns in confidence – to the Safeguarding Officer.
- Take the problem seriously Investigate any and all incidents and accusations of bullying Talk to bullies and their victims separately along with their parents/guardians
- Impose sanctions, which may include expulsion from the Centre for bullies Inform all members of the activity about the incident and action taken if appropriate
- Keep a written record of all incidents and the action taken

9. COMPLAINTS PROCEDURE

It is understood that there may be times when individuals feel unhappy with the service they are receiving. It is hoped that in such situations, the parties concerned will feel able to discuss any concerns or issues that they may have with the Safeguarding Officer at BHGC

If individuals feel unable to discuss their concerns directly or that after such discussion, the matter remains unresolved then the individual may want to put their complaint in writing, addressing it to The Director of Golf – Mark Collins (who has responsibility for complaints) and addresses it to BHGC.

Once a complaint has been received, either verbally or in writing the following process should be followed:

Using a separate complaints record, the named person responsible for dealing with complaints should record the following

- The name of the person making the complaint.
- The nature of the complaint.
- The date and time of the complaint.
- Action taken in response to the complaint including the date on which this was completed.
- The outcome of the investigation e.g. measures taken to improve the service.
- Details of information and findings given to the person making the complaint.
- If the complaint was made in writing, the named person for dealing with complaints should respond, in writing within 28 days. A copy of this response should be kept on file.
- A summary of the complaint made will be kept on file to provide, on request, to the individual and also for regulatory bodies such as Ofsted. This summary will not include the name of the person making the complaint.
- Records should be kept for a minimum of 3 years.

If, during an investigation of a complaint, there is evidence that a person in a position of trust may have harmed a child, committed a criminal offence against a child, or behaved towards a child in a way that indicates they could pose a risk to children, then a referral must be made to the LADO.

Other matters which indicate there may have been a criminal offence committed may need to be referred to the local police station, for example theft of property.